

19th ANNUAL LICENSING SEMINAR

*“Forging Bonds: The Power of
Partnerships in Licensing”*

National Association for Regulatory Administration
403 Marquis Avenue, Suite 200, Lexington, KY 40502
Phone 859-514-1921 Fax 859-231-1943

nara
Consumer Protection Through Prevention



**A Conference for Regulators *and* Providers of
Adult Care ♦ Child Care ♦ Child Welfare**

September 12–14, 2011

Wyndham Grand Pittsburgh Downtown Hotel ♦ Pittsburgh, Pennsylvania

**On-Site Registration and Check-in:
September 11, 2011, 3:00–6:00 PM**

What is NARA and Why is this an Important Event?

The National Association for Regulatory Administration (NARA) is a professional association whose mission is *to promote excellence in human care regulation through leadership, education, collaboration, and service.*

NARA's Annual Licensing Seminar is one of the ways we provide:

- **Leadership** – By taking the lead in bringing together experts and researchers in the field of human care licensing to share ideas and information that will lead to a better future for vulnerable populations.
- **Education** – By offering conferees the opportunity to participate in lectures and discussions on a broad range of regulatory topics of importance to all licensing disciplines and all professional positions.
- **Collaboration** – By providing a venue in which participants can network, share ideas, and discover common challenges and new partners for future work together. This year's Licensing Seminar provides a unique opportunity for individuals in the regulated industries to meet with regulators in a learning and sharing environment to increase their understanding of and compliance with the regulatory process.
- **Service** – By funding a variety of education and professional growth programs, including professional development and research through the Norris E. Class Fund, named for Norris Class, the "Father of Human Care Licensing."

You'll return to your work with new skills, new knowledge, new contacts for shared learning, and a new perspective on licensing and regulation. Whether you are involved in regulating or providing programs for adult care, child care, residential care, adoption, child welfare, developmental disabilities or mental health, you will find the 2011 educational program professionally enriching. This will be an opportunity to hear from some of the most knowledgeable and respected leaders in the industry and in the field of regulation. Come prepared to learn about others and share your own innovative initiatives and thought-provoking concepts.

Join NARA today!

NARA extends numerous benefits to their agency and individual members including:

A COMMUNITY OF PROFESSIONAL PRACTICE

- **NARA LISTSERVES AND FORUMS** – Communicate and stay connected to your peers through online, interactive, interest groups for Adult Care, Child Care, Child Welfare, Drug and Alcohol, Legal, MH-MR-DD, and Training
- **NARA WEB-CONFERENCES** – Join quarterly webinars for members-only on emerging trends and policy considerations for licensing
- **NARA MEMBERSHIP DIRECTORY** – online, searchable directory that keeps members in touch and helps professionals find others in their position in other states and provinces
- **NARA LICENSING NEWSLETTER** – an e-newsletter published quarterly that provides members with information on legal issues, new research, member news and articles from guest contributors

REDUCED RATES ON PROFESSIONAL DEVELOPMENT, SERVICES, AND MATERIALS

significantly reduced registration and fees for NARA activities and products such as:

- **NARA Annual Conference and Licensing Seminar**
- **NARA Monthly Webinar Series** – targeted, monthly learning opportunities
- **NARA Licensing Curriculum**
- **NARA Online Courses and Credentialing Program**

Learn more at www.naralicensing.org/membership!



HIGHLIGHTS



OPENING KEYNOTE

Rosemarie Allen

Director, Division of Child Care
Colorado Department of Human Services

Rosemarie Allen serves as Director for Division of Child Care at The Colorado Department of Human Services, which is the State's lead agency in planning and implementing public child care policy. The Division of Child Care is responsible for the licensing and monitoring of child care facilities; managing the child care assistance program; developing the criteria for educational requirements of early childhood professionals and administering child care grants and quality initiatives, and serving as the lead in implementing federal child care programs.

Rosemarie brings a strong background in early childhood care and education with 30 years of experience in the field. She has served as the Director of the lab schools at Front Range Community College, Metro State College and the Community College of Denver. She is an instructor of Early Childhood Education and Elementary Education classes, and served as a guest lecturer in the Buell Leadership Program at the University of Denver.

*Special Welcome by **FRANCO HARRIS**,*

former professional football player famous for the "Immaculate Reception," one of the most epic moments in football history and strong supporter of community improvement in Pittsburgh.

SPECIAL GUEST PRESENTERS

Sarah Springer, MD

Medical Director
Adoption Health Services of Western Pennsylvania



Sarah Springer is a general pediatrician, practicing in Pittsburgh with Kids Plus Pediatrics. She is the medical director of the Adoption Health Services of Western Pennsylvania, and has provided specialty health services to domestically and internationally adopted children since 1995. Dr. Springer has served as co-chairperson of the Task Force on Foster Care, and as chairperson of the Section on Adoption and Foster Care for the American Academy of Pediatrics, collaborating with pediatricians around the country to advocate for the needs of children in foster care and who have been adopted. She has spoken on numerous occasions about adoption and foster care-related health concerns to parent groups, health professionals, and other professionals who care for children. An adoptive parent herself, Dr. Springer is a graduate of the University of Pittsburgh School of Medicine, and of the Children's Hospital of Pittsburgh Pediatric Residency Program.

SPECIAL GUEST PRESENTERS



Harriet Dichter

National Director
First Five Years Fund

Harriet Dichter, the First Five Year Fund's National Director, leads the policy and advocacy work in Washington, D.C. Previously, she served as Secretary for the Pennsylvania Department of Public Welfare and as the state's founding Deputy Secretary of the Office of Child Development and Early Learning. In that role, she led efforts focused on implementing quality early education systems and initiated new programs and supports that included Early Learning Standards, a data system for comprehensive accountability, child outcome tracking across programs, and rigorous approaches to professional preparation and development. During her tenure, Pennsylvania increased the number of children with access to quality early learning and gained national attention for its commitment to innovation.

Dichter is a summa cum laude graduate of Yale University and a cum laude graduate of the University of Pennsylvania Law School. Her husband is an attorney, and she has two children.

Timothy W. Coughlin

Owner, LifeServices Assisted Living
Vice President, Pennsylvania Assisted Living Association



Mr. Timothy W. Coughlin is President and Chief Executive Officer of LifeServices Assisted Living, a privately owned Company with eight (8) assisted living communities in western Pennsylvania and eastern Ohio. Mr. Coughlin holds an undergraduate degree in Pre-Law and Political Science from Indiana University of Pennsylvania and is responsible, along with his business partner, Mr. Scott D. Allen, for the services and care provided to over 525 older residents living in their Assisted Living Communities. Prior to forming his own Company in 1997, Mr. Coughlin worked for the Erie County Agency on Aging for over ten years, four of those years serving as the Area Agency on Aging Director. During Mr. Coughlin's tenure, the AAA served as one of the first five, Pa/PDA demonstration programs that later became known as the Options Program. He also worked for Hamot Health Systems, a regional health care system in northwestern Pennsylvania, where he was responsible for the development of Hamot's Geriatric Care Continuum, inclusive of a centralized assessment and care management system, a home health agency, a geriatric inpatient unit, and a 10 acre campus Continuing Care Retirement Community, known in Erie as Springhill. LifeServices practices a "resident directed" philosophy of service and care at all of its Communities that includes what's known as a Negotiated Risk or Informed Consent Process.

HELPFUL PLANNING INFO



Hotel

The NARA Licensing Seminar will be held at the Wyndham Grand Pittsburgh Downtown Hotel, located at 600 Commonwealth Place in downtown Pittsburgh. It is convenient to many restaurants and attractions including the Andy Warhol Museum, Rivers Casino and the Benedum Center for the Performing Arts. Room rates are \$139.00 plus tax for single or double occupancy. To take advantage of this special group rate, make your reservations online at http://www.wyndham.com/groupevents2010/pitwg_nara2011/main.wnt no later than **August 5th**. Refunds can only be made by the hotel if cancellation is made 72 hours before reservation begins.

If you find that you are unable to attend the Seminar after making your hotel reservations, please call the NARA office at 859-514-1921 so that we can transfer your reservation to someone without a room.

Ground Transportation

- SuperShuttle is offering a special group rate for NARA attendees of \$34 round trip (plus current fuel surcharge). You can reserve your shuttle online at www.supershuttle.com using group code **66FKT**.
- Taxis are also available at ground transportation for about \$40 one way plus tip.

Disability Policy

NARA wishes to ensure that no individual with a disability is excluded, denied services, or otherwise treated differently from other individuals because of a lack of auxiliary aids and services. If you need any of the aids or services identified in the Americans with Disabilities Act, please call NARA at 859-514-1921 or email jodiemarkey@naralicensing.org.

Sessions Cover Issues of Importance to You!

The 2011 NARA Licensing Seminar offers a variety of workshops applicable to those working in the Adult Care, Child Care and Child Welfare sectors. Regulatory staff at all levels and service providers will find the workshops interesting, informative, and applicable to their day-to-day work experiences.

Continuing Education Opportunities

Many participants have continuing education requirements (examples: clock hour, CEU, CLE, etc.) in their respective states and/or with their respective positions in the regulatory field. This year attendees will be able to receive 1.5 CEU's (15 hours) from Eastern Kentucky University just by attending the NARA Licensing Seminar. Attendees can register for CEU's on site. Please contact the NARA office at (859) 514-1921 for more information on this valuable opportunity for attendees.

Providers (Licensees) may have continuing education or inservice requirements as well. Please check the NARA website periodically for information about the applicability of the Licensing Seminar to meet your state's regulatory requirements for training.

Program Changes

The education sessions in the registration brochure are subject to change. When you check in at the Seminar, be sure to read your **Seminar program** for final presentation information or check the NARA website (www.naralicensing.org/seminar).

Workshop Handouts

Workshop handouts supplied by our presenters will be available for download on the NARA website. This will give you the option to print handouts for workshops you plan to attend and any you would like to read even without attending the education session.

Silent Auction

The 19th Annual Licensing Seminar will feature a Silent Auction. The funds raised will support NARA's Norris E. Class Professional Development and Research Fund. If you or your state would like to provide a Silent Auction item, please contact Robert Steinberg, Silent Auction Chair at robert.steinberg@maine.gov or by telephone at 207-287-5042. Your support will be very much appreciated!

Exhibit Hall

Be sure to visit our exhibit hall, located in the Ballroom Lobby. Our exhibit hall features a number of organizations that support NARA. An internet café, breakfasts and all of our morning and afternoon breaks will be located in the exhibit hall.

Contact NARA at 859-514-1921 with questions on the Licensing Seminar or NARA membership.

EVENING EVENTS

Welcome Reception & Silent Auction

No Charge

Monday, September 12th

6:30 pm – 8:00 pm

Enjoy an evening with friends and colleagues at our complimentary welcome reception, held in Ballroom 1 at the Wyndham Grand Pittsburgh Downtown. Enjoy mouth-watering appetizers while hunting for that must-have item at the silent auction, the proceeds from which go directly to NARA's Norris E. Class Professional Development and Research Fund. A cash bar will be available.

A Night at the Ballpark

Plan to join us at the NARA Social Event as the Pittsburgh Pirates take on the St. Louis Cardinals. NARA's block of tickets is on the third base line with a great view of downtown Pittsburgh. For \$40, you will get a ticket to the game, a 1971 Roberto Clemente World Series Anniversary jersey and \$15 towards concessions



or souvenirs. NARA members from the host state will lead the short walk to the stadium and a charter bus will also be available for those who would prefer not to walk. **Tickets must be purchased in advance for this event, so reserve your spot today!** For more information on registering for the NARA Tuesday Evening Social, go to www.naralicensing.org/Seminar.

SCHEDULE OF EVENTS

Sunday, September 11, 2011

3:00 – 6:00 PM

Registration Desk Open, Ballroom Foyer
Exhibits Open, Ballroom Foyer

Monday, September 12, 2011

7:30 AM – 2:00 PM

Registration Desk Open, Ballroom Foyer

7:30 AM – 5:00 PM

Exhibits Open, Ballroom Foyer

8:30 – 10:15 AM

Welcome Session and Keynote Address
Ballroom 1

Welcome Presenter

Franco Harris, world-famous athlete and community advocate

Keynote Presenter

Rosemarie Allen, Colorado Department of Human Services, Division of Child Care

10:30 AM – 12:00 Noon

Concurrent Sessions A

A-1 Connecting the Dots: Exploring the intersection between NAEYC Accreditation and Child Care Licensing and Regulation

Presenters: Jerlean E. Daniel, PhD, Executive Director, NAEYC, Linda Hassan Anderson, MA, Senior Director, NAEYC Academy for Early Childhood Program Accreditation; Abena S. Ocran, MSA, Director – System Integrity, NAEYC Academy for Early Childhood Program Accreditation

Presenters' Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

This session is designed as a facilitated dialogue to explore relationship possibilities and state requirements for early childhood programs. NAEYC staff will identify examples of how collaborations with states are strengthening state systems and create pathways to meet aspects of NAEYC Accreditation.

A-2 Performance Standardization Guidance for Licensure

Presenter: Steve Lambert, Associate Director, Senior Adult Services and Enforcement, Virginia Department of Social Services

Presenter's Area of Expertise: Mental Health, Adult Care

Topic Relevant to: Everyone

A licensure tool has been developed to help improve consistency within and across licensing offices in Virginia for issuing an initial, a provisional, 1-, 2-, and 3-yr license to adult and children's programs. The tool uses information stored in a database on the compliance history of all providers. Using statistical procedures, each provider's level of performance achieved during the licensure period is measured against the aggregate performance of all providers by program type. Performance is examined in three key areas: average non-compliances per inspection, average risk rating per inspection, and the occurrence of negative enforcement action(s) during the licensure period.

A-3 Understanding the Human Side of Licensing

Presenter: Jacqueline Wood, NARA Trainer/Consultant

Presenter's Area of Expertise: Child Protection and Early Childhood Education

Topic Relevant to: Everyone

Explore the human side of a licensing visit from the views of both the provider and the regulator to better understand what each individual experiences. The session will discuss common misconceptions, shared emotions and how providers and regulators can work together to strengthen relationships and improve the care provided.

A-4 Different Approaches to Licensing in Child Welfare

Presenter: Tiffany Conway Perrin, Senior Policy Analyst, Child Welfare Policy, CLASP

Presenter's Area of Expertise: Child Welfare

Topic Relevant to: Multi-Discipline, Regulators

The Center for Law and Social Policy (CLASP) has received a grant to explore different child welfare licensing models (child welfare agency vs. human services agency vs. business and professional regulation). During this session, CLASP staff will report the preliminary results from this study, which will be published in November.

12:00 PM – 1:30 PM

Lunch on Your Own

1:30 PM – 3:00 PM

Concurrent Sessions B

B-1 Why Early Childhood Regulators and Providers Should Engage in Federal Policy Development

Presenter: Harriet Dichter, National Director, First Five Years Fund

Presenter's Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

We typically think that the states are exclusively responsible for creating and implementing a solid framework for early childhood regulation. While they play the dominant role, the federal government is also engaged. Learn about that role, get an update on current federal policy and advocacy issues and opportunities, and discuss how you as a regulator or provider can participate in the policy development process at the federal level.

B-2 Resource or Reprimand... What is the message you communicate?

Presenter: Laura A. Goldswor, MSL

Presenter's Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

Child Care licensing agencies and providers share a mutual goal of ensuring quality care, but often are placed in adversarial positions. This presentation will challenge Regulators to recreate themselves as agency resources rather than messengers of reprimand. The interactive activities of this workshop will equip the line staff to facilitate the effective utilization of best practices as a support to those child care providers associated with such myriad agencies, i.e. DCC, SACC, FDC, GFDC, etc. At the conclusion of this workshop, the providers and agencies will work collaboratively to ensure compliance to regulations and achieve together their ultimate goal of quality child care.

B-3 Current Trends in Long Term Care Regulation, Licensure and Enforcement

Presenter: Michael E. Anderson, Partner, Arent Fox LLP, Attorneys at Law

Presenter's Area of Expertise: Adult Care

Topic Relevant to: Adult Care Regulators and Providers

The presentation will review the varying types of enforcement powers among different licensing authorities, highlighting current trends in licensure enforcement across the United States. We will consider the perspective of the regulatory agencies in seeking to protect health, safety and well-being of the public through licensure and enforcement, as well as that of the long term care provider operating under a regulatory framework that varies greatly among the states. We will conclude by focusing on the specific challenges faced by providers in navigating such a diverse regulatory framework, including how a provider prepares for a defense against enforcement actions by licensing agencies.

3:15 PM – 4:45 PM

Concurrent Sessions C

C-1 Regulatory Research, Facts, Evidence

Presenters: Rick Fiene, Penn State University and William Gormely, Georgetown University

Presenters' Area of Expertise: Child and Adult Care

Topic Relevant to: Everyone

This important session will tune into the research, both historic and emerging, that connects an expanding body of knowledge about quality care to the regulatory foundations that underscore them. Participants will join the experts in reviewing regulatory trends and their connections to standards and quality benchmarks; policy development and implementation; systems and program evaluation; and the development of data and indicator systems that support strengthened licensing systems, and ultimately the quality of care.

C-2 CHILD CARE LINKS PROJECT: Linking ESL Communities to Licensing Regulation

Presenters: Nicole Marshall, Community Care Facilities Licensing Officer – Project Manager, Fraser Health Authority, British Columbia and Annette Dellinger, Community Care Facilities Licensing Manager, Fraser Health Authority, British Columbia

Presenters' Area of Expertise: Child Care

Topic Relevant to: Everyone

Understanding the complexities of licensing legislation can be a daily challenge for many providers; this is especially true for those who speak English as a second language. Fraser Health's Licensing Program is striving to ensure that cultural diversity is not seen as a barrier to operating a facility in compliance with the legislation. We have adopted the "plain language" writing process to develop a range of resources, which will more effectively communicate legislative standards to our clients with diverse cultural backgrounds. We are looking forward to sharing with you the planning, implementation and evaluative stages of this project.

C-3 Legal Strategies for Fraud Prevention

Presenters: Sandra Lee Esrael, Attorney, NARA Trainer and Consultant
Gene K. Cuccarese, Senior Counsel, Governor's Office of General Counsel, Commonwealth of Pennsylvania
Presenters' Area of Expertise: Legal
Topic Relevant to: Everyone

This session will present a study of administrative hearing decisions relating to suspension of subsidy payments to child care providers engaged in fraudulent billing practices in Wisconsin. An overview of how the providers committed fraud, how the state investigated the case, and whether the administrative law judge upheld the state's suspension of payment action will be provided. In addition, the session will include additional discussion of fraudulent practices by providers of long-term care in PA and how the state works to prevent those actions.

C-4 University Consultative Support to Human Services Licensing Bodies

Presenter: Ronald W. Costen, JD, Professor, Temple University School of Social Work
Presenter's Area of Expertise: Adult Care
Topic Relevant to: Everyone

Regulatory agencies can find excellent support from experts in the academic arena that have both abstract knowledge and real "nitty, gritty" street experience that is utilized to train those who are regulated, those who regulate them, and those who do investigations along with regulators. This session will include information regarding interdisciplinary task forces and the relationship that Temple University has developed with the police and prosecutors around the state.

5:00 PM – 6:00 PM NARA Business Meeting

6:30 PM – 8:00 PM Welcome Reception and Silent Auction Ballroom 1

Come enjoy hors d'oeuvres and drinks and bid on some great items at the NARA Silent Auction!

Tuesday, September 13, 2011

7:30 – 11:00 AM Registration Desk Open, Ballroom Foyer

7:30 AM – 3:00 PM Exhibits Open, Ballroom Foyer

8:30 AM – 10:00 AM

Concurrent Sessions D

D-1 Strong Licensing – A First Step on the Pathway to Child Care Excellence

Invited Presenters: Shannon Rudisill/Carla Thompson, Office of Child Care, U.S. Department of Health and Human Services Administration for Children and Families
Presenters' Area of Expertise: Child Care
Topic Relevant to: Child Care Regulators and Providers

From the 20th anniversary of the Child Care Development Fund (CCDF) until now, the federal Office of Child Care (OCC) has been incorporating a systemic view toward assuring high quality programs connected to outcomes for children and their families. Their efforts have included improving the state CCDF planning and reporting process; redesigning the child care technical assistance network; building quality rating and improvement systems; supporting an enhanced professional development network; and, developing a benchmarking system to measure progress in all of these areas. At the start and incorporated within each of these initiatives has been a concerted connection to strengthening the licensing systems in the states. Participants will hear from the OCC directors and discuss this vision for improvement of the child care program.

D-2 A View from the Other Side: An Insider's Perspective on How We Can Forge Bonds Between the Regulator and the Provider

Presenter: Karen E. Kroh, Vice President for Regulatory Excellence, Sunrise Senior Living, Inc.
Presenter's Area of Expertise: Child Care, Adult Care, Individuals With Disabilities, Substance Abuse, Child Welfare
Topic Relevant to: Everyone

After three decades of serving as a regulator of child, adult, and disability services in Pennsylvania, as well as experience as a provider of senior care in 30 states, 3 Canadian provinces, and the United Kingdom, a charter member of NARA (past President and NARA regulatory consultant) shares her insight regarding the provider/regulator relationship. Interactive discussion will occur about: a) the consistency of licensing inspections and rule interpretations, b) the speed of the licensing process, c) the treatment of providers, and, d) the knowledge of the regulators. Let's all step back and take a look from the "other side of the fence".

D-3 Improve Your Hearing Skills

Presenters: **Robert Steinberg**, Child Care Licensing Manager, Maine Department of Health and Human Services and **Renée Guignard**, Assistant Attorney General, Maine Office of the Attorney General

Presenters' Area of Expertise: Child Care Licensing/Child Welfare Law

Topic Relevant to: Multi-Discipline, Regulators

This presentation will focus on preparing for an administrative hearing from program inspection to hearing. The topics covered will include conducting an inspection, gathering evidence, writing a deficiency statement and denial letter, preparing for an administrative hearing, and, finally, conducting an administrative hearing. The two presenters will conduct mock demonstrations for each topic covered, including a mock hearing demonstration at the end which will illustrate the various roles played by the provider, staff, family members, town officials, regulators and medical professionals. Limited voluntary audience participation is welcome (scripts will be provided!!).

D-4 Providers and Regulators: Partners in Promoting Quality Services for Residents

Presenters: **Beth Greenberg**, Regulatory Affairs and Research Manager, PANPHA; **Brian Hortert**, Executive Director, Concordia of South Hills and **Nicholas Luciano**, Esq., Legislative Counsel, PANPHA

Presenters' Area of Expertise: Adult Care

Topic Relevant to: Adult Care Regulators and Providers

Providers and Regulators share a common goal: for consumers of government-regulated senior services to receive high quality services while at the same time protecting their health and safety. Providers and regulators at times approach this common goal using different tools and philosophies. A panel of providers and association staff representing PANPHA, an association of nonprofit senior service providers, will offer a provider perspective discussing examples of approaches that have worked well in Pennsylvania, some that have been less effective and others that are still only opportunities, but that could be used to assist in our shared vision. Providers will discuss some of the resources and techniques (in addition to regulatory compliance) that they use to improve quality for consumers. Attendees will have the opportunity to provide input from the perspective of regulators.

10:15 AM – 11:45 AM

Concurrent Sessions E

E-1 Caring for Our Children, 3rd edition: Using the National Standards Effectively in Licensing to Improve Child Care Quality

Presenters: **Jeanne VanOrsdal**, American Academy of Pediatrics, Manager, Early Education and Child Care Initiatives; **Danette Glassy**, MD, Co-Chair, Steering Committee, Caring for Our Children 3d Ed.; **Kristen Copeland**, MD, FAAP, Cincinnati Children's Hospital Medical Center and **Marilyn J. Krajicek**, Director, National Resource Center for Health and Safety in Child Care and Early Education, Steering Committee, Caring for Our Children 3d Ed.

Presenters' Area of Expertise: Child Care, Children's Health
Topic Relevant to: Child Care Regulators and Providers, Child Welfare Regulators and Providers

An overview of the structure and content of Caring for Our Children: National Health and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs, 3rd edition (published 2011), will be presented using a panel discussion format. Effective methods of using the standards at the state licensing level to improve state regulations and successful outcomes that have been achieved by using the standards will be described and audience participation will be encouraged.

E-2 Progress & Measurement: The Regulations and the Right Culture in Aging Services

Presenters: **Walter Coffey**, President/CEO, Aging Services of Georgia and **Kim McRae**, Director, Culture Change Network of Georgia

Presenters' Area of Expertise: Adult Care

Topic Relevant to: Adult Care Regulators and Providers

The session will begin with a discussion about the importance of focusing on personal transformation as the starting point for culture change, focusing on why and how to expand philosophy and practices of person-directed care throughout the continuum of long-term living into all settings where aging services are delivered. It will then delve into how regulations can support and foster culture change and how culture change can be incorporated into education that works across care settings. Concluding the presentation will be specific examples of how culture change progress is measured and accountability established in long term care, housing, and community-based service settings from the perspective of a state association, culture change coalition, and a multi-site provider organization.

E-3 IT's NOT Like Building a House

Presenter: Mark Parker, CEO/Outlier Technologies, Inc.

Presenter's Area of Expertise: IT

Topic Relevant to: Everyone

For decades, regulatory agencies have approached information technology (IT) projects like home construction projects: plan, design, construct, maintain; following a rigid sequential process in which each phase is completed prior to beginning the next phase. And although suitable for home construction, the trend with IT projects is to use agile or iterative processes which can evolve and adapt to ever changing business processes, user needs and technology.

This session will provide an overview of the Unified Process (UP), an iterative and incremental approach to information systems development. Attendees can expect to learn:

- How an "Iterative" approach differs from a "Waterfall" approach.
- Why information systems should be developed as a series of "mini projects", or evolutions.
- What benefits regulatory agencies can gain by taking an iterative approach to IT projects.

E-4 The Power of Partnerships. Lexie's Law: Making Change Happen in Kansas

Presenters: Mary A. Murphy, Director Compliance and Regulation Development Unit, Child Care Licensing Program, Kansas Department of Health and Environment and Rachel Berroth, Director Early Care and Youth Programs Section, Child Care Licensing Program, Kansas Department of Health and Environment

Presenters' Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

In 2010, a grassroots initiative by early childhood advocates in Kansas lead to the passage of Lexie's Law. This landmark legislation increased licensing protections to children and families including requiring the transition of approximately 2,400 registered family day care homes to licensed and inspected day care homes. This session will take an in-depth look at Lexie's Law: the research and data that set the stage; the advocates that carried the message; and the efforts of the Child Care Licensing Program and statewide partners to implement the provisions of the law.

11:45 AM – 1:15 PM

Annual NARA Luncheon, Ballroom 1

1:15 PM – 2:45 PM

Concurrent Sessions F

F-1 STRONG LICENSING: The Foundation of Quality — FOR ALL

Presenters: Ann Ditty, NARA President and Jana Martella, NARA Executive Director

Presenters' Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

In the United States, child care statutes, policies, and practices vary widely, and therefore prevent "equal for all" child care protections. NARA embarked last year to "sound the alarm" by issuing a policy paper with this challenge: WE MUST DO BETTER. Join us for this important discussion and join in the call to action to advocate for strong licensing systems for ALL children.

F-2 Developing the Process to License NEW Long Term Care Homes

Presenter: Shelley Jones, Nova Scotia Department of Health and Wellness and Laura MacMaster, Nova Scotia Department of Health and Wellness

Presenters' Area of Expertise: Health/Adult Care

Topic Relevant to: Adult Care Regulators and Providers

Nova Scotia government has committed itself to building new long term care homes to support the vision of "living well in a place you call home." The new homes were to support the trend to move to nurturing environments with smaller neighborhoods within the homes. To support the new approach, frameworks, inspection tools and new reporting systems were developed to inspect the new homes to ensure consistency and compliance in inspections. Hear how collaborative partnerships were developed with infrastructure teams, fire, agriculture and community partners as providers and regulators worked together to improve the quality of the homes new to Nova Scotia.

NARA and the University of Southern Maine/Muskie School of Public Service have created a series of online courses for the NARA Core Knowledge Credential:

- *Introduction to Regulatory Enforcement*
- *Balanced Use of Authority, Complaint Investigation, and Suppressing Illegal Operations*
- *Introduction to the Licensing Process, Investigation and Evidence*
- *History, Concepts, Ethics and Rule-Making in Human Care Regulation*

For more information, go to

www.naralicensing.org/Credentialing

Enroll today to begin earning your NARA Core Knowledge Credential:
<http://muskieschool.mrooms.org>



NARA-USM/Muskie:

Open for Learning – Anytime, Anywhere!

F-3 NARA Licensing Indicator System

Presenters: **Karen E. Kroh**, Vice President for Regulatory Excellence, Sunrise Senior Living, Inc. and **Rick Fiene**, Professor, Penn State University

Presenters' Area of Expertise: Child Care, Adult Care, Individuals With Disabilities, Substance Abuse, Child Welfare

Topic Relevant to: Everyone

The NARA Licensing Indicator System, originally developed by a Federal grant through Penn State University, uses statistically-based research data to design an abbreviated licensing inspection tool to be used to inspect facilities with a history of high compliance. Come hear from the initial designers of the Indicator System (NARA regulatory consultants who have served as the Director of Licensing Research, Pennsylvania Department of Public Welfare and a Pennsylvania Regulator of Child and Adult Care) as to how to collect the data, design the tool, and implement the differential monitoring approach. The presenters will discuss why and how it is making a come-back across the U.S. during times of licensing staff cuts.

F-4 State Trends: School-age Licensing Regulations and Exemptions

Presenters: **Oxana Golden**, Senior Consultant, Afterschool Investments Project and **Laura Martinez**, Senior Program Associate, Afterschool Investments Project

Presenters' Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

School-age licensing regulations and licensing exemptions vary considerably across the States. The unique diversity of school-age programs presents States with interesting decisions about types of programs that need to be licensed, programs that are totally exempt from regulations, and programs that are partially exempt from regulations. This session will focus on licensing trends; an overview of the types of exemptions States include in regulations; and a discussion on the unique needs, challenges, priorities that States face in making licensing decisions.

3:00 PM – 4:30 PM

Concurrent Sessions G Roundtable Discussions

G-1 Adult Care and Individuals With Disabilities Round Table

Moderators: **Karl Polzer**, Senior Policy Director, National Center for Assisted Living; **Timothy W. Coughlin**, Owner, LifeServices Assisted Living and Vice President, Pennsylvania Assisted Living Association and **Ron Melusky**, NARA Board Member, Pennsylvania Office of Adult Residential Licensing

Presenters' Area of Expertise: Adult Care

Topic Relevant to: Adult Care and ID Regulators and Providers

G-2 Child Welfare Round Table

Moderator: **Tiffany Conway Perrin**, Senior Policy Analyst, Child Welfare Policy, CLASP

Presenter's Area of Expertise: Child Welfare

Topic Relevant to: Child Welfare Regulators and Providers

G-3 Child Care Licensing Study Round Table

Presenters: **Pauline Koch**, Koch Consulting and **Judy Collins**, Consultant for Judy Collins Consulting

Presenters' Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

5:30 PM

Social Event

Join us at PNC Park to watch the Pittsburgh Pirates take on the St. Louis Cardinals!

Wednesday, September 14, 2011

7:30 AM – 10:15 AM

Exhibits Open, 4th Floor, Ballroom Foyer

8:30 AM – 10:00 AM

Concurrent Sessions H

H-1 Crisis Mode: Three States' Perspectives

Panel: **Gloria Merk**, Community Care Licensing Manager, California Department of Social Services; **Mary A. Murphy**, Director Compliance and Regulation Development Unit, Child Care Licensing Program, Kansas Department of Health and Environment and **Deborah Russo**, Child Care Services Director, Florida Department of Children and Families

Facilitator: **Chris Ross-Baze**, Military Child Care Liaison – Kansas, National Association of Child Care Resource and Referral Agencies (NACCRRA)

Presenters' Area of Expertise: Program Administration

Topic Relevant to: Everyone

Join this facilitated discussion on the difficult trials that states are facing with regard to shrinking budgets and burgeoning duties. Health and safety is facing its biggest challenge ever from internal and external forces. Let's discover how three states are handling these challenges and brainstorm on how we can pull together for the protection of all vulnerable populations.

H-2 Interpersonal Communication Skills to Support Regulator-Provider Relationships in Culturally Diverse Settings

Presenter: Judith Colbert, Consultant (Canada)

Presenter's Area of Expertise: Child Care

Topic Relevant to: Everyone

Communication is fundamental to enforcement and has been called the "core of culture." As communities become more culturally diverse, regulators are increasingly required to interact with people from different cultures who communicate differently. To avoid misunderstandings and support enforcement, regulators need to be aware of the link between communication and culture and be skilled at communicating with diverse populations. This presentation provides an overview of culture and communication, and shows how culturally sensitive interpretations of elements of communication, such as use of space, time and body language, can support regulator-provider relationships and increase the likelihood of compliance with licensing rules.

H-3 Fostering Health: Resources to Help Meet the Health Needs of Children & Youths in Foster Care

Presenter: Sarah Springer, American Academy of Pediatrics/Healthy Foster Care America

Presenter's Area of Expertise: Child Welfare

Topic Relevant to: Child Welfare Regulators and Providers

Children and youth in foster care have a high frequency of unmet health needs that are often complex. Meeting their physical, mental, oral, developmental, behavioral, and educational health needs requires coordinated care across disciplines. Accordingly, the Fostering Connections Act of 2008 requires that states develop coordinated systems of care to identify and address health concerns. This seminar will review the common health issues of this group of children, and review resources developed by the American Academy of Pediatrics to help communities improve health and well-being among children and youths in foster care.

H-4 The Relationship Between Licensing and QRIS: Challenges and Opportunities

Presenter: Christine Johnson-Staub, Child Care and Early Education Policy Group/CLASP

Presenter's Area of Expertise: Child Care

Topic Relevant to: Child Care Regulators and Providers

More than half of the states currently have child care Quality Rating and Improvement Systems (QRIS) up and running, and more are under development. Both licensing and QRIS can play a role in program quality for children and accountability for public dollars. As states develop these promising systems, they are grappling with the relationship between child care licensing and the QRIS rating levels, the role of licensing staff in implementing the QRIS, and how licensing standards align with QRIS standards. This workshop will present trends in QRIS design, and the challenges and opportunities they present in relation to licensing systems.

10:15 AM – 11:30 AM

I-1 Licensing in the 21st Century – Voicing Concerns and Sharing Ideas

Presenter: Panel / Audience Interaction

Jana Martella, Executive Director, NARA; **Christine Johnson-Staub**, Child Care and Early Education Policy Group/CLASP; **Tiffany Conway Perrin**, Senior Policy Analyst, Child Welfare Policy, CLASP and **Ronald W. Costen**, JD, Professor, Temple University School of Social Work

Presenters' Area of Expertise: Various

Topic Relevant to: Everyone

In the spirit of fostering partnerships, attendees will gather together to share their visions of the future of licensing. A multi-disciplinary panel of experts will take questions and comments from the audience and offer answers and analysis in an interactive format. Make sure to join us for this exciting and empowering closing session!

11:30 AM – 11:45 AM

Wrap up and Closing Remarks

Ann Ditty, NARA President

Stick around! Names will be drawn during the final session for door prizes including...

**FREE registration for the
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2011 NARA LICENSING SEMINAR

REGISTRATION

Please fill out **one form for each person** who will attend the Licensing Seminar. Make copies of this registration form if necessary. Please print clearly or type. Online Registration is also available at www.naralicensing.org. Click on "Licensing Seminar."

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CONCURRENT SESSIONS PREFERENCE

All concurrent sessions are listed by day and time in the "Schedule of Events" portion of this brochure. For each session, please indicate your preferences. NARA reserves the right to cancel sessions if registration is insufficient and to substitute sessions or presenters in the event of an emergency cancellation by a presenter. When you pick up your registration materials, please read the Seminar Program carefully for changes. Sessions are subject to change and will be updated on the NARA website as changes are made.

MONDAY, SEPTEMBER 12, 2011

Session A 10:30 AM – 12:00 PM A1 A2 A3 A4

Session B 1:30 – 3:00 PM B1 B2 B3

Session C 3:15 – 4:45 PM C1 C2 C3 C4

TUESDAY, SEPTEMBER 13, 2011

Session D 8:30 – 10:00 AM D1 D2 D3 D4

Session E 10:15 – 11:45 AM E1 E2 E3 E4

Session F 1:15 – 2:45 PM F1 F2 F3 F4

Roundtables G 3:00 – 4:30 PM G1 G2 G3

WEDNESDAY, SEPTEMBER 14, 2011

Session H 8:30 – 10:00 AM H1 H2 H3 H4

SAVE \$100 BY BECOMING A NARA MEMBER! APPLICATION AVAILABLE ON THE NEXT PAGE.

FULL CONFERENCE EARLY BIRD

(Registration postmarked on or before August 12, 2011)

\$350 NARA Member \$ _____

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(Registration postmarked between August 12 and August 31, 2011)

After August 31st, all registrations must be on-site.

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TUESDAY SOCIAL EVENT AT PNC PARK

\$40 per person \$ _____

TOTAL All payments must be in US funds. \$ _____

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CANCELLATION POLICY:

Cancellations received at least 30 days before the Seminar will receive a full refund. Cancellations received 15-29 days before the Seminar will receive a refund less a \$75 administrative fee. Cancellations received 14 days or less before the Seminar will receive partial refunds in limited cases. All cancellations must be submitted via mail, fax or e-mail. For more information on NARA's cancellation policy, please contact the NARA Office at 859-514-1921.

VOLUNTARY DEMOGRAPHIC INFORMATION – Please fill out the following information if you feel comfortable sharing it with us.

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Year of Birth _____ Gender _____ Race _____

How did you learn about the Seminar? _____

Why did you choose to attend the seminar? _____

LICENSING AREA (Check All that Apply):

Child Care Child Welfare Adult Residential Care Adult Day Care MH/MR/DD Drug & Alcohol Other _____

PROFESSIONAL POSITION (Check One):

Line Staff (Inspector) Policy Specialist Manager/Administrator Field Supervisor Attorney Other _____

OCCUPATION

Licensing Professional (currently employed in licensing)

Provider/Licensed Facility/Trade Association

Former/Retired Licensing Professional

College/University

Other _____

MEMBERSHIP APPLICATION

CONTACT INFORMATION

NAME _____

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OCCUPATION

Licensing Professional (currently employed in licensing)

Provider/Licensed Facility/Trade Association

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Other _____

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Adult Day Care

MH/MR/DD

Drug & Alcohol

Other _____

PROFESSIONAL POSITION (Check One):

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Policy Specialist

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19th ANNUAL LICENSING SEMINAR

**A Conference for Regulators *and* Providers of
Adult Care ♦ Child Care ♦ Child Welfare**

September 12–14, 2011

Wyndham Grand Pittsburgh Downtown Hotel

On-Site Registration and Check-in:

September 11, 2011, 3:00–6:00 PM