

2011 NARA LICENSING SEMINAR PROGRAM OF EVENTS

"Forging Bonds: The Power of Partnerships in Licensing"

September 12-14, 2011

**Wyndham Grand Pittsburgh Downtown Hotel
Pittsburgh, Pennsylvania**



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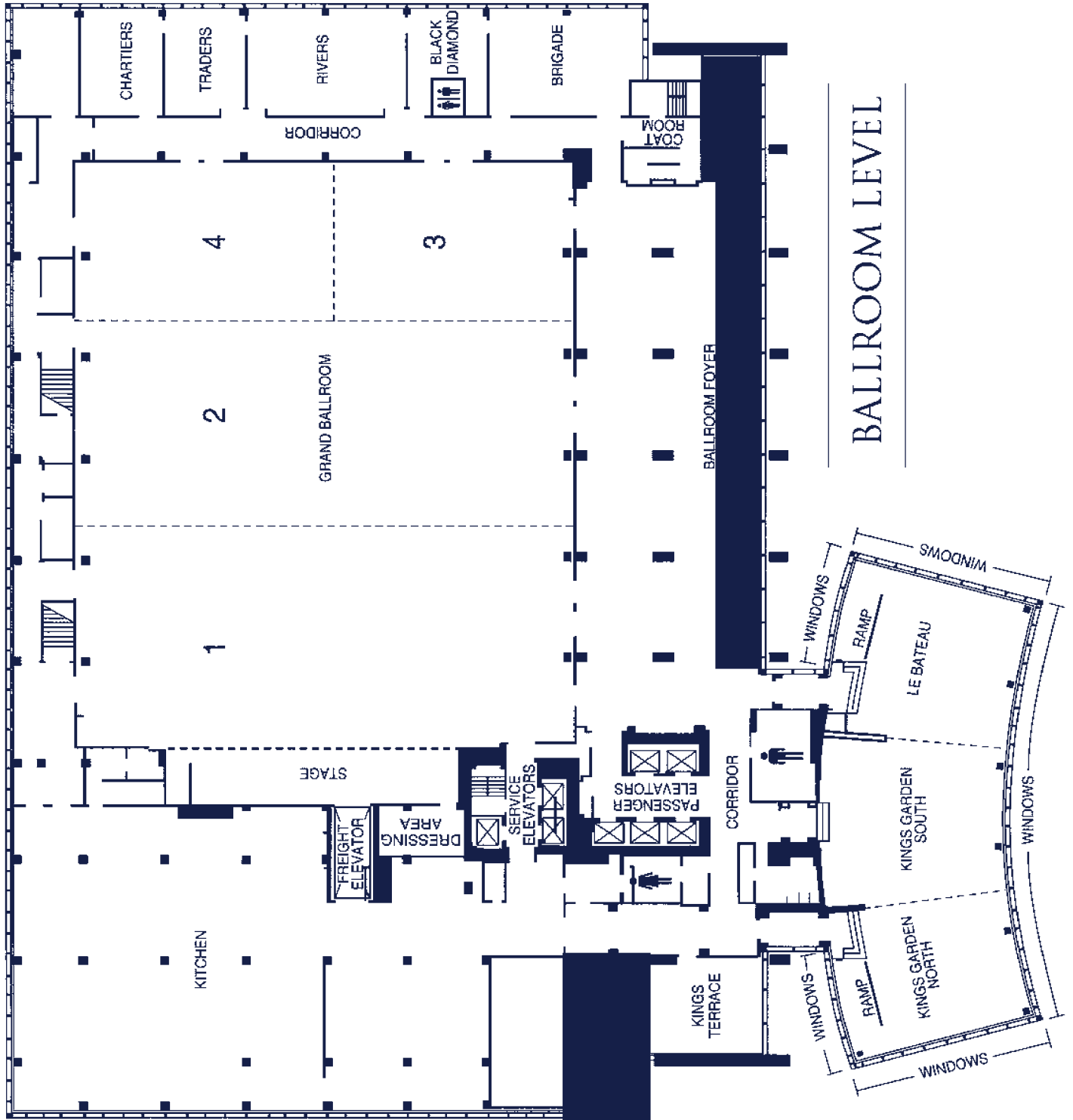
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on the Ballroom level of the hotel.

A Special Thank You to

NARA's 2011 Seminar Committee

Victoria Flynn, Ron Melusky and Debby Russo, Co-Chairs

SEMINAR SURVIVAL INFORMATION

SEMINAR NAME BADGES

**Badges must be worn
to all conference events.**

SILENT AUCTION

Join us for the NARA Silent Auction, held during the Welcome Reception, Monday, September 12th, from 6:00 – 8:00 PM! This is an exciting event and always a popular feature of the NARA Licensing Seminar. You'll find wonderful items to bid on and your purchases support NARA's Norris E. Class Professional Development and Research Fund. If your bid is highest on any item(s), you may pay at the Silent Auction desk using check, cash, or credit card. (Shipping costs are the responsibility of the buyer. Please contact the hotel business office for shipping information.)

The Silent Auction and Welcome Reception will be held in Ballroom 1.

HANDOUTS

Handouts and Presentations are provided by the presenters. In addition, following the Seminar they will be available on the NARA web site – www.naralicensing.org/Seminar_Presentations.

PROGRAM CHANGES

Any workshop changes that have occurred after the printing of this program will be announced during the Opening Session and information will be available at the registration desk.

DISABILITY POLICY

NARA wishes to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently from other individuals because of absence of auxiliary aids and services. If you need any of the aids or services identified in the Americans with Disabilities Act, please ask a NARA staff person or a NARA Volunteer for assistance.

CEU'S, CLE'S AND CLOCK HOURS

Many conferees have continuing education requirements (examples: clock hour, CEU, CLE, etc.) in their respective states and/or with their respective positions in the regulatory field. To receive CEU credit from Eastern Kentucky University for workshops at the Annual Seminar, complete the CEU forms that will be available at the NARA Registration Desk. The charge for ordering a CEU certificate will be \$15. A certificate for clock hours is also available on page 14 of your program. Those who attend all sessions will be eligible to receive 1.5 CEU's (equivalent to 15 clock hours).

Please note: The information presented and the opinions expressed in the education sessions do not necessarily reflect those of the National Association for Regulatory Administration. The National Association for Regulatory Administration does not endorse products or the services of individuals or companies exhibiting at this conference. NARA makes no claims as to the accuracy of exhibitors' information or the safety or quality of their products.

SCHEDULE OF EVENTS

Please note that exhibits will be open throughout the Seminar and all breaks will be held in the exhibit hall.

Take time to visit these exhibits and welcome our supporters to the Seminar.

Sunday, September 11, 2011

3:00 – 6:00 PM

Registration Desk Opens and Exhibits Open
Ballroom Level Foyer

Monday, September 12, 2011

7:30 AM

NARA Registration Opens
Exhibits Open All Day
Coffee & Breakfast 7:30 until 10:30 AM
Plan to pick up your registration materials and be one of the first to visit this year's exciting exhibits.

8:30 – 10:15 AM

Opening Session & Keynote Address
Ballroom 1

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.



Opening Keynote **Rosemarie Allen**

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.

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** *Kings Garden South*

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** *Ballroom 4*

Presenter: **Steve Lambert**, Associate Director, Sr. 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 licensees. Using statistical procedures, each licensee's level of performance achieved during the licensure period is measured against the aggregate performance of all licensees 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** *Ballroom 3*

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 licensee and the licensor to better understand what each individual experiences. The session will discuss common misconceptions, shared emotions and how licensees and licensors can work together to strengthen relationships and improve the care provided.

A-4 **Different Approaches to Licensing in Child Welfare** *Kings Garden North*

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** *Ballroom 4*

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 **Forward Thinking in Kansas That Empowers Licensees to Be an Active Partner** *Ballroom 3*

Presenter: **Joyce L. DeBolt**, LMSW; Public Service Administrator, Child Placing Agency and Residential Programs Section, Bureau of Childcare and Health Facilities, Kansas Department of Health and Environment

Presenter's Area of Expertise: Child Welfare

Topic Relevant to: Everyone

As many states privatize child welfare services, there are obstacles and challenges when developing strong public and private collaboration. This workshop will address what have been the biggest challenges and successes in the foster parent licensing process for Kansas. The presenters will talk about lessons learned and provide techniques to encourage a positive partnership. The session will be interactive and allow time for participants to discuss their needs and develop some strategies to enhance communication between all the stakeholders.

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

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
Ballroom 3

Presenter: Rick Fiene, Penn State University

Presenter's 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
Kings Garden North

Presenters: Nicole Marshall, Community Care Facilities Licensing Officer - Project Manager; Fraser Health Authority, British Columbia & 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 licensees; 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
Kings Garden South

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.

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

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**C-4 University Consultative Support to Human Services
Licensing Bodies**
Ballroom 4

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 from the academic arena that have both abstract knowledge but also real "nitty, gritty" street experience that is utilized to both train those who are regulated, those who regulate them, and do investigations along with regulators. This session will also include information regarding interdisciplinary task forces and our special relationship that we have developed with the police and prosecutors around the state.

5:00 PM – 6:00 PM

NARA Annual Business Meeting

Kings Garden North

Join your NARA Board as they share the Association's many accomplishments of the last year, announce the results of the Board Election, and discuss the vision for the coming year. ALL members of NARA are encouraged to come to this meeting.

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6:30 PM – 8:00 PM

Welcome Reception and Silent Auction

Ballroom 1

Sponsored by Knowledge Learning Corporation

Join us for hors d'oeuvres and drinks at the reception. Don't forget to bid early and often at the NARA Silent Auction!

Tuesday, September 13, 2011

7:30 AM

Registration

Exhibits Open All Day

Coffee & Breakfast available until 10:30 AM

8:30 – 10:00 AM

Concurrent Sessions D

D-1 A FEDERAL FOCUS ON Strong Licensing – A First Step on the Pathway to Child Care Excellence
Ballroom 3

Presenters: Janet Carter, Delaware Department of Education and Jana Martella, NARA Licensing
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 about federal initiatives improving the child care landscape, including the OCC TA initiatives, the Early Learning Challenge, and QRIS in the states.

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

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 Development and Implementation of a Best Practice Interagency Committee for Investigations of Licensing Violations
Kings Garden South

Presenter: **Donna M. Sabo**, MAED, Agency Certification Specialist; Ohio Department of Job and Family Services

Presenter's Area of Expertise: Child Welfare

Topic Relevant to: Everyone

This workshop will explore the development and implementation of a Best Practice Committee consisting of licensing staff, providers, public children services agency staff, child abuse/neglect investigators and other sister agencies, as applicable. There will be information on the provider self-reporting protocols for alleged abuse/neglect and licensing violations and the protocols used for interagency agency team investigations of the alleged violations. The information presented will include: the role of the provider child advocate in the reporting and investigation; the use of monthly meetings to review the allegations, investigations, and members concerns regarding the provider; and feedback from the provider on the interagency response. The workshop will also address the issuance of licensing violations and submittal of corrective action plans for self reports and the impact of these reports on the status of the license.

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

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 – 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
Ballroom 3

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. Krajceck**, 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
Ballroom 4

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
Kings Garden North

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
Kings Garden South

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.



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11:45 PM – 12:45 PM

Annual NARA Luncheon

Ballroom 1

12:45 PM – 3:30 PM

Refreshments in the exhibit area

1:15 PM – 2:45 PM

Concurrent Sessions F

F-1 **STRONG LICENSING: The Foundation of Quality – FOR ALL** Ballroom 3

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** Kings Garden North

Presenter: Donna Dill, Nova Scotia Department of Health and Wellness

Presenter's 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.

F-3 **NARA Licensing Indicator System** Ballroom 4

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** Kings Garden South

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.

1:15 PM – 2:45 PM

Concurrent Sessions G

Roundtable sessions are informal opportunities to discuss issues, ask questions, and learn from one another.

G-1 Adult Care and Individuals With Disabilities Round Table Ballroom 4

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 Kings Garden North

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 Ballroom 3

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

5:00 PM

Optional Social Event

Meet in the lobby to ride the bus or walk to the event: *A Night at the Ballpark – Pittsburgh Pirates vs. St. Louis Cardinals*. Tickets must be purchased in advance for this event. A limited number of tickets will be available on site for purchase.



Wednesday, September 14, 2011

7:30 AM – 10:30 AM

Exhibits Open & Breakfast Available
Ballroom Foyer

8:30 AM – 10:00 AM

Concurrent Sessions H

H-1 Crisis Mode: Three States' Perspectives Ballroom 3

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 Kings Garden North

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
Kings Garden South

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
Ballroom 4

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 – 11:30 AM

Session I

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

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
Presenter's 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

Closing Remarks
Ann Ditty, NARA President

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**
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2011 ANNUAL LICENSING SEMINAR

National Association for Regulatory Administration

Clock Hour Certificate of Attendance

Presented To

September 12-14, 2011
Pittsburgh, PA

Ann Ditty

Ann Ditty, President

*Please fill in the title of each workshop session you attend.
Total possible clock hours for Monday – 6.25; for Tuesday – 6;
for Wednesday – 2.75; for the entire conference – 15*

MONDAY, SEPTEMBER 12, 2011	CLOCK HOURS
Plenary Session , Keynote Speaker, Rosemarie Allen	1.75
Session A Workshop Name	1.5
Session B Workshop Name	1.5
Session C Workshop Name	1.5
TUESDAY, SEPTEMBER 13, 2011	
Session D Workshop Name	1.5
Session E Workshop Name	1.5
Session F Workshop Name	1.5
Session G Roundtable Session	1.5
WEDNESDAY, SEPTEMBER 14, 2011	
Session H Workshop Name	1.5
Session I Workshop Name	1.25

WE CARE BECAUSE YOU CARE.

TCC provides government, non-profit and commercial organizations with cutting edge technology and consulting services. We are recognized today as a leader in mobile workforce and technology solutions, child care information systems and other tailored software applications. With a record of employing proven technology to connect people with productivity, our team of technology and human services professionals are dedicated to providing innovative solutions.

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CONFERENCE QUICK VIEW

SUNDAY, SEPTEMBER 11
3:00 – 6:00 PM
 Registration & Exhibits *Ballroom Foyer*

MONDAY, SEPTEMBER 12
7:30 AM – 2:00 PM
 Registration Open *Ballroom Foyer*

7:30 AM – 5:00 PM
 Exhibit Hall Open *Ballroom Foyer*

7:30 – 10:30 AM
 Breakfast in the Exhibit Hall *Ballroom Foyer*

8:30 – 10:15 AM
 Welcome Session *Ballroom 1*
 Rosemarie Allen, Keynote Speaker

10:00 – 10:15 AM
 Morning Break in the Exhibit Hall *Ballroom Foyer*

10:30 AM – 12:00 PM
 A-1 Connecting the Dots: Exploring the intersection between NAEYC Accreditation and Child Care Licensing and Regulation *Kings Garden South*
 A-2 Performance Standardization Guidance for Licensure *Ballroom 4*
 A-3 Understanding the Human Side of Licensing *Ballroom 3*
 A-4 Different Approaches to Licensing in Child Welfare *Kings Garden North*

12:00 – 1:30 PM
 Lunch on Your Own

1:15 PM
 Refreshments Available in Exhibit Hall *Ballroom Foyer*

1:30 – 3:00 PM
 B-1 Why Early Childhood Regulators and Providers Should Engage in Federal Policy Development *Ballroom 4*
 B-2 Resource or Reprimand... What is the message you communicate? *Ballroom 3*
 B-3 Current Trends in Long Term Care Regulation, Licensure and Enforcement *Kings Garden North*

3:00 – 3:15 PM
 Afternoon Break in the Exhibit Hall *Ballroom Foyer*

3:15 – 4:45 PM
 C-1 Regulatory Research, Facts, Evidence *Ballroom 3*
 C-2 CHILD CARE LINKS PROJECT: Linking ESL communities to Licensing Regulation *Kings Garden North*
 C-3 Legal Strategies for Fraud Prevention *Kings Garden South*
 C-4 University Consultative Support to Human Services Licensing Bodies *Ballroom 4*

5:00 – 6:00 PM
 NARA Annual Business Meeting *Kings Garden North*

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

TUESDAY, SEPTEMBER 13
7:30 – 11:00 AM
 Registration Open *Ballroom Foyer*

7:30 AM – 5:00 PM
 Exhibit Hall Open *Ballroom Foyer*

7:30 – 10:30 AM
 Breakfast in the Exhibit Hall *Ballroom Foyer*

8:30 – 10:00 AM
 D-1 Strong Licensing – A First Step on the Pathway to Child Care Excellence *Ballroom 3*
 D-2 A View from the Other Side: An Insider's Perspective on How We Can Forge Bonds Between the Regulator and the Provider *Kings Garden North*
 D-3 Improve Your Hearing Skills *Kings Garden South*
 D-4 Providers and Regulators: Partners in Promoting Quality Services for Residents *Ballroom 4*

10:00 – 10:15 AM
 Morning Break in the Exhibit Hall *Ballroom Foyer*

10:15 – 11:45 AM
 E-1 Caring for Our Children, 3rd edition: Using the National Standards Effectively in Licensing to Improve Child Care Quality *Ballroom 3*
 E-2 Progress & Measurement: The Regulations and the Right Culture in Aging Services *Ballroom 4*
 E-3 It's NOT Like Building a House *Kings Garden North*
 E-4 The Power of Partnerships. Lexie's Law: Making Change Happen in Kansas *Kings Garden South*

11:45 – 1:15 PM
 Annual NARA Luncheon *Ballroom 1*

1:00 PM
 Refreshments Available in Exhibit Hall *Ballroom Foyer*

1:15 – 2:45 PM
 F-1 STRONG LICENSING: The Foundation of Quality — FOR ALL *Ballroom 3*
 F-2 Developing the Process to License NEW Long Term Care Homes *Kings Garden North*
 F-3 NARA Licensing Indicator System *Ballroom 4*
 F-4 State Trends: School-age Licensing Regulations and Exemptions *Kings Garden South*

2:45 – 3:00 PM
 Afternoon Break in the Exhibit Hall *Ballroom Foyer*

3:00 – 4:30 PM
 G-1 Adult Care Roundtable *Ballroom 4*
 G-2 Child Welfare Roundtable *Kings Garden North*
 G-3 Child Care Licensing Study Roundtable *Ballroom 3*

5:00 PM
 Meet in the lobby for walking group or shuttle to the NARA Social: A Night at the Ballpark *Hotel Lobby, 1st Floor*

WEDNESDAY, SEPTEMBER 14
7:30 – 10:30 AM
 Breakfast in the Exhibit Hall *Ballroom Foyer*

8:30 – 10:00 AM
 H-1 Crisis Mode: Three States' Perspectives *Ballroom 3*
 H-2 Interpersonal Communication Skills to Support Regulator-Provider Relationships in Culturally Diverse Settings *Kings Garden North*
 H-3 Fostering Health: Resources to Help Meet the Health Needs of Children & Youths in Foster Care *Kings Garden South*
 H-4 The Relationship Between Licensing and QRIS: Challenges and Opportunities *Ballroom 4*

10:15 – 11:15 AM
 I-1 Licensing in the 21st Century – Voicing Concerns and Sharing Ideas *Ballroom 1*

11:15 – 11:45 AM
 Closing Remarks, Ann Ditty, NARAPresident *Ballroom 1*

*Thank you for attending the
 2011 NARA Licensing Seminar.*