nara

National Association for Regulatory Administration

Expect the Best …
Practices to Strengthen Regulation

A Conference for Regulators, Advocates and Providers
of Adult Care, Child Care and Child Welfare

23RD ANNUAL LICENSING SEMINAR

Boston Park Plaza Hotel | September 21–23, 2015

www.naralicensing.org/seminar

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GUIDEBOOK

The 2015 NARA Licensing Seminar has gone mobile using Guidebook!

We encourage you to download our mobile guide to enhance your experience at 2015 NARA Licensing Seminar. You'll be able to plan your day with a personalized schedule and browse exhibitors, maps and general show info.

The app is compatible with iPhones, iPads, iPod Touches and Android devices. Windows Phone 7 and Blackberry users can access the same information via our mobile site at **http://guidebook.com/browse/**.

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Research Institute for Key Indicators | The Consultants Consortium (TCC)

State, Province and Jurisdictional Resource Sharing Center | S&D Instructional Services

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**Visit these exhibitors in the Imperial Ballroom
on the Mezzanine Level of the hotel.**

Exhibit Hall Hours

Monday: 8:30 a.m.–5 p.m.
Tuesday: 7:30 a.m.–3p.m.

Stop by the Membership Booth

BLIND SIDED
A Manager's Guide to Crisis Leadership
BRUCE T. BLYTHE

All new and current NARA members can go to the membership booth to receive a free book as part of your 2015 membership benefits. This year's book is by our keynote speaker Bruce Blythe entitled *Blindsided: A Manager's Guide to Crisis Leadership*. Stop by the NARA membership booth in the exhibit hall to learn more about NARA membership and join today.

Dear Annual Licensing Seminar Attendees:

On behalf of NARA, I would like to welcome you to Boston and the 2015 Annual Licensing Seminar: Expect the Best . . . Practices to Strengthen Regulation.

This year's theme focuses on best practices. Over the next few days, we will have the opportunity to hear from over 30 presenters on various topics related to regulation for adult care, child care, and child welfare. With over 200 attendees, there is a lot of wisdom at the seminar; in addition to the best practices you hear presented, I encourage you to share your own methods. On Tuesday afternoon, make sure to visit the Think Tank related to your area of regulation to network with colleagues and brainstorm. Think Tanks are designed to expand the discussions of the day. While the conversations will start in Boston, I hope they will continue throughout the next year to advance the field regulation.

**Tara Lynne Orlowski, M.Ed.
President**

Make sure to attend the keynote sessions each day. Dave McGillivray will kick off our seminar by sharing his journey, which highlights the importance of believing in our own abilities. This message is vital to our work in protecting the children and adults in out-of-home care. Bruce Blythe will provide the foundation for crisis leadership. In our work, we are faced with a multitude of crisis situations every day and regardless of our positions, we must exhibit crisis leadership skills. Cynthia Krosky will close the Seminar with tips on igniting our energy.

During your time at the Seminar, please make sure to go through the Exhibitor Hall and visit our partners. They are eager to share their newest technologies and resources. In addition to the attendees, the sponsors and exhibitors help make the Annual Licensing Seminar a success.

Our annual membership business meeting will be held during the luncheon on Tuesday. NARA has had an exciting year and lots of updates will be provided. We also look forward to sharing our plans for the year to come. This is also an opportunity to hear about ways to become engaged with NARA.

Thank you for joining us in Boston!

I hope you have a wicked good time,

Tara Lynne Orlowski, M.Ed.
President
taraorlowski@naralicensing.org

NARA Board of Directors

Tara Lynne Orlowski, M.Ed., President | Jim Murphy, President Elect
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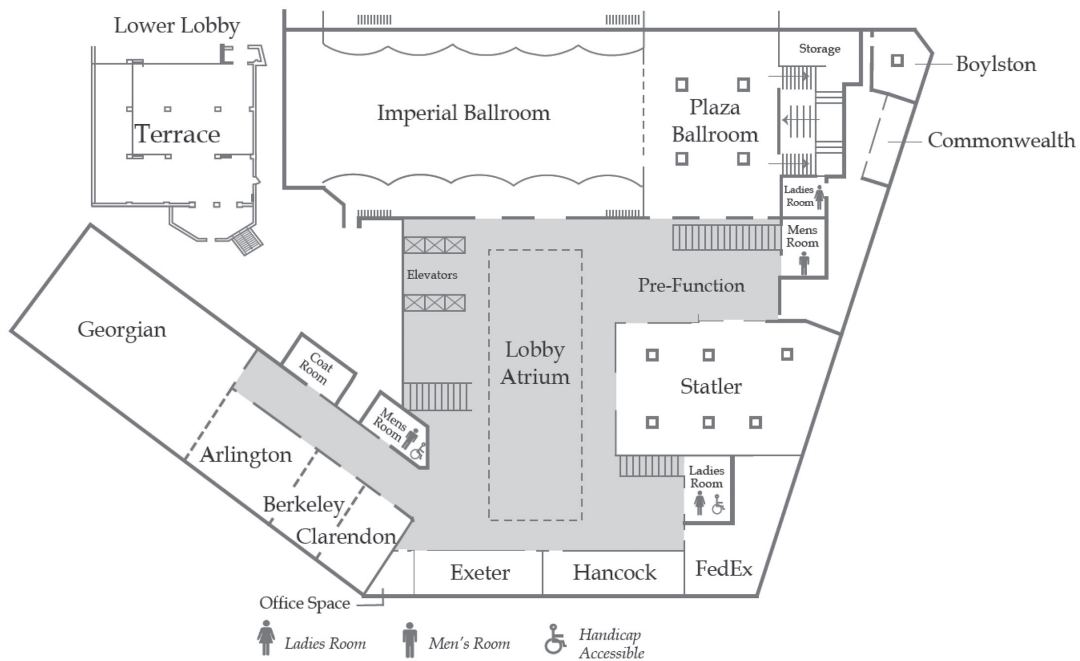Tom van der Veen | Joshua Verville | Sandra Wooters

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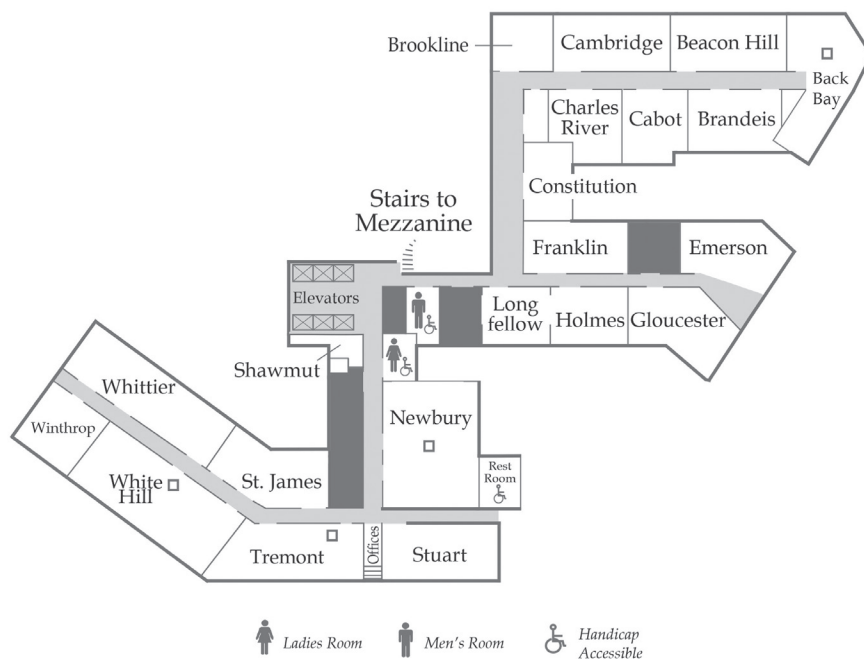Rosa Brown, Administrative Associate

Rich in history, The Boston Park Plaza Hotel has distinguished itself with classic elegance and personal service that continues to attract travelers from all over the world who visit Boston for business, leisure or special Boston Events. Meeting space for the NARA Licensing Seminar will be mainly on the Mezzanine level of the hotel, with some sessions held in rooms in the Lower Lobby and 4th floor.

Boston Park Plaza Hotel—Mezzanine & Lower Lobby

Lower Lobby

Terrace

Imperial Ballroom

Plaza Ballroom

Storage

Boylston

Commonwealth

Ladies Room

Mens Room

Pre-Function

Elevators

Georgian

Coat Room

Mens Room

Lobby Atrium

Statler

Arlington

Berkeley

Clarendon

Ladies Room

Exeter

Hancock

FedEx

Office Space

Ladies Room   Men's Room   Handicap Accessible

Boston Park Plaza Hotel—4th Floor

Brookline

Cambridge | Beacon Hill

Back Bay

Charles River | Cabot | Brandeis

Constitution

Stairs to Mezzanine

Franklin

Emerson

Elevators

Long fellow | Holmes | Gloucester

Shawmut

Whittier

Newbury

Winthrop

White Hill

St. James

Rest Room

Tremont | Offices | Stuart

Ladies Room   Men's Room   Handicap Accessible

SEMINAR NAME BADGES

Badges must be worn to all conference events. All drink and event tickets, dietary request tickets and ribbons can be found in the envelope given to you at registration.

HANDOUTS

All handouts and presentations are provided by the presenters. Copies of these materials are posted as they become available at **www.naralicensing.org/2015Seminar**.

WIFI

NARA is pleased to offer complimentary wireless internet in the meeting space for our attendees. Please use **code NARA2015** to access the internet.

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 volunteer for assistance.

CLOCK HOURS

Many conferees have continuing education requirements in their respective states and/or with their respective positions in the regulatory field. A certificate for clock hours is available in this program. Those who attend all sessions will be eligible to receive 15 clock hours.

A special thank you to NARA's 2015 Professional Development Committee
for their work on this year's program.

INTERESTED IN PRESENTING YOUR RESEARCH OR INFORMATION ABOUT YOUR ORGANIZATION'S BEST PRACTICES TO NARA CONSTITUENTS?

Contact NARA Executive Director Marcus Williams at marcuswilliams@naralicensing.org to learn more about presenting a webinar or writing a guest blog post for us!

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.

SUNDAY, SEPTEMBER 20TH

3–6 p.m.
Registration
Mezzanine Foyer

MONDAY, SEPTEMBER 21ST

7 a.m.
Registration
Mezzanine Foyer

8:30 a.m.
Exhibit Hall opens
Imperial Ballroom

8:30 a.m.
Continental Breakfast
Imperial Ballroom

8:45–10:15 a.m.

Opening Keynote Session: Defining Moments
Dave McGillivray, Race Director of the B.A.A. Boston Marathon
Imperial Ballroom

Dave McGillivray will share a motivational account about what is possible if you believe in yourself and your own ability to do the seemingly insurmountable by sharing his extraordinary life journey and athletic achievements as a runner and director of the BAA Boston Marathon.

10:15 a.m.
Morning Break
Imperial Ballroom

Refreshments available in the exhibit hall.

10:30 a.m.–12 p.m.   **Concurrent Sessions A**

A-1   **Model Foster Care Standards—An overview and discussion of the implementation of the standards in select states**
Arlington

Presenters:
Donna Sabo, NARA Educator and Consultant
Heidi Redlich Epstein, Attorney, ABA Center on Children and the Law
Joyce L. DeBolt, LMSW, NARA Consultant
Ana Beltran, JD, Special Advisor, Generations United

Track: Pathways to Quality

Population: Child Welfare

Audience: Providers, Line Staff, Field Supervisors, Policy Specialists, Legal

The workshop will focus on a panel discussion of the various states use of and implementation of the Model Standards. These standards, which are the only comprehensive national guidelines, fill a previous void by giving the federal government a set of clear and practical requirements to reference and guide states in their efforts to license homes. Under federal law, states have extraordinary flexibility to create family foster home licensing standards; it requires only that states develop guidelines "reasonably in accord" with national organizations' recommendations.

A-2   **The Success Pathway to Compliance: Licensing Staff and Provider Partnerships**
Berkeley/ Clarendon

Presenters:
Maxine M. Maloney, Program Manager, Arlington County Child Care Services
Amanda Charles, Child Care Licensing Specialist, Arlington County Child Care Services
Lauren Harris, Executive Director, Little Ambassadors
Cissy Hart, Program Director, Little Ambassadors
Barbara Sawyer, Child Care Consulting and Training Services, Inc.

Track: Connecting for Effective Partnerships

Population: Child Care

Audience: Providers, Line Staff, Administrators

A successful partnership between the provider community and child care licensing staff is an exciting way to build compliance with child care licensing regulations. This partnership is critical to the success of both the licensing office and programs. Participants will learn from the strategies implemented by Arlington County Child Care Services that are both beneficial and sustainable to developing and maintaining a collaborative partnership with the provider community.

A-3

The Children Are Where? How professionals can ensure child care facilities are safe from environmental hazards
Plaza Ballroom

Presenters:
Tarah S. Somers RN, MSN/MPH, Commander, US Public Health Service, Agency for Toxic Substances and Disease Registry, Centers for Disease Control and Prevention
Meg Harvey, MPH, Epidemiologist, Environmental & Occupational Health Assessment Program, CT Department of Public Health

Track: Quality Assurance

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors, College/University

ATSDR has identified risks to children because of environmental hazards at child care centers. Connecticut Department of Public Health's Screening Assessment for Environmental Risk (SAFER) Program is designed to determine whether a child care center may be impacted by environmental contamination. Building off the success of the SAFER Program and working with a broad range of interdisciplinary partners, ATSDR has begun developing guidance and resources for state and local officials, child care operators, and other partners on issues related to the siting of child care facilities. ATSDR's safe siting initiative will help ensure that child care and early learning facilities are located in areas where chemical and physical hazards have been considered, addressed, and mitigated to best protect children's health.

A-4

Assisted Living Licensing:
NARA Adult Care Committee report on State Survey
Whittier, 4th floor

Presenters:
Margie Zelenak, President, Partners in Personal Care, Co-chair Adult Care Committee
Terry Jarvis, NARA, Secretary, Adult Care Committee

Track: Wellness and Protection

Population: Adult Care

Audience: Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors

This session will update participants on the survey conducted by the NARA Adult Care Committee. The survey focused on licensure requirements, staff qualifications and staffing. Participants will have the opportunity to discuss the changing trend in Assisted Living and suggest future endeavors for the committee to pursue in Assisted Living Licensing.

12–1:30 p.m.   **Lunch on your own**

12:30–1:30 p.m.   **Membership Focus Group**
                       Arlington

1:30–3 p.m.   **Concurrent Sessions B**

B-1   **The Three Pillars of Trauma Informed Care**
                       Plaza Ballroom

                       Presenter: Barbara Sorrels, Executive Director, Institute for Childhood Education

                       Track: Pathways to Quality

                       Population: Child Care, Child Welfare

                       Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy
                          Specialists, College/University

                       At least 50% of children in child care centers today have experienced trauma,
                       neglect and/or abuse. Decades of research has indicated that significant
                       emotional healing is possible for harmed children when they are given
                       emotionally safe environments and play-based learning opportunities targeted
                       to recover the developmental milestones and skills that were lost. This workshop
                       will identify and discuss the three pillars of trauma informed care: emotional
                       safety; connection to self, others and the world; and self-regulation. Specific
                       strategies for creating a healing environment will be presented.

B-2   **Building Stakeholder Relationships by Blending Regulations
& the Community**
Arlington

Presenters:
Jeffrey Hurst, Community Liaison/Trainer, Florida Department of Children &
    Families Child Care Regulation
Alina V. Soto, Statewide Quality Liaison, Florida Department of Children &
    Families Child Care Regulation

Track: Connecting for Effective Partnerships

Population: Adult Care, Child Care, Child Welfare

Audience: Providers, Line Staff, Field Supervisors, Administrators, Directors

Learn how Florida is adding a focus on health and wellness to their regulatory
toolkit, through technical assistance and training. Building stakeholder
relationships with a variety of local and state agencies, Child Care Licensing is
reaching out to providers and the families that they serve to create a healthier
community. The proposed session will involve the importance of reaching out
to the community and various organizations that deal with early child care.
This ensures that all parties are on the same agenda and allows us to handle
any concerns at the lowest denominator. The proposed session will involve the
stance that Miami-Dade Child Care Regulation has taken to improve quality. This
initiative comprises the early childhood healthy eating and technical assistance
manual/training.

B-3   **Why Must Children Be Protected from Environmental Chemicals?**
Whittier, 4th floor

Presenter: Dr. David Bellinger, Professor of Environmental Health, Harvard School
    of Public Health and Professor of Neurology, Children's Hospital Boston

Track: Quality Assurance

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy
    Specialists, Directors, College/University

This presentation will describe why children are particularly vulnerable to
harm from exposure to environmental chemicals, identify which chemicals are
currently thought to pose the greatest threats, and the import of these threats
for health across the lifespan.

B-4   **In Search of Illegal Child Care Operations—
The Use of Social Media and the Internet**
Berkeley/ Clarendon

Presenters:
Denetra Adams, Program Administrator, DFPS—Child Care Licensing
Heather Myrick, Investigator Supervisor, DFPS—Child Care Licensing

Track: Wellness and Protection

Population: Child Care, Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, Policy Specialists,
    Directors, Legal

In September 2013, the state of Texas embarked upon a new mission, to actively
search for illegal child care operations as part of its mission to reduce the risk to
children in out of home care. In this presentation we will discuss the importance
of searching for illegal child care operations; providing education and assistance
to providers; and the benefits and challenges that searching presents. We will
also highlight how the use of social media and the internet has expanded our
ability to find and track the elusive child care provider who continues to operate
underground.

3–3:15 p.m.	**Afternoon Break** **Imperial Ballroom**

3:15–4:45 p.m.	**Concurrent Sessions C**

C-1   **Trends in Child Care Licensing: Findings from the 2014 Child Care Licensing Study**
Plaza Ballroom

Presenters:
Sheri Fischer, Technical Assistance Specialist, National Center on Child Care
    Quality Improvement
Tara Orlowski, President, NARA

Track: Pathways to Quality

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy
    Specialists, Directors, Legal, College/University

This session will provide participants with opportunity to discuss current trends in child care licensing and findings from the 2014 Child Care Licensing Study. This study, conducted in collaboration with NARA, focuses on child care licensing policies related to monitoring and enforcement, and the regulatory requirements for child care providers.

C-2   **Bureau of Assisted Living Collaboration with Other Agencies, Providers and Advocates**
Whittier, 4th floor

Presenter: Alfred Johnson, Bureau Director, Bureau of Assisted Living

Track: Connecting for Effective Partnerships

Population: Adult Care

Audience: Providers, Field Supervisors, Administrators, Policy Specialists, Directors

Attendees attending this session would learn the following: How the Bureau of Assisted Living has established and improved connections with the funding agencies, provider associations, advocates, providers to improve the care being provided in assisted living facilities How the Bureau of Assisted Living shares information with the provider associations, funding agencies, advocates and other assisted living stakeholders. How the Bureau of Assisted Living collaborates with assisted living stakeholders to provide workshops, conferences, seminars and train the trainer events to increase the assisted living provider's community ability to meet the ever changing needs of the people they serve.

C-3   **What is Quality Regulation? Can Quality Regulation Increase Program Quality?**
Berkeley/ Clarendon

Presenter: Judith Colbert, Consultant

Track: Quality Assurance

Population: Adult Care, Child Care, Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors

Achieving the highest possible program quality, which includes safeguards for the health and safety of vulnerable populations, is the primary goal of regulators and their agencies. The relationship between program quality and regulations is well-known: rules that reflect higher standards increase program quality. This presentation explores the meaning of quality as it relates specifically to regulatory practices and looks at the relationship between the quality of regulatory activities and regulated programs. It explores ways in which the specific regulatory practices can lead to increased program quality.

C-4   **Beyond the Basics—KS Health and Safety Initiatives: Emergency Preparedness, Breastfeeding, and Oral Health**
Arlington

Presenters:
Lori Steelman, Director—Early Care and Youth Program, Kansas Department of Health and Environment
Mary Murphy, Director—Administration and Policy, Kansas Department of Health and Environment
Heather Ritchey, Regional Administrator—Early Care and Youth Program, Kansas Department of Health and Environment

Track: Wellness and Protection

Population: Child Care

Audience: Providers

The Kansas Child Care Licensing Program shares three initiatives that support regulation compliance and positive child outcomes through education and partner collaboration. This session focuses on Kansas's efforts to implement sustainable change through data driven strategies and effective collaborations that:
- Increase emergency preparedness planning in child care settings;
- Improve exclusive breastfeeding rates for infants at three and six months of age; and
- Reduce the number of children entering kindergarten with untreated dental decay.

6–8:30 p.m.   **NARA Welcome Reception & Silent Auction**

The 2015 Welcome Reception & Silent Auction will be held at the New England Aquarium on Monday, September 21st, from 6–8:30 p.m. Transportation and admittance to the event are included in your registration fee. Buses will depart for the aquarium at 5:30 p.m. from the Columbus Street entrance of the hotel. Buses will depart from the aquarium starting at 8:00 p.m. and the last bus will leave at 8:30 p.m. to return to the hotel. Please be sure to bring your name badge and drink ticket to the reception.

The always popular NARA Silent Auction will also take place at the aquarium. 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.)

Silent Auction items will be on display starting at 8:30 a.m. on Monday in the Exhibit Hall, and attendees may bid on the items from that time until the auction closes at the Welcome Reception.

Photo courtesy of the New England Aquarium.

TUESDAY, SEPTEMBER 22ND

| 7:30–8:30 a.m. | **Exhibit Hall opens & Continental Breakfast**
Imperial Ballroom |

| 7:30–8:15 a.m. | **Speed Networking**
Terrace Room |

Connect with regulatory professional across North America through NARA's first Speed Networking event. Whether you're looking for advice from other jurisdictions or simply would like to meet other regulators, this session will give you the chance to make valuable connections to last throughout the year. Both veteran and first time attendees will hone networking skills and gain new contacts and friends in the process.
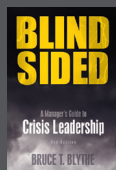
| 8:30-10 a.m. | **Keynote Session**
Crisis Leadership: Protecting Reputation & Other Core Assets
Imperial Ballroom
Bruce Blythe |

At the heart of any crisis response are strategic decisions that will serve as "defining moments." These strategic decisions have the critical power to bring you and your organization swiftly toward successful resolution and enhanced reputation … or they can spiral you deeper into entanglements that can increase the damage. This Strategic Crisis Leadership presentation answers the question, "How can leaders throughout the organization optimize their personal and team effectiveness when an unexpected crisis hits?" The objective is to increase the ability to become crisis champions.

NARA is selling portable chargers and extra copies of Bruce Blythe's book *Blindsided: A Manager's Guide to Crisis Leadership* at the NARA Membership booth.

| 10–10:15 a.m. | **Morning Break**
Imperial Ballroom |

| 10:15–11:45 a.m. | **Concurrent Sessions D** |

| **D-1** | **Child Care Licensing Websites: How State Licensing Agencies Can Keep Parents Informed**
Berkeley/ Clarendon |

Presenters:
Nina Johnson, National Center on Child Care Quality Improvement
Lana Estevilla, Texas Department of Family and Protective Services
Simon Bolivar, Utah Department of Health
Bob Hietala, Wisconsin Department of Children and Families
Jeffery VanDeusen, Ohio Department of Job and Family Services

Track: Complying with Reauthorization

Population: Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, Policy Specialists

A state's licensing website can be parents' first exposure to the child care system as they begin the process of choosing a child care provider that will meet their needs as well as the needs of their children. Providers increasingly

rely on licensing websites for necessary licensing resources and as a method of submitting online documentation. Staff from Texas and Utah have worked to create websites that are innovative and easy-to-use. They will discuss the development and content of their websites as they provide demonstrations. Following this, licensing representatives from additional states will join Texas and Utah in an interactive panel discussion with session participants on licensing website content, usability and development. This session aims to create an open and engaging environment for participants to discuss their critical questions regarding comprehensive and user-friendly licensing websites.

D-2

Regulator-Provider Relationships: A Methodology for Adopting Processes and Procedures
Whittier, 4th floor

Presenters:
Chad E. Anderson, LSCSW, President, KVC Kansas
Daric Smith, Director of CPA and Residential Programs Section, The Kansas Department for Children and Families
Christie Appelhanz, Executive Director, Children's Alliance of Kansas
Joyce L. DeBolt, LMSW, Family Services Supervisor, The Shelter, Inc.
Amanda Peters, Project and Compliance Coordinator, Saint Francis Community Services

Track: Connecting for Effective Partnerships

Population: Child Welfare

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors, Legal

This interactive session is solution-focused and will describe the methodology, implemented 2 years ago, to encourage sponsors of family foster homes to adopt a universal policy and procedure which promotes increased compliance with environmental regulations protecting the health, safety and welfare of children in care. The regulator-provider relationship is strengthened through mutual ownership in the decision making process.

D-3

Let's Talk Facts: Create and Defend Effective Enforcement Actions
Arlington

Presenter: Sandra Lee Esrael, Attorney and Consultant

Track: Enforcing the Law

Population: Child Care

Audience: Line Staff, Field Supervisors, Legal

This session presents basic information regarding the legal requirements for creating a thorough investigation, understanding the burden of proof, learning about types of evidence and developing effective enforcement actions. Audience participation is invited and open discussion of cases in various states and provinces enhances the learning experience for attendees.

D-4

Key Perspectives on Strengthening Regulation Using a Key Indicator System
Plaza Ballroom

Presenters:
Dr. Richard Fiene, President, Research Institute for Key Indicators
Becky Fleming-Siebenaler, Regulatory Program Manager, Montana DPHHS
Lori Steelman, Director Early Care and Youth Program, Kansas Department of Health and Environment

Track: Wellness and Protection

Population: Adult Care, Child Care, Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors

This panel discussion will provide an overview of the Key Indicator System, benefits of using the Key Indicator System, and the implementation journey of various states.

11:45 a.m.–1:15 p.m.

NARA Luncheon & Membership Business Meeting
Imperial Ballroom

Join us to learn more about NARA's successes and activities over the past year and get a preview of some of the exciting initiatives you can expect to see in 2016. NARA will also pay tribute to one of our founding members, Gwen Morgan, who passed away earlier this month. Please join us in honoring Gwen and the wonderful contributions she made to the profession of licensing.

1:15–2:45 p.m.

Concurrent Sessions E

E-1

CCDBG in 2015: Changes in the Federal Child Care Subsidy Law and Implications for State Licensing and Monitoring
Plaza Ballroom

Presenter: Christine Johnson-Staub, Senior Policy Analyst, Center for Law and Social Policy

Track: Complying with Reauthorization

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors

Changes in federal child care policy, challenging budgets, and state innovations are creating a shifting landscape for child care advocates, administrators, providers, and consumers. In this session, the presenter will provide the latest news and details about recent federal policy changes; implications, challenges and opportunities for states in navigating those federal changes; and state subsidy policy options and considerations that can help stabilize and strengthen child care systems during challenging times. Drawing on extensive organizational experience working with states to analyze, shape and implement child care subsidy policy, the presenter will help participants explore options for navigating federal policy changes, particularly in the areas of licensing and monitoring programs and providers.

E-2

The Art of Building Relationships in a Regulatory Framework
Whittier, 4th floor

Presenters:
Angela Kummelman, Senior Child Care Licensing Inspector, Hillsborough County Child Care Licensing
Maria Vizcarra, ED. D., Child Care Inspector, Hillsborough County Child Care Licensing

Track: Connecting for Effective Partnerships

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors

Trying to get providers to not only comply, but to see the reasoning behind the regulations can be tricky business! In this seminar we will be addressing the art of building relationships in the regulatory framework between the regulators and the providers. Attendees will leave this experience understanding how relationships can be a powerful tool in this process.

E-3

Effective Report Writing
Berkeley/ Clarendon

Presenter: Victoria Flynn, Director, Office of Incident Management and Investigations, Georgia Department of Behavioral Health and Developmental Disabilities

Track: Enforcing the Law

Population: Adult Care, Child Care, Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, Directors, Legal

This workshop will focus on what it takes to produce a report that is consistent and accurate, one that documents the survey or investigative findings in a way that supports enforcement actions and ensures success in an administrative hearing. Proper photographic techniques and the use of witness statements will also be discussed.

E-4   **Technology, Social Media and Licensing—the Provider's Perspective**
Arlington

Presenters:
Katie Gallagher, Assistant General Counsel, Knowledge Universe
Jill Brown, Licensing & Compliance Advisor, Knowledge Universe

Track: Wellness and Protection

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors, Legal

This session will discuss the impact of technology—including use of smartphones and social media—in a licensed child care setting. We will highlight legal implications around licensing, confidentiality and privacy, policy development and employment law. We'll also have several scenarios for discussion. We are proposing an updated version of our 2014 seminar presentation

2:45–3 p.m.   **Afternoon Break**
Imperial Ballroom

3–4:30 p.m.　　　　　**Concurrent Sessions F**

F-1　　　　**CCDBG Reauthorization: 1 YEAR LATER**
Berkeley/ Clarendon

Presenter: Rachel Demma, Policy Director, Early Care and Education Consortium

Track: Complying with Reauthorization

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors, Legal, College/University

In 2013, ECEC partnered with NARA to publish "A Strategic Pathway to Child Care Excellence," which articulates a policy position supporting licensure as a foundation to promoting quality in state child care systems. Although the 2014 reauthorization of CCDBG did not require licensure as a condition for providers to receive subsidy, the new law did include several key provisions that do substantially advance program safety and quality. This presentation will follow-up on state activity around policy planning and implementation one year after the reauthorization of CCDBG, with a focus on these key provisions.

F-2　　　　**Building a Professional Development System through Collaborative Efforts**
Arlington

Presenters:
Tara Orlowski, Manager of Instructional Development, Florida Center for Interactive Media – Florida State University
Samantha Wass de Czege, Director, Florida Department of Children and Families—Office of Child Care Regulation
Andrew Dennard, Associate Director, Florida Center for Interactive Media – Florida State University

Track: Connecting for Effective Partnerships

Population: Adult Care, Child Care, Child Welfare

Audience: Administrators, Policy Specialists, Directors, College/University

The session will discuss the collaboration between a state program office with a university to develop a comprehensive training program for child care providers. The session will include an overview of the components of the training program, which highlights the elements of quality instructional design from concept to delivery, including a continuous improvement model. As part of the overview, key stakeholders will be identified, the concept of usability studies and pilot testing will be introduced, and competency based assessments will be discussed. During the session, the presenters will highlight lessons learned in their over ten-year partnership.

F-3　　　　**"Surviving the…Perfect Storm", a Complex Enforcement Case Analysis**
Plaza Ballroom

Presenters:
Ivy B. Burnham, Program Specialist, Virginia Department of Social Services Division of Licensed Programs
Patricia Meyer, Regional Licensing Administrator, Virginia Department of Social Services Division of Licensed Programs
Virginia Goodell, Licensing Inspector, Virginia Department of Social Services Division of Licensed Programs

Track: Enforcing the Law

Population: Adult Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Directors, Legal

"Surviving the… Perfect Storm" An overview and in-depth analysis of one licensee's compliance history and the issuance of subsequent and simultaneous sanctions. These actions occurred within a 22 month period and led to the

closure of five of six facilities located across five cities within one licensing region of Virginia. This experience significantly impacted hundreds of residents who required relocation and also placed a significant strain on state staff and agencies' resources. This presentation will review Virginia's enforcement processes and discuss the complex challenges faced and lessons learned through the perspectives of the Regional Licensing Administrator, Licensing Inspector, and Enforcement Program Specialist who were involved and "survived the storm."

F-4
Understanding Basic Sanitation and Infection Control In Human Care Settings
Whittier, 4th floor

Presenter: Terry Jarvis, NARA, Secretary, Adult Care Committee

Track: Wellness and Protection

Population: Adult Care, Child Care, Child Welfare

Audience: Providers, Line Staff, Field Supervisors

This presentation will focus on the importance of basic sanitation, infection control and universal precautions that should be taken in all human care settings. Common sanitation or infection control problems will be discussed.

4:45–5:30 p.m.
Think Tank Sessions
Think Tank: Adult Care, Berkeley/ Clarendon
Think Tank: Child Care, Plaza Ballroom
Think Tank: Child Welfare, Arlington

Think Tanks are a designated space for you to collaborate and communicate with colleagues about important topics impacting your field and process what you are learning throughout the Seminar. These sessions are not facilitated but instead designed to promote brainstorming and idea sharing.

WEDNESDAY, SEPTEMBER 23

7:30–8:30 a.m.
Continental Breakfast
Mezzanine Foyer

8:30–10 a.m.
Concurrent Sessions G

G-1
New Jersey Department of Human Services Risk Management System
Arlington

Presenters:
Lauri Woodward, Director, New Jersey Department of Human Services, Office of Program Integrity and Accountability
Virginia Carlson, Chief, New Jersey Department of Human Services, Office of Program Integrity and Accountability
Jean DeVitto, Chief, Program Integrity and Accountability

Track: Sharing the Journey

Population: Adult Care

Audience: Providers, Administrators, Policy Specialists, Directors

The NJDHS Risk Management System is an effective tool that identifies potential systemic risk. It continuously improves the quality of programs by establishing critical domains and minimum thresholds that agencies must meet in areas of health, safety, well-being, and fiscal integrity. The process includes a report card of an agency's performance, which is reviewed with systems partners at quarterly Risk Management Council meetings. The Council's assessment of data determines the formation of quality improvement teams, contracting, and/ or licensing actions. The system identifies agency weaknesses and establishes a coordinated response that includes technical assistance, training, and remediation of risk.

G-2

Infinity and Beyond: Implementing a Licensing Data System that Increases Efficiency and Supports the Work
Plaza Ballroom

Presenters:
Elisabetta Kasfir, Child Care Services Director for Program Operations, Georgia Department of Early Care and Learning
Craig Detweiler, Chief Information Officer, Georgia Department of Early Care and Learning
Kristie Lewis, Assistant Commissioner for Child Care Services, Georgia Department of Early Care and Learning
Melissa Herndon, Critical Response and Training Director, Georgia Department of Early Care and Learning

Track: Sharing the Journey

Population: Adult Care, Child Care, Child Welfare

Audience: Line Staff, Field Supervisors, Administrators, College/University, Licensing IT Staff

Having electronic data systems that support the work, and can be altered to change with policies, trends, and new ideas are invaluable in increasing the efficiency and overall strength of a licensing agency. This session will provide an overview and demonstration of Georgia's KOALA data systems, including electronic tasks and calendaring for frontline staff, and creating licensing reports, posting information online, tracking criminal record checks and an online internal system including functions like complaint intake and automation of adverse actions. We will also discuss an online interface for child care programs, which allows them to pay fees online and update certain facility information. We will highlight what has worked and lessons learned along the way, as well as next steps in the technology journey and plans to incorporate new CCDF requirements. While the systems in Georgia are used for child care licensing, the session and information will be equally applicable to child welfare or adult care licensing.

G-3

Implementing Differential Licensing in Massachusetts
Berkeley/ Clarendon

Presenters:
Brian LeTendre, Family Child Care Licensing Supervisor, Massachusetts Department of Early Education and Care
Lynda Womack, Group and School-aged Supervisor, Massachusetts Department of Early Education and Care
Tina Chen-Xu, Consultant, Public Consulting Group, Inc.

Track: Sharing the Journey

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Director, Legal, Child Welfare

Innovative child care, foster, residential and adoption agency licensing processes can ensure the health and safety of children while providing time and cost savings. In Massachusetts, disparate IT infrastructure and staff ratios have created challenges for the Department of Early Education and Care (EEC) to enforce its licensing standards. To address these challenges, EEC launched a differential licensing initiative in 2013, conducted two pilots of abbreviated monitoring tools, and will be working toward full scale implementation in fall of 2015. EEC and their partner, Public Consulting Group, will share the progress, challenges, and lessons learned in its pursuit and implementation of differential licensing processes.

G-4   **Bringing Early Childhood STEM Theory, Practice, and Quality Instruction into the Preschool Classroom/Home Environment Makes Sense for Licensing, Programs and Children**
Whittier, 4th floor

Presenters:
Eric Lieberman, Educator/Provider Support Specialist, Massachusetts Department of Early Education and Care
Amy Carey, Licensing Specialist, Massachusetts Department of Early Education and Care
Amanda Thayer, Group and School Age Licensor Supervisor, Massachusetts Department of Early Education and Care
Melissa Russell, Preschool Director of The Hundred Acre School at Heritage Museums & Gardens, Sandwich, MA

Track: Sharing the Journey

Population: Child Care

Audience: Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, College/University

Since 2009 the Department of Early Education and Care has been working with early education leaders, educators, administrators, coaches and mentors in supporting educators and programs in advancing their understanding and practice of preschool STEM in early learning settings. In this session we will talk about the various roles that child care licensing and program quality can play in encouraging providers/ educators to enhance or develop a STEM-inspired environment that incorporates indoor and outdoor learning opportunities in their programs to further develop their program's STEM instruction. We will share examples and experiences from a fully integrated STEM preschool program whose STEM curriculum was created by and is used at The Hundred Acre School Program at the Heritage Museum & Gardens.

10–10:15 a.m.   **Morning Break**
Imperial Ballroom

10:15–11:30 a.m.   **Closing Keynote Session: Igniting Our Energy**
Imperial Ballroom
Cynthia Krosky

Has life ever happened to you? One minute you're energized and ready to go, then something happens and you find yourself zapped – de-energized. Cynthia Krosky will lead participants to tap into your positive potential and keep your momentum going by increasing your understanding of how the brain works and how we can work with it to release positive energy.

11:30–11:45 a.m.   **Closing Remarks**
Tara Lynne Orlowski, M.Ed., President

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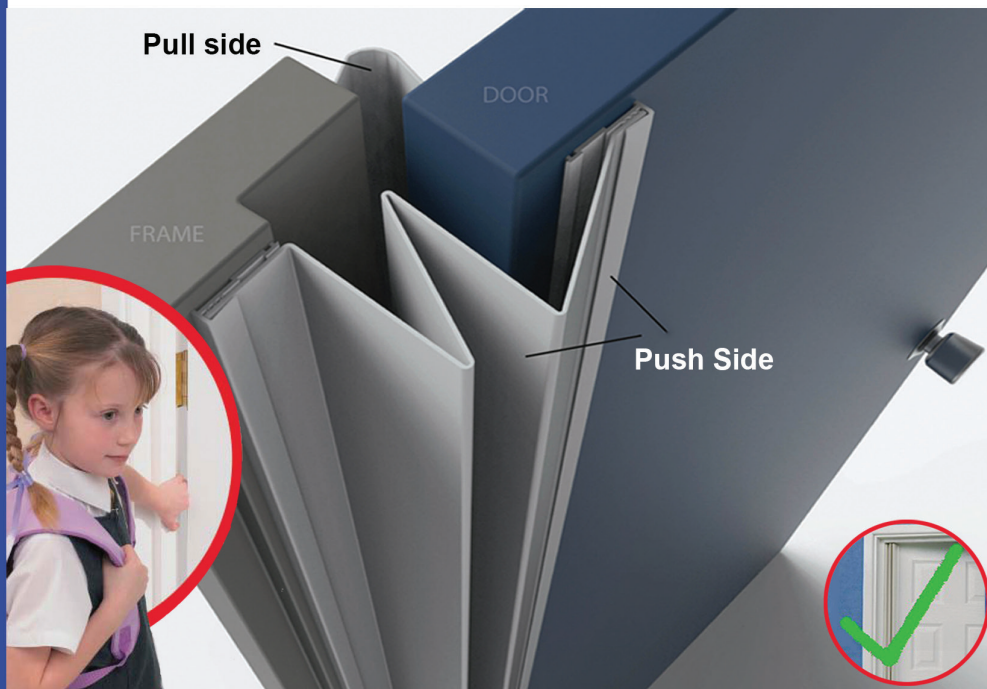
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Please fill in the title of each workshop session you attend. Total possible clock hours are:
Monday: 6.25 | Tuesday: 6 | Wednesday: 2.75 | Entire conference: 15

Monday, September 21, 2015	**Clock Hours**
Plenary Session, Keynote Speaker, Dave McGillivray	1.75
Session A Workshop Name: _____	1.5
Session B Workshop Name: _____	1.5
Session C Workshop Name: _____	1.5

Tuesday, September 22, 2015	
Plenary Session, Keynote Speaker, Bruce Blythe	1.5
Session D Workshop Name: _____	1.5
Session E Workshop Name: _____	1.5
Session F Workshop Name: _____	1.5
Think Tank Discussion Group Session:_____	.75

Wednesday, September 23, 2015	
Session G Workshop Name: _____	1.5
Plenary Session, Keynote Speaker, Cynthia Krosky	1.25

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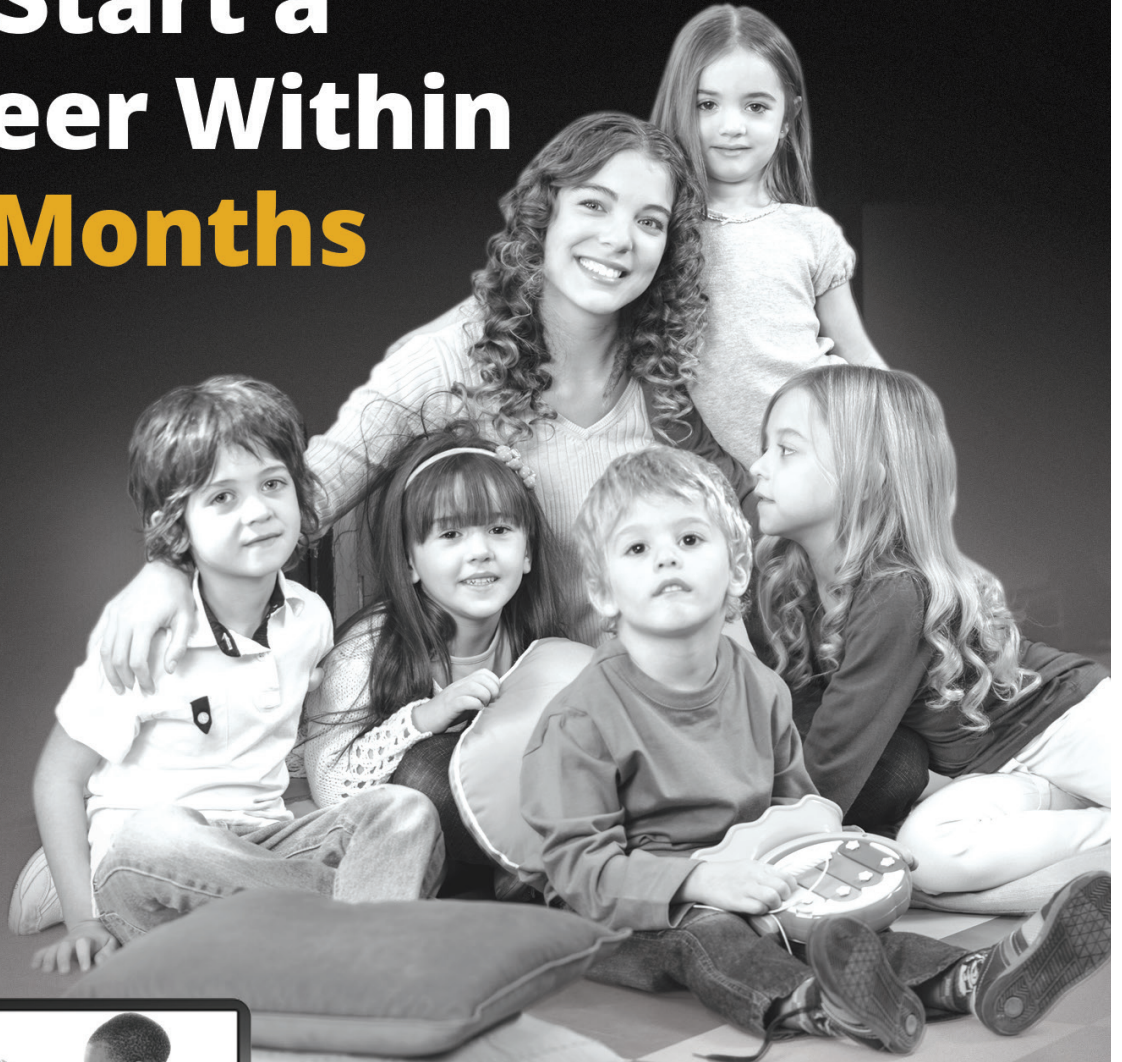
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2015 NARA Licensing Seminar Schedule

Sunday, September 20			
3:00 PM - 6:00 PM	Registration, **Mezzanine Foyer**		
Monday, September 21			
8:30 AM	Breakfast in the Exhibit Hall, Imperial Ballroom		
8:45 AM – 10:15 AM	Keynote: Defining Moments, Imperial Ballroom		
10:15 AM - 10:30 AM	Morning Break in the Exhibit Hall, Imperial Ballroom		
Tracks	**Pathways to Quality**	**Connecting for Effective Partnerships**	**Quality Assurance**	**Wellness and Protection**
10:30 AM – 12:00 PM	A-1: Model Foster Care Standards Arlington	A-2: The Success Pathway to Compliance Berkeley/ Clarendon	A-3: The Children Are Where? Plaza Ballroom	A-4: Assisted Living Licensing: NARA Adult Care Committee report on State Survey Whittier, 4th floor
	Lunch on your own & Membership Focus Group, Arlington		
1:30 PM – 3:00 PM	B-1: The Three Pillars of Trauma Informed Care Plaza Ballroom	B-2: Building Stakeholder Relationships by Blending Regulations & the Community Arlington	B-3: Why Must Children Be Protected from Environmental Chemicals? Whittier, 4th floor	B-4: Illegal Child Care Operations: The Use of Social Media and the Internet Berkeley/ Clarendon
3:00 PM - 3:15 PM	Afternoon Break in the Exhibit Hall, Imperial Ballroom		
3:15 PM – 4:45 PM	C-1: Trends from the 2014 Child Care Licensing Study **Plaza Ballroom**	C-2: Bureau of Assisted Living Collaboration with Agencies, Providers, Advocates **Whittier, 4th floor**	C-3: Can Quality Regulation Increase Program Quality? **Berkeley/ Clarendon**	C-4: Beyond the Basics- KS Health and Safety Initiatives **Arlington**
6:00 PM - 8:30 PM	Welcome Reception and Silent Auction at the New England Aquarium, buses leave at 5:30 PM		
Tuesday, September 22			
7:30 AM - 8:15 AM	Speed Networking, **Terrace Room Lower Lobby**		
7:30 AM - 8:30 AM	Breakfast in the Exhibit Hall, **Imperial Ballroom**		
8:30 AM - 10:00 AM	Keynote: Crisis Leadership: Protecting Reputation & Other Core Assets, **Imperial Ballroom**		
10:00 AM - 10:15 AM	Morning Break in the Exhibit Hall, **Imperial Ballroom**		
Tracks	**Complying with Reauthorization**	**Connecting for Effective Partnerships**	**Enforcing the Law**	**Wellness and Protection**
10:15 AM – 11:45 AM	D-1: Child Care Licensing Websites: Keeping Parents Informed **Berkeley/ Clarendon**	D-2: Regulator - Provider Relationships: Adopting Processes and Procedures **Whittier, 4th floor**	D-3: Create and Defend Effective Enforcement Actions **Arlington**	D-4: Key Perspectives on Strengthening Regulation Using a Key Indicator System **Plaza Ballroom**
11:45 AM - 1:15 PM	NARA Luncheon and Business Meeting, Imperial Ballroom		
1:15 PM – 2:45 PM	E-1: CCDBG in 2015: Changes and Implications for State Licensing and Monitoring **Plaza Ballroom**	E-2: Building Relationships in a Regulatory Framework **Whittier, 4th floor**	E-3: Effective Report Writing **Berkeley/ Clarendon**	E-4: Technology, Social Media and Licensing: The Provider's Perspective **Arlington**
2:45 PM - 3:00 PM	Afternoon Break in the Exhibit Hall, Imperial Ballroom		
3:00 PM – 4:30 PM	F-1: CCDBG Reauthorization: One Year Later **Berkeley/ Clarendon**	F-2: Building a Professional Development System through Collaborative Efforts **Arlington**	F-3: Surviving the Perfect Storm: A Complex Enforcement Case Analysis **Plaza Ballroom**	F-4: Understanding Basic Sanitation and Infection Control in Human Care Settings **Whittier, 4th floor**
Track	**Think Tanks**		
4:45 PM – 5:30 PM	CC: Think Tank - Child Care **Plaza Ballroom**	AC: Think Tank - Adult Care **Berkeley/ Clarendon**	CW: Think Tank - Child Welfare **Arlington**	
Wednesday, September 23			
7:30 AM - 8:30 AM	Breakfast, **Imperial Ballroom**		
Track	**Sharing the Journey**		
8:30 AM - 10:00 AM	G-1: New Jersey Dept. of Human Services Risk Management System **Arlington**	G-2: Implementing a Licensing Data System that Increases Efficiency & Supports the Work **Plaza Ballroom**	G-3: Implementing Differential Licensing in Massachusetts **Berkeley/ Clarendon**	G-4: Bringing Early Childhood STEM Theory, Practice, & Quality Instruction into the Preschool Classroom & Home Environment **Whittier, 4th floor**
10:15 AM - 10:30 AM	Morning Break, **Imperial Ballroom**		
10:30 AM - 11:45 AM	Keynote: Igniting Our Energy, **Imperial Ballroom**		

🍃 Environmental Focus   📶 Virtual Track

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