

DSPN ANNUAL CONFERENCE  
& MEMBER MEETING 2024

# ONE COMMUNITY

NOVEMBER 6-7, 2024

LA CROSSE CENTER, LA CROSSE, WI



DISABILITY  
SERVICE PROVIDER  
NETWORK

FINAL AGENDA

# WEDNESDAY, NOVEMBER 6

## 7:30 AM - 8:30 AM – REGISTRATION/BREAKFAST/VISIT EXHIBITORS

Location: Riverside Ballroom

## 8:30 AM - 9:00 AM – WELCOME & OPENING REMARKS

Location: Riverside Ballroom

Dan Wittt - DSPN Board of Directors President & CEO, Agape of Appleton

Erin Smitht - CEO, DSPN

Dave O'Marat - DSPN Director of Roadside Facilities

## 9:00 AM - 9:15 AM – DSPN MEMBERS VOTE ON NEW BOARD OF DIRECTORS CANDIDATES

Location: Riverside Ballroom

This is your opportunity to elect a slate of candidates to the DSPN Board of Directors. Details will be shared with members prior to this portion of the conference.

## 9:15 AM - 10:15 AM – GENERAL SESSION: SERVANT LEADERSHIP

Tom Thibodeaut - Distinguished Professor of Servant Leadership, Viterbo University

Location: Riverside Ballroom - Thank you to our sponsor - VARC

Launch your 2024 DSPN Annual Conference experience in a big way. We're delighted to be joined by Tom Thibodeau, a highly respected speaker on the topic of Servant Leadership. He's delivered thousands of speeches about the importance of treating people with dignity and the core principles of servant leadership.

## 10:15 AM - 10:30 AM – TRANSITION/BREAK/VISIT EXHIBITORS

Thank you to our - Sponsor Northwoods, Inc.

## 10:30 AM - 11:30 AM – BREAKOUT SESSIONS

**EXCITING  
NEW  
FEATURES  
FOR 2024!**

### Manning the Crow's Nest – Using Relevant Metrics and KPI's to Drive Achievement of Agency Objectives

Location: Meeting Room A

Phil Feldman - National Director of Revenue Cycle Management, Sandata Technologies

Achieving agency success, or even just survival, is more complex than ever. The main goals - providing excellent client care, achieving growth, and optimizing financial results, are inescapably intertwined. However, it is inordinately inefficient to review and react to reams of data to determine which areas require attention to accomplish agency objectives. This presentation discusses how to identify relevant metrics and KPI's (Key Performance Indicators), based on agency objectives and environment, that can be used to impact behaviors needed to achieve those goals.

### Crisis & Neurodiversity 101

Location: Meeting Room B

Cheyenne Ver Voort - Services Coordinator, Agape of Appleton

This presentation will examine the intersection of crisis intervention and neurodiversity by exploring unique considerations for neurodivergent clients in crisis, with a special focus on autism and related disorders. This presentation aims to improve crisis intervention services for neurodivergent people by increasing professional knowledge of neurodiversity, sharing resources, and providing education on best practices while centering the voices of people with lived experience. Attendees with a variety of professional experience will value the opportunity to engage with a fellow provider.

# WEDNESDAY, NOVEMBER 6

## **Assistive Technology for People with Disabilities**

*Location: Meeting Room C*

*Mary Hill - Customer Success Engineer, Entrusted Technology Solutions*

With evolving technology and artificial intelligence, understanding and exploring its features and benefits can positively impact those with disabilities. Artificial intelligence, wireless devices, innovative software and apps, and digital platforms are just a couple of examples of assistive technology that can help those with special needs in their daily life. We would like to share specific AI applications that are making a difference in this area. Attendees will experience examples of specific platforms and devices that are making an impact.

## **Basic Principles of Servant Leadership in the Disability Service Provider Industry**

*Location: Meeting Room E*

*Liz Filter - President/CEO, VARC*

*Megan Tully - Director of Strategy, VARC*

Servant Leadership in disability services goes beyond management; it embodies a commitment to advocacy, inclusion, and the holistic well-being of individuals with disabilities. It sets the tone for a compassionate and purpose-driven organizational culture, ultimately contributing to the creation of a more inclusive and supportive society.

## **Cyber Liability: Five Steps to Cyber Resilience**

*Location: Meeting Room F*

*Taylor Goodlandt - Client Executive, M3 Insurance*

*Matt Thomson - Director of Cyber Liability, M3 Insurance*

Given the increasing likelihood of cyber-attacks, it is crucial for your organization to be prepared. This session will cover five essential steps to building cyber resilience, the latest trends and evolving risks in cybersecurity, and effective strategies to protect your organization in the event of an attack. Participants will also walk through a detailed case study of a cyber-attack, providing real-world insights and lessons learned. This interactive session will provide key takeaways that can be implemented in your organization.

## **State of the Market: Exploring Workforce Trends and Employer Relationships with DVR**

*Location: Meeting Room G*

*Mallory Bryan, Nicole Greetan, Tara Burns, Amy Studden - Business Service Consultants, DVR*

Join DVR Business Services Consultants in an engaging conversation on current and emerging workforce trends across the state of Wisconsin. They'll share labor market updates and how to effectively engage with employers through these market transitions. Discussion will highlight improving continuity of communication with employers and support teams to encourage sustained partnerships. Business Services Consultants will cover retention strategies that support employers' workforce needs and job seekers meaningful employment goals.

**11:30 AM - 12:00 PM**

**NETWORKING/LUNCH/VISIT EXHIBITORS**

**Don't miss an opportunity to interact with fellow conference attendees and advocates in the Riverside Ballroom. We'll also recognize DSPN Star Program Participants for their commitment to the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)**

*Thank you to our sponsor - Aptiv*

# WEDNESDAY, NOVEMBER 6

## 12:00 PM - 1:00 PM – KEYNOTE PRESENTATION

Location: Riverside Ballroom

Thank you to our Diamond Sponsor - Tricor



Alycia Anderson right sizing everyday obstacles to open your mind to a world of possibility. We're absolutely delighted to introduce you to Alycia Anderson! Alycia's authenticity and charisma draws others to her – and she naturally connects with them to inspire, mentor and support.

People look to her as a role model – and she gladly embraces the responsibility to inspire them to their top potential. If you're looking for keen insights, great ideas and a dose of real inspiration, Alycia will reliably deliver like the Magnetic Motivator she is.

- Award winning TEDx Speaker
- Disability Advocate, DEI & Accessibility Facilitator
- Inclusion Champion
- Podcast host of Pushing Forward with Alycia
- Founder and CEO of the Alycia Anderson Company, LLC

You really want to connect with this inspiring advocate as we work towards unity within our One Community!

## 1:00 PM - 1:15 PM – TRANSITION/BREAK/VISIT EXHIBITORS

Thank you to our sponsor CRI

Another great opportunity to interact with fellow conference attendees and partners in the Riverside Ballroom.

## 1:15 PM - 2:15 PM – BREAKOUT SESSIONS

**EXCITING  
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FEATURES  
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### Promoting and Protecting Rights of People with Disabilities

Location: Room A

Nate Hundt - Program Operations Director, Aptiv

Carla Czarny - Prevoc Manager, ODC Community Day

Kris Adams - Behavioral Health and Wellness Specialist, Inclusive

Sally Flashberger - Project Manager-Living Well, BPDD

Learn how two Wisconsin disability service providers, Aptiv and ODC, started the first Human Rights Committee (HRC) for individuals with intellectual and developmental disabilities in the state of Wisconsin. We will share what we learned through our process of creating our committee and how your agency can start your own HRC.

### Using Technology to Move Your Mission Forward

Location: Room C

Mary Hill - Customer Success Engineer, Entrusted Technology Solutions

Our work supports Microsoft 365 and other products that help nonprofits use technology to support their mission. With the right devices and tools nonprofit staff and volunteers can spend more time on their mission and less on bogged down processes and paperwork. Our goal is to train them to be extremely knowledgeable not only of the tools they use, but also how they can customize those tools to their unique needs in order to streamline and improve efficiencies.



# WEDNESDAY, NOVEMBER 6

## Unraveling the World of Workers Compensation: How it Works and Why Should You Care?

Location: Room E

*Rick Spaulding - Team Business Leader, SFM Mutual Insurance Company*

*Carl Gruber - Loss Prevention Specialist, SFM Mutual Insurance Company*

*Lucas Kirsch - Loss Prevention Specialist, SFM Mutual Insurance Company*

In this session, attendees will review how workers compensation works, how to control costs, and how to select a carrier who understands their business. Attendees will discover the value of partnering with professionals that can help reach their goals.

## Empathy in Action: Enhancing Care for Individuals with Disabilities

Location: Room B

*Jennifer Meyers - Organizational Impact Coach, Lakeland Care Plus*

This session is designed to enhance the empathy skills of professionals working with individuals with disabilities. Participants will learn the importance of empathy in providing high-quality care and support, and how to apply empathetic communication techniques to improve interactions and outcomes. The session will include practical exercises, case studies, and interactive discussions to reinforce learning and encourage the application of empathetic practices in daily work.

## Telling Wisconsin's Employment Story through Inter-Agency Collaboration

Location: Room F

*Sarah Kuehn - Program and Policy Analyst Advanced, DVR*

*Alicia Reinhard - Transition Specialist, DPI*

*Andrzej Walz-Chojnacki - Program and Policy Analyst, DVR*

*Robert Meyer - Children's Long Term Support Waiver, DHS*

Overview of the legislative requirements of Act 178 - Employment First. Best practices for inter-agency collaboration including joint strategies to increase CIE, analysis of current CIE Data, what are we learning, and what's next.

**2:15 PM - 2:30 PM**

### TRANSITION/BREAK/VISIT EXHIBITORS

Don't miss our exceptional exhibitors and register for exciting attendee prizes.

*Thank you to our sponsor - Greenco Industries*



## 2:30 PM - 3:30 PM – BREAKOUT SESSIONS

**EXCITING  
NEW  
FEATURES  
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### **Articulating Progress and Driving Better Outcomes Through Data Collection**

*Location: Room B*

*Mike Olesewski - Transition Coordinator, Pathways of WI, Inc.*

This presentation will include information about the discovery process, implementing new technology, and the benefits of collecting data. We will cover how that data is used to drive better outcomes and how we can use this information to better articulate the progress of the people we support. This is a fabulous opportunity to spend time with a fellow service provider that's invested in their client's success, long term.

### **Unifying Forces: Hear from 3 service providers on their approaches, challenges, and success in collaborating with other service provider organizations.**

*Location: Room C*

*Craig Poshepny - Executive Director - VIP Services, Inc.*

*Julie Strenn - President/CEO- ODC*

*Liz Filter - President/CEO- VARC*

*Moderator: Megan Tully - Director of Strategy, VARC*

Join us for a moderated panel conversation with leadership from several provider organization. Hear directly from your peers on how they advanced their services, plus the challenges and opportunities it has presented. Attendees will leave with a framework for how they might consider these kinds of collaborative opportunities for their organization!

### **Person-Centered Planning and Humanizing - From Buzzwords to Action**

*Location: Room A*

*Jenny Felty - CEO, Aptiv*

*Nate Hundt - Program Operations Director, Aptiv*

*Lisa Duncanson - Regional Services Director, Aptiv*

*Niki Steele - Employment Division Director, Aptiv*

*Silke Sambataro - Northern Residential Coordinator, Aptiv*

*Erin Smith - CEO, DSPN*

A service provider sharing their path to becoming more person-centered and how they are elevating the voices of the people served. Their experience spans across a variety of service offerings including Youth Daily Living Skills, Day Services (facility and community-based), Employment (DVR and Long-term Support), CSL, AFH, and Behavioral support services. This session will walk listeners through the approaches of collaboration and learning that continues to shape the organization's transformation.

### **Establishing CommUNITY: Elevating Care through One Page Descriptions**

*Location: Room E*

*Grace Gould - Account Manager, IntellectAbility*

Establishing a Community is hard. This is true for everyone, with or without disabilities. When communities change, in crisis situations, in moves, in the natural day-to-day transitions of life, important information can be missed. In this collaborative session, attendees will review the definition and components of a One-Page Description (OPD) and how they can utilize them to better support those in their network. Attendees will be tasked with creating their own OPD and will leave this session with a template to take back and implement. When used correctly, OPDs can be life changing and lifesaving.

# WEDNESDAY, NOVEMBER 6

## 3:45 PM - 4:45 PM – BREAKOUT SESSIONS (CONTINUED)

### Property and Casualty Stresses and Strategies

Location: Room F

*Cody Brickman - Account Executive, Assured Partners*

Discussion of current marketplace conditions in property, liability, cyber and workers compensation, and best practices and strategies. Engage with a presenter that has lived experience as a disability service provider. This is a unique opportunity to discuss operational considerations with a direct appreciation for the work that you do every day.

3:30 PM - 3:45 PM

### TRANSITION/BREAK/VISIT EXHIBITORS

Last chance to enter exhibitor prize drawings!

*Thank you to our sponsor - Mutual of America*

## 3:45 PM - 4:45 PM – BREAKOUT SESSIONS

**EXCITING  
NEW  
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### How Do You Compare Insurance Proposals?

Location: Room B

*John Gibson - Partner/Vice President, Program & Business Insurance Specialist, TRICOR Insurance*

*Janelle Higgins - Business Insurance Specialist, TRICOR Insurance*

When seeking commercial insurance proposals from multiple carriers, how do you effectively compare coverage, service, price and financial stability? This fast-moving session will cover the major insurance markets that compete for your business, how to put together an RFP (Request for Proposals), setting timelines, what to expect, market selection, seeking proposals, coverage analysis and price. We will outline items to look out for and avoid a costly decision by not detecting a coverage gap in a proposal. We will also assist in how to best position yourself to obtain the best proposals. A sample RFP, coverage review, excel worksheet and other tools will be included in the proposal.

### Unlocking Potential with Assistive Technology

Location: Room A

*Jeff Ziel - Technology and Accommodations Specialist, Aptiv*

*Tyler Stapleton - Chief Financial Officer, Aptiv*

*Nate Hundt - Program Operations Director, Aptiv*

Learn what AT services are and how to go about creating this service in your organization. Case study proof on how AT services can benefit participant, staff and your organization. Developing key partnerships with funders, schools and community organizations. Obtaining certifications and training staff on thinking with a technology first mindset.

### Expressing Your Mission Through Genuine Relationships with Local Elected Leaders

Location: Room C

*Bob Poeschl - Consultant, Plethora Consulting*

Too often we focus on building relationships with our Federal and State leaders around important issues, lack of resources and so much more. This presentation will focus on shifting some of those resources and activities to genuinely building relationships with your local elected leaders. We will cover strategies that can be used to create and maintain these relationships to impact your organization and the broader community.

## 3:45 PM - 4:45 PM – BREAKOUT SESSIONS (CONTINUED)

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### **The Club Sandwich Generation: The Role of Siblings**

*Location: Room E*

*Harriet Redman - Founder/Director of Special Projects, WisconSibs*

Adult siblings of people with disabilities have been called members of the 'Club Sandwich Generation' managing the needs of their aging parents, their growing children or business, PLUS their sibling with intellectual/developmental disabilities. Growing up, they experienced a mix of positive and negative situations, reactions, and feelings.

Professionals and other direct care workers can benefit from understanding sibling perspectives and the role of siblings in caregiving and future planning. While each sibling and each situation is unique, gaining insights from a sibling perspective will lead to more successful strategies and support for them as caregivers and their care recipients. This session will be interactive to maximize the experiences and expertise of participants.

### **Safer Med Passing, Happier Clients & Residents: Using AI to Reduce Med Errors**

*Location: Room F*

*Loren Odom - Provider Relations, ECP*

*Nicole Shelton - Compliance Expert, ECP*

Using AI-powered tools makes medication administration WAY safer and easier. A typical resident can be on a dozen or more medications, each with a different dose, route, and schedule. Managing thousands of daily medications means even one mistake can be devastating. Join us for a discussion on how AI is changing the game in both eMAR innovation and resident safety, helping communities and their residents live healthier and happier lives. Their experience spans across a variety of service offerings including Youth Daily Living Skills, Day Services (facility and community-based), Employment (DVR and Long-term Support), CSL, AFH, and Behavioral support services. This session will walk listeners through the approaches of collaboration and learning that continues to shape the organization's transformation.

### **Cannabinoids 101 - Understanding the Science of Cannabis: What Wisconsin Providers Need to Know**

*Location: Room G*

*Brandon Eddy, RN - National LTC Account Executive, Jazz Pharmaceuticals*

THC and CBD are hot topics in disability services today, but what do they really mean for providers? Join this talk to understand the key differences between these cannabinoids, the potential benefits and risks, and why navigating this conversation is particularly complex for providers reliant on federal funding. Learn the relevant relation to the disabilities service field.

**4:45 PM - 7:00 PM**

### **NETWORKING SOCIAL AND PRIZE DRAWING**

**Time to catch up with your peers and cultivate new professional connections, too.**

**Plus, multiple attendee prize drawings makes this a lively must attend gathering!**

**Location: Main Concourse**

*Thank you to our sponsors - Agape of Appleton, Community Care Inc, Jazz Pharmaceuticals, Non Profit Bookkeeping, SETWorks, Therap Services, VARC*



# THURSDAY, NOVEMBER 7

**8:00 AM - 8:30 AM**

**WELCOME TO DAY 2/BREAKFAST/NETWORKING**

## **8:30 AM – 9:00 AM - Coffee with the CEO**

*Location: Riverside Ballroom*

*Erin Smith - CEO, DSPN*

*Thank you to our sponsor - Agape of Appleton*

Here's a casual way to directly connect with our new CEO, Erin Smith before we launch day #2. She's excited to converse with you. Everyone is welcome and we'll provide the coffee!

## **Member News You Can Use**

*Erin Smith - CEO, DSPN*

*Dan Witt - DSPN Board of Directors President & CEO, Agape of Appleton*

*Julie Strenn - DSPN Board of Directors Past President & CEO, Opportunity Development Centers (ODC)*

Kick off the second day of the conference with an opportunity to spend some time with DSPN's new CEO. We'll share accomplishments, emerging challenges and opportunities, and discuss the future together. This is an interactive experience – member Q & A encouraged!

**Your second day DSPN Conference Experience will feature four robust General Sessions in the Riverside Ballroom. We're keeping the attendee energy in one space to maximize conversation, connection, and collaboration.**

## **9:00 AM – 9:45 AM – Innovation and Collaboration Builds One Community**

*Location: Riverside Ballroom*

*Katie Malnight Meisinger - COO, Engauge Workforce Solutions*

Meet a Wisconsin firm that actively fosters Unity within the disability services community. Among many other things, Engauge partners with the Down Syndrome Association of Wisconsin (DSAW) to provide Associates with diverse abilities the opportunity to get exposure to manufacturing and distribution at their outsourced manufacturing facility. Engauge is a subrecipient of DSAW's Workforce Innovation Grant from the DWD and WECD, which allowed them to increase their training offerings to include things like inventory control and robot programming.

You'll walk away informed and inspired by their example!

**9:45 AM - 10:00 AM – TRANSITION/BREAK**

*Thank you to our sponsor - VARC*



# THURSDAY, NOVEMBER 7

## 10:00 AM – 11:00 AM – AI Powered Strategies for Future Ready Disability Services

*Location: Riverside Ballroom*

*Anna Spexarth - Marketing and Communications Manager, SETWorks*

*Erik Nelson - Executive Consultant, Provider Strategy, SETWorks*

Leveraging AI can improve service planning, strategic planning, grant writing, and policy development, boosting efficiency and impact. This presentation will explore how disability service providers can harness AI technologies to enhance service planning, strategic planning, grant writing, and policy development. Attendees will learn practical strategies and see real-world examples of AI applications that can streamline operations, improve client outcomes, and support organizational growth.

## 11:00 AM - 11:10 AM – TRANSITION/BREAK

## 11:10 AM – 12:10 PM – Members & MCOs - Insights and new approaches that promote greater unity

*Location: Riverside Ballroom*

*Erin Smith - CEO, DSPN and provider panelists*

*Thank you to our sponsors - Community Care Inc, iCare/Humana/Inclusa, Lakeland Care Inc, MyChoice/Molina*

In keeping with the 2024 DSPN Annual Conference theme, One Community, we're taking a new approach to relationship between providers and MCOs. We reached out to our members with a pre-event poll that informed us prior to conversing with MCO leadership. You'll hear their feedback and insights. The dialogue will continue as we converse with a few of your provider peers. This is a crucial discussion around a matter that affects every provider. You'll want to be a part of this critical conversation and opportunity to work towards greater unity.

## 12:10PM - 12:30PM – Transition to Lunch

**Location: Riverside Ballroom**

*Thank you to our sponsor - Giv.Plus*

## 12:30 PM - 1:30 PM – Ask a State Administrator – a moderated panel discussion – DHS, DMS, DQA, & DVR

*Location: Riverside Ballroom*

*Panelists: Otis Woods - Administrator, DHS, Division of Quality Assurance; Bill Hanna - DHS, Medicaid Director,*

*Meredith Dressel - DVR, Administrator*

*Session Moderators: Erin Smith - CEO, DSPN; Dan Witt - CEO, Agape, Inc; Julie Strenn - CEO, ODC*

*Thank you to our sponsor - M3 Insurance*

Be a part of this important discussion with Department of Health Services leadership. We're excited to close the 2024 DSPN Annual Conference with these distinguished key partners in our state government. This is your opportunity to learn more about the state priorities and share your provider perspective.

There will be an opportunity for attendees to submit questions in advance of this session.

## 1:30 pm - 1:45 pm – Thank you and Closing Remarks



Attendees are highly encouraged to plan in advance for varying temperatures among the various meeting spaces. We want you to have a comfortable experience!

DSPN staff will be taking photos and/or short videos of attendee engagement during the conference. These images and/or video will be used only for DSPN promotional purposes. Please contact the DSPN staff with any concerns.

If you require a reasonable accommodation in order to participate in this event (including dietary), please contact Kathy Meisner at 608-220-3598 / [kmeisner@dspn.org](mailto:kmeisner@dspn.org) by 10/30/24

Registration for the full conference includes all sessions, including Keynote, exhibits, reception, and meals on November 6 and 7. Refund policy is available on DSPN Conference homepage.

## THANK YOU

Thank you to our DSPN Annual Conference Committee. Please share your event experience or suggestions with them. We're always looking for ways to improve conference content.

- Pam Schutz, Covey – Committee Chairperson
- Jenny Houston, Goodwill SEW
- Dave Lemanski, CRI
- Lindsay Farrell-Govek, Brotoloc Health Care Systems
- Jolene Wheeler, Northwoods Wisconsin
- John Gibson, Tricor Insurance
- Janelle Higgins, Tricor Insurance
- Dan Drury, Options for Community Growth
- Dan Witt, Agape of Appleton
- Liz Filter, VARC
- Taylor Goodland, M3 Insurance
- Rick Czerwan, CCLS

Conference schedule is always subject to change due to presenter availability or venue requirements. DSPN will keep prospective and registered attendees informed of changes to the extent possible. Conference attendees will be provided a Certificate of Attendance at check-in. Those seeking Continuing Education Credits can sign up at event registration.

# 2024 CONFERENCE SPONSORS



# 2024 CONFERENCE EXHIBITORS

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My Choice WI

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## John Gibson

Partner-Vice President, Program Business  
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## Our Mission

Our mission is to empower providers, caregivers, and families with the tools they need to provide the highest quality care for individuals with disabilities. We understand the unique challenges of disability care management, and we are dedicated to simplifying the process and reducing the burden on all stakeholders.

## What We Provide

Our software streamlines every aspect of caregiving, from scheduling and budgeting to billing and employee management, allowing caregivers to focus on what really matters: providing compassionate care to those in need. We believe that everyone deserves access to high-quality disability care, and we are committed to making it more accessible, efficient, and effective through our innovative IDD software solutions.



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# VARC

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## **An Industry Leader in Inclusive Service**

VARC is committed to uplifting and empowering those with disabilities in Wisconsin, and we are honored to be in the company of other organizations that reflect our same ethos of service through compassion. As always, VARC remains a proud supporter of the DSPN Conference.



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