

| 2025 OPRA Great Provider Summit Speaker & Session Information                       |   |  |                               |                   |   |  |
|---|---|--|-------------------------------|-------------------|---|--|
| Day, Time & Track   | Session # & Title   | Session Description  | Speaker First Name            | Speaker Last Name | Job Title                               | Organization   |
| Wed., May 28th<br>1pm-3pm   | <b>Pre-Conference Training</b><br><b>The Future of Disability Services: National Perspectives on a Changing Landscape</b> | The disability services landscape is shifting rapidly due to workforce challenges, funding structures, evolving policies, and new models of support. In this pre-conference session, hear from national leaders—Mary Sowers (NASDDDS), Barb Merrill (ANCOR), and Stacy DiStefano (Consulting for Human Services)—as they share key insights into emerging trends, federal priorities, and the future of services and supports. Gain a broader perspective on how national movements will shape state and local policies and explore strategies to navigate these changes effectively.<br>Learning Objectives:<br>1. Understand key national trends affecting disability services, including workforce, funding, and policy shifts.<br>2. Gain insights into federal priorities and their potential impact on state and local service systems.<br>3. Learn strategies for adapting to a rapidly evolving landscape to ensure sustainability and high-quality supports.      | Peter                         | Moore             | President & CEO                         | Ohio Provider Resource Association                               |
|   |   |  | <b>Speaker Panel:</b> Barbara | Merrill           | CEO                                     | ANCOR  |
|   |   |  | <b>Speaker Panel:</b> Mary    | Sowers            | Executive Director                      | National Association of State Directors of DD Services (NASDDDS) |
|   |   |  | <b>Speaker Panel:</b> Stacy   | DiStefano         | CEO                                     | Consulting for Human Services                                    |
| Thurs., May 29th<br>9:30am-10:30am  | <b>Session 1</b><br><b>Keynote Session</b><br><b>A Program on Innovation &amp; Creativity</b>                             | Cliff Goldmacher gives organizations the tools to unlock innovative thinking and tackle complex challenges. This engaging and memorable experience combines creativity with practical problem-solving techniques, helping participants develop the skills they need to thrive in today's fast-changing world. Attendees will build innovative skills, creative confidence, embrace vulnerability and discover fresh approaches to communication, leadership and strategic thinking. Cliff's approach not only strengthens organizational unity but also delivers tangible results: an energized culture of innovation, stronger collaboration and actionable insights that can be applied to real-world challenges.<br>Learning objectives:<br>1. Understand how creativity drives leadership and organizational success.<br>2. Learn practical strategies to foster innovation within teams.<br>3. Develop techniques to overcome creative blocks and generate new ideas. | Cliff                         | Goldmacher        | Songwriter, Music Producer and Educator | The Reason For The Rhymes  |
| Thurs., May 29th<br>10:45am-11:45am<br><b>Leadership Track</b>                      | <b>Session 2</b><br><b>Building Better Boards</b>   | Effective boards are the foundation of strong organizations, but navigating governance, communication, and decision-making can be challenging. This session will explore key strategies for helping boards function at their best—creating clear behavioral expectations, engaging in productive discussions, and presenting a unified voice. Participants will gain practical tools for fostering collaboration, managing difficult conversations, and ensuring their board operates with clarity and purpose.<br>Learning Objectives:<br>1. Identify key components of strong board governance and communication.<br>2. Develop strategies for improving decision-making and collaboration.<br>3. Learn techniques for managing conflicts and setting clear expectations.  | Tom                           | Speaks            | Co-Founder/Partner                      | The Impact Group   |
| Thurs., May 29th<br>10:45am-11:45am<br><b>Program Design &amp; Innovation Track</b> | <b>Session 3</b><br><b>Fostering Accountability &amp; Trust: OPRA's Just Culture Learning Collaborative</b>               | Creating a "Just Culture" in organizations helps balance accountability with learning and improvement. This panel will feature participants from OPRA's Just Culture Learning Collaborative, sharing their experiences, key takeaways, and strategies for fostering a culture that supports employees while maintaining high-quality services.<br>Learning Objectives:<br>1. Define Just Culture and its impact on service quality and workplace culture.<br>2. Learn real-world applications from organizations implementing Just Culture principles.<br>3. Identify steps to shift organizational culture toward accountability and learning.  | Teresa                        | Kobelt            | Chief Innovation Officer                | Ohio Provider Resource Association                               |
|   |   |  | <b>Speaker Panel:</b> Lisa    | Reed              | Executive Director                      | RHDD   |
|   |   |  | <b>Speaker Panel:</b> Anthony | Kirkby            | Director of Clinical Operations         | The Society  |

| 2025 OPRA Great Provider Summit Speaker & Session Information               |   |   |                       |                   |  |   |
|---|---|---|-----------------------|-------------------|--|---|
| Day, Time & Track   | Session # & Title   | Session Description   | Speaker First Name    | Speaker Last Name | Job Title  | Organization                                  |
|   |   |   | Speaker Panel: George | Maier             | Chief Operating Officer                          | Siffrin, Inc.                                 |
|   |   |   | Speaker Panel: Eileen | Koehler           | Director of Quality and Strategic Implementation | Echoing Hills Village, Inc.                   |
|   |   |   | Speaker Panel: Tim    | Neville           | President and CEO                                | Echoing Hills Village, Inc.                   |
|   |   |   | Speaker Panel: Eric   | Sunderman         | Director of Supported Living                     | Envision                                      |
| Thurs., May 29th<br>10:45am-11:45am<br>Business & Operations Track          | Session 4<br>Understanding Background Checks, Court Records, & Disqualifying Offenses | All employers within Ohio's service delivery system for individuals with developmental disabilities are required to conduct background investigations on employees and candidates. The information received can be confusing and may result in hiring or retaining disqualified employees or passing over an otherwise qualified candidate. This session will equip attendees with the tools needed to navigate through the confusion and complete effective background investigations.<br>Learning Objectives:<br>1. To be able to read and understand the results of a BCI criminal history record check<br>2. To be able to read and understand online public court case records and to use them to conduct pre-employment background checks<br>3. To be able to recognize and close loopholes in the background check process that allows disqualifying information to go unnoticed<br>4. To be able to apply this information to the list of disqualifying offenses to prevent the hiring of or to allow the removal of a disqualified person  | James                 | Kemmerle          | Investigative Services and Support Manager       | Ashtabula County Board of DD                  |
| Thurs., May 29th<br>10:45am-11:45am<br>Supervision & Customer Service Track | Session 5<br>Leading in a New Role: From DSP to Supervisor                            | Becoming a supervisor after working as a Direct Support Professional (DSP) brings new challenges and opportunities. Learn how frontline supervisors shared their experiences, lessons learned, and advice for those considering or supporting this career move.<br>Learning Objectives:<br>1. Understand the key challenges and opportunities when moving from peer to supervisor.<br>2. Learn strategies for managing former peers while maintaining positive relationships.<br>3. Explore ways organizations can better support new supervisors in their roles.   | Bethany               | Toledo-McCray     | Executive Director                               | Ohio Alliance of Direct Support Professionals |
| Thurs., May 29th<br>10:45am-11:45am<br>Advocacy Track                       | Session 6<br>The Power of Words: Crafting Messages That Connect                       | Words are the currency of communication, and their value cannot be underestimated. In today's fast-paced world, the difference between capturing your audience's attention and being lost in the noise often boils down to one thing: the right words. This session immerses you in the art of linguistic persuasion, revealing the astonishing influence that specific words can exert on emotions, decisions, and memories. We will discuss the subtle nuances of language, where you'll learn to wield words as potent instruments, evoking powerful responses from your audience. You'll discover the transformative potential of storytelling in marketing, unravel techniques to distill intricate concepts into concise and resonant messages, and navigate the treacherous terrain of messaging pitfalls, steering clear of jargon, ambiguity, and negativity. In a digital age where versatility is paramount, we'll show you how to adapt your messages for diverse platforms while maintaining a consistent and compelling brand voice. Moreover, you'll gain insights into measuring the true impact of your messaging efforts through key metrics and performance indicators. Feedback becomes your ally, aiding in the refinement and optimization of your messages.<br>Learning Objectives:<br>1. Craft Values-Based Messages – Master the art of creating clear, concise, and compelling messages that reflect your organization's mission and resonate with your target audience.<br>2. Master Multi-Channel Messaging – Learn how to adapt your messages for different platforms while ensuring consistency and alignment with your brand voice.<br>3. Measure Impact – Understand the key metrics and performance indicators that gauge the success of your messaging and how to use feedback to continuously improve your communications. | Tim                   | Hindes            | Chief Trail Officer                              | TrailBlaze Creative                           |
|   |   |   | Co-Speaker: Erin      | Sogal             | Vice President                                   | TrailBlaze Creative                           |

| 2025 OPRA Great Provider Summit Speaker & Session Information             |   |   |                    |                   |  |   |
|---|---|---|--------------------|-------------------|--|---|
| Day, Time & Track   | Session # & Title   | Session Description   | Speaker First Name | Speaker Last Name | Job Title  | Organization                                |
| Thurs., May 29th<br>1:00pm-2:00pm<br>Leadership Track                     | Session 7<br>Planning for the Future:<br>Succession Strategies for<br>Strong Leadership                                 | <p>Effective succession planning ensures organizational stability, leadership continuity, and a strong future. This session will explore best practices for developing a leadership pipeline, preparing emerging leaders, and avoiding common pitfalls in transition planning.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Understand key components of an effective succession plan.</li> <li>2. Learn how to identify and develop future leaders.</li> <li>3. Explore strategies to navigate leadership transitions smoothly.</li> </ol>  | Adam               | Fazio             | Vice President                                     | Benefactor Group                            |
|   |   |   | Co-Speaker: Jenny  | Bergman           | Senior Consultant                                  | Benefactor Group                            |
| Thurs., May 29th<br>1:00pm- 2:00pm<br>Program Design & Innovation Track   | Session 8<br>A 'Great Provider' Guide To<br>Excellence  | <p>What are the key components of quality services for agencies? How can they be delivered consistently across programs? Why is it so important to go beyond policies, and ensure that innovative practices are having a tangible impact on people's lives? (Think ... Outcomes!) In this breakout session, we're laying out the foundations of what makes a 'great provider.' From protecting rights, to promoting respect, maintaining safe environments, addressing abuse, improving natural supports, and so many more areas – attendees will learn the building blocks for operational excellence. Then, we'll go beyond just an overview, and share specific tips, techniques, and action steps for creating quality services, evaluating the effectiveness of your efforts, and ensuring it's all benefitting the people you support – with the data to back it. This session will support providers in their journey from being good ... to GREAT!</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Explore areas that providers should focus on, to transform lives</li> <li>2. Learn how to evaluate services to ensure effectiveness</li> <li>3. Receive guidance for maintaining consistency and sustainability</li> <li>4. Gain insight into the benefits of analyzing data</li> </ol>  | Katherine          | Dunbar            | CQL VP of Services and Systems Excellence          | CQL   The Council on Quality and Leadership |
| Thurs., May 29th<br>1:00pm-2:00pm<br>Business & Operations Track          | Session 9<br>From the Top Line to the Bottom<br>Line: Protecting Your Agency's<br>Profitability in the Current<br>World | <p>The I/DD provider agency environment is continually changing and becoming more challenging. These changes and challenges highlight the fact that providers need to consistently follow practices to protect their bottom line. Even in the non-Medicaid world, reimbursement may be limited, and in private pay pricing needs to be affordable. This presentation/discussion addresses the most important of those practices, including relevant metrics and KPI's, and benefits provided by a robust agency management system.</p> <p>Areas of review will include gross margin contributors:</p> <ol style="list-style-type: none"> <li>1. Revenue – Revenue Mix diversification, Revenue Cycle Management best practices and Revenue maximation.</li> <li>2. Direct costs – Overtime minimization, Pay and benefits management opportunities and clinical/professional support costs.</li> <li>3. Overhead costs – Support staff (productivity goals, metrics, KPI's, etc.), Time Collection (EVV benefits and attaining 100% EVV goal) and Recruitment/Onboard/Retention (Goals, timeline to put people to work).</li> </ol>   | Phil               | Feldman           | CPA, National Director of Revenue Cycle Management | Sandata Technologies                        |
| Thurs., May 29th<br>1:00pm-2:00pm<br>Supervision & Customer Service Track | Session 10<br>Rocking Your Leadership:<br>Lessons from the Stage  | <p>Join me for an electrifying session where we draw parallels between the high-energy world of heavy metal bands and effective workplace strategies. Using real-life experiences from time spent in a heavy metal band, we'll explore the importance of work behavior inventory tools to understand team dynamics, the power of servant leadership to inspire and motivate, and the necessity of project management tools to keep everything on track. We'll also delve into the art of branding your mission and vision, distinguishing between rehearsal and practice for continuous improvement, and developing subject matter expertise to become a true rock star in your field.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Understand Team Dynamics: Participants will learn how to use work behavior inventory tools to assess and improve team dynamics, ensuring a cohesive and productive work environment.</li> <li>2. Implement Servant Leadership: Attendees will gain insights into servant leadership principles, learning how to inspire and motivate their teams by prioritizing their needs and fostering a supportive culture.</li> <li>3. Enhance Project Management Skills: Participants will explore effective project management tools and techniques, enabling them to plan, execute, and monitor projects efficiently, ensuring alignment with the organization's mission and vision. These objectives aim to equip attendees with practical skills and knowledge to lead their teams effectively, drawing inspiration from the collaborative and dynamic nature of a heavy metal band.</li> </ol> | Chris              | Wolf              | COO  | I Am Boundless                              |

| 2025 OPRA Great Provider Summit Speaker & Session Information |  |  |                    |                   |                         |                   |
|---|--|--|--------------------|-------------------|-------------------------|-------------------|
| Day, Time & Track   | Session # & Title  | Session Description  | Speaker First Name | Speaker Last Name | Job Title               | Organization      |
| Thurs., May 29th<br>1:00pm-2:00pm<br>Advocacy Track           | <b>Session 11</b><br><b>More Voices. More Choices:</b><br><b>Using Customer Data to Make Decisions, Collaborate and Drive Change</b>                                 | In this session, Emily Kendall, co-founder of EmpowerMe Living will show how her team: <ul style="list-style-type: none"> <li>• recognized that a lack of direct, high-quality data around housing and support needs for individuals with I/DD contributes to the housing and support crisis in Ohio</li> <li>• built a coalition of support and partnerships to invest in and obtain data directly from self-advocates and their families through their Greater Cincinnati Housing Market Analysis project</li> <li>• Brought together leaders from the public, private, and non-profit sectors to learn about results and recommend solutions</li> <li>• Plans to use this data to: inform business decisions, implement solutions, and advocate for change</li> </ul> Providers will get access to data from the Greater Cincinnati Housing Market Analysis and gain a better understanding of how to invest in research and data to drive decisions, innovate, and advocate for change.<br>Learning Objectives:<br>1. How and why to invest in high-quality research<br>2. How to build collaborative partnerships to fund that research and work on outcomes-based solutions<br>3. Using data to advocate for policy change<br>4. Key findings from the Greater Cincinnati Housing Market Analysis  | Emily              | Kendall           | Co-Founder/President    | EmpowerMe Living  |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | <b>Giv.</b><br><b>Sponsored Session</b><br><b>Enhancing Service Delivery in Ohio I/DD: Integrated Tools for Success</b>  | Join Giv in a course designed for Ohio I/DD providers seeking to improve service delivery, increase efficiency, and lower costs. Participants will learn how integrated software can streamline essential tasks like DSP clock-ins, incident reporting, medication administration, transportation logs, and claims submissions, all within one platform. This integration reduces errors, minimizes subscription costs, and prevents costly claim re-submissions. Participants will also dive into current industry trends, HIPAA compliance, and the evolution of technology in I/DD services. With a focus on real-time tracking of individual goals and progress, providers will learn how to deliver personalized support and adjust care plans accordingly. By the end of the course, participants will be better equipped to consolidate multiple systems into one, saving valuable time and resources, enhance compliance with regulations, and ensure that each individual's support plan is both effective and up-to-date. Additionally, participants will learn strategies to improve staff productivity, reduce manual documentation, and utilize data to drive better decision-making for improved support outcomes.<br>By the end of this session, participants will be able to:<br>1. Identify how integrated software solutions can streamline essential provider tasks such as DSP clock-ins, incident reporting, medication administration, and claims submissions to improve efficiency and reduce costs.<br>2. Analyze current industry trends, HIPAA compliance requirements, and the evolving role of technology in I/DD service delivery to enhance compliance and service quality.<br>3. Implement real-time tracking tools to monitor individual goals and progress, allowing for data-driven decision-making and personalized care adjustments. | Danny              | Laneri            | VP Business Development | giv.plus          |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | <b>Brittco</b><br><b>Sponsored Session</b><br><b>All-in-One Software Solution for IDD Agencies &amp; Independents, OOD/VR Providers, ICFs, County Boards and EVV</b> | Are you an IDD Provider, OOD/VR Provider, or ICF and would like to see what a comprehensive software solution looks like? Or maybe you want to stay up to date on EVV, OhioISP, County Board integration, or the new features in Brittco Pro? If so, then this session is for you! Discover how Brittco seamlessly connects providers, county boards, and state systems—delivering efficiency, compliance, and ease of use in one platform.<br>What You'll Learn: The latest updates on EVV and OhioISP, the benefits of Brittco's real-time County Board Provider integration, a live demonstration of Brittco's powerful all-in-one platform. Key Features for Every Provider.<br>By the end of this session, participants will be able to:<br>1. Describe the latest updates on EVV, OhioISP, and County Board integration to ensure compliance and operational efficiency.<br>2. Demonstrate the key features of Brittco's platform, including time & attendance tracking, billing solutions, and DSP eLearning, through a live demonstration.<br>3. Evaluate how Brittco's solutions can be tailored to their specific provider type (I/DD, OOD/VR, or ICF) to improve workflows and streamline documentation and billing processes.  | Scott              | Flowers           | CEO                     | Brittco           |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | <b>Primary Solutions</b><br><b>Sponsored Session</b><br><b>Optimizing DODD Compliance, EVV and Financial Operations with Advisor Anywhere</b>                        | Primary Solutions is the leading Ohio technology and billing service with over 25 years of expertise in helping providers strengthen their financial operations and maintain DODD compliance. Our steadfast commitment to innovation ensures that agencies have the tools they need to navigate an evolving regulatory landscape. Join us for an insightful session led by Liz Thompson, Director of Operations, as we explore the hundreds of ways Advisor Anywhere is aligned with EVV, DODD billing and compliance rules. With 20 years of experience at PSI and a background in managing financial operations for a large provider agency in central Ohio, Liz brings a deep understanding of the challenges providers face. She will also unveil the strategic 2025 enhancements designed to further streamline compliance, billing, and financial management processes. Don't miss this opportunity to gain valuable insights and prepare your organization for the future!<br>By the end of this session, participants will be able to:<br>1. Explain how Advisor Anywhere aligns with EVV, DODD billing, and compliance rules to improve financial operations and regulatory adherence.<br>2. Assess common provider challenges in billing and compliance and explore strategies to mitigate risks and enhance accuracy.<br>3. Prepare for upcoming 2025 enhancements in compliance, billing, and financial management by integrating new tools and best practices into their agency's workflow.   | Liz                | Thompson          | Director of Operations  | Primary Solutions |

| 2025 OPRA Great Provider Summit Speaker & Session Information |   |  |                    |                   |                                |                              |
|---|---|--|--------------------|-------------------|--------------------------------|------------------------------|
| Day, Time & Track   | Session # & Title   | Session Description  | Speaker First Name | Speaker Last Name | Job Title                      | Organization                 |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | Step Up to Social Connection<br>Sponsored Session<br>Step Up to Social Connection Curriculum  | <p>Step Up to Social Connection is a robust web-based curriculum for Adult Day Support (ADS) providers, Vocational Habilitation (Voc Hab) providers, Intermediate Care Facility (ICF) providers and transition-aged youth. Trusted by dozens of quality agencies, whose valuable input has contributed to its growth, Step Up guides individuals in reaching outcomes, saves staff valuable time, and helps agencies meet compliance. Watch as a team from Step Up to Social Connection demonstrates the components of every lesson, including professionally produced videos showcasing adults with disabilities, engaging learning activities, picture and multisensory supports to help those with complex needs engage, and practical ideas to connect to the community. In addition, the team will illustrate the use of supplemental resources such as pre- and post-assessments, music videos, social connection scenarios, and various facilitator resources that work together to create a rich and fun learning experience for adults with disabilities.</p> <p>By the end of this session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Explore the components of the Step Up to Social Connection curriculum, including videos, activities, and multisensory supports, to enhance social learning for individuals with disabilities.</li> <li>2. Utilize pre- and post-assessments, music videos, and social connection scenarios to track individual progress and promote engagement.</li> <li>3. Develop strategies to integrate Step Up resources into Adult Day Support, Vocational Habilitation, and transition-aged youth programs to support meaningful community connections.</li> </ol>                                | Debra              | Shumard           | Director                       | Step Up to Social Connection |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | Gladey<br>Sponsored Session<br>Breaking the Feedback Vacuum:<br>A Game-Changer for Developing<br>Leaders in 8 Competencies and<br>Critical Skills | <p>What if the way you're developing your leaders is actually reinforcing blind spots-for you and them? Too often, feedback happens in a vacuum, leaving managers with an incomplete picture of their effectiveness. Without a structured, multi-rater assessment, they miss crucial insights-limiting their growth and the impact they have on their teams. This is a game-changer-a powerful approach to evaluating and developing leaders across eight mission-critical competencies and skills that drive organizational success. In this interactive session, discover how organizations can use data-driven insights to cultivate well-rounded, self-aware managers who deliver person-centered, outcome-focused services. Learn how to transform feedback into a strategic development tool that strengthens middle management, increases retention, and builds a pipeline of future executives. Walk away with actionable strategies to implement leadership assessments that accelerate growth and create a culture of continuous improvement. If you're serious about building great providers through strong leadership and meaningful development, this session is a must-attend!</p> <p>By the end of this session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Recognize the limitations of traditional feedback methods and the benefits of multi-rater assessments in developing self-aware, effective leaders.</li> <li>2. Apply data-driven insights to strengthen middle management, increase staff retention, and build a leadership pipeline.</li> <li>3. Implement structured leadership assessments to create a culture of continuous improvement and person-centered, outcome-focused service delivery.</li> </ol> | Stacy              | Sufka             | MPA, MAC, MBAn, LSSBB,<br>ODCP | Gladey Consulting, LLC       |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | StationMD<br>Sponsored Session<br>Utilizing the Healthcare<br>Assessment  | <p>This session will go over the Healthcare Assessment rule—uses and ways it offers support to people with disabilities. We will also look at ways this service supports caregivers and paid providers. Join us to learn more about the Healthcare Assessment, Station MD, and ways we can join the team to support people with I/DD.</p> <p>By the end of this session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Explain the purpose and benefits of the Healthcare Assessment rule in supporting individuals with I/DD, caregivers, and paid providers.</li> <li>2. Evaluate how Station MD services can enhance healthcare access, reduce emergency room visits, and improve health outcomes for individuals with disabilities.</li> <li>3. Identify ways providers and caregivers can integrate healthcare assessments into their service model to strengthen person-centered care.</li> </ol>  | Emily              | Martinez          | Account Executive, M.Ed        | StationMD                    |
|   |   |  | Co-Speaker: Sarah  | Davies            | Ohio Account Executive         | StationMD                    |
| Thurs., May 29th<br>2:15pm-3:15pm<br>Sponsored Track          | Impruvon Health<br>Sponsored Session<br>The Leading eMAR and<br>Medication Dispensing<br>Technology for IDD Providers                             | <p>Impruvon simplifies medication and treatment management for I/DD Care Teams with automated workflows that enhance compliance, reduce errors and ensure safer, more efficient care.</p> <p>By the end of this session, participants will be able to:</p> <ol style="list-style-type: none"> <li>1. Understand how Impruvon streamlines medication and treatment management.</li> <li>2. Identify the ways in which automation can improve compliance and reduce medication errors.</li> <li>3. Explore how technology-driven solutions contribute to safer and more efficient care delivery.</li> </ol>  | Justin             | Amoyal            | Founder/CEO                    | Impruvon Health              |
|   |   |  | Co-Speaker: Brian  | Connery           | Former DSP                     | Impruvon Health              |
|   |   |  | Co-Speaker: James  | Ravenscraft       | Account Executive              | Impruvon Health              |



| 2025 OPRA Great Provider Summit Speaker & Session Information            |  |  |                          |                   |  |                                       |
|--|--|--|--------------------------|-------------------|--|---------------------------------------|
| Day, Time & Track  | Session # & Title  | Session Description  | Speaker First Name       | Speaker Last Name | Job Title                                  | Organization                          |
| Thurs., May 29th<br>3:30pm-4:30pm<br>Legislative Update                  | Session 12<br>Legislative & State Budget Updates   | <p>This session is for all conference attendees. Please join us for a moderated discussion with the Success Group and the OPRA team to give updates about the status of the state's biennium budget. Participants will have a better understanding of the budget process and it's current status. We will also discuss how OPRA members can play a crucial role leading up to the moment when the governor signs the budget into law.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Understand the key steps and current status of Ohio's biennium budget.</li> <li>2. Identify opportunities for provider advocacy in the legislative process.</li> <li>3. Explore strategies to influence decision-makers and advance OPRA's priorities.</li> </ol>  | Mike                     | Toman             | Lobbyist                                   | The Success Group                     |
|  |  |  | Speaker Panel: Anthony   | Aquillo           | Lobbyist                                   | The Success Group                     |
|  |  |  | Speaker Panel: Peter     | Moore             | President & CEO                            | Ohio Provider Resource Association    |
|  |  |  | Speaker Panel: Christine | Touvelle          | Director of Advocacy                       | Ohio Provider Resource Association    |
| Fri., May 30th<br>9:00am-10:00am<br>Leadership Track                     | Session 13<br>The Employer Resource Network Collaborative of Cleveland                           | <p>In the middle of a national pandemic, 15 agency providers in Cuyahoga County and Cleveland, OH came together to create a new non profit organization called the Developmental Disabilities Provider Consortium. The purpose of this collaboration and our incorporation was to form an Employer Resource Network to address multiple staff challenges experienced by all agencies during the pandemic (and most of these staff challenges were there before the pandemic!!).</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Learn how this local provider group created a new nonprofit entity to fuel a new program idea</li> <li>2. Learn how to create a concept of collaboration among a disperse and vastly different provider group</li> <li>3. Develop a framework for addressing challenging staff situations that may impact of work stability for frontline staff</li> </ol>   | Tony                     | Thomas            | CEO  | Welcome House                         |
| Fri., May 30th<br>9:00am-10:00am<br>Program Design & Innovation Track    | Session 14<br>Driving Excellence with A3: A Roadmap for Operational Improvement in I/DD Services | <p>This session equips leaders with the tools to leverage the A3 process for continuous improvement in I/DD services. Rooted in Lean principles, A3 provides a structured framework for identifying inefficiencies, addressing root causes, and implementing sustainable solutions. Participants will gain practical insights into enhancing service quality, optimizing workflows, and fostering a culture of collaboration and accountability. Through interactive exercises and real-world examples, attendees will leave equipped to apply the A3 process to eliminate waste, increase effectiveness, and strengthen their organization's operational foundations, ensuring sustainability and consistency in person-centered, outcome-focused care.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Understand the A3 process and its role in eliminating inefficiencies and increasing operational effectiveness.</li> <li>2. Develop skills to identify root causes of organizational challenges and craft data-driven solutions.</li> <li>3. Learn how to integrate the A3 process into organizational workflows to enhance service delivery.</li> <li>4. Empower teams to engage in continuous improvement initiatives, fostering a culture of operational excellence.</li> </ol> | Stacy                    | Sufka             | MPA, MAC, MBAn, LSSBB, ODCP                | Gladegy Consulting, LLC               |
| Fri., May 30th<br>9:00am-10:00am<br>Business & Operations Track          | Session 15<br>Navigating Change: 2025 Employment Law Updates                                     | <p>Employment laws continue to evolve, impacting everything from hiring practices to workplace policies. Legal experts from Vorys will provide the latest updates on key employment law changes, compliance considerations, and best practices for employers in the DD field.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Identify recent changes in employment laws affecting providers.</li> <li>2. Understand compliance requirements and risk mitigation strategies.</li> <li>3. Learn proactive steps to ensure HR policies align with legal standards.</li> </ol>  | Nelson                   | Cary              | Partner                                    | Vorys, Sater, Seymour, and Pease, LLP |
| Fri., May 30th<br>9:00am-10:00am<br>Supervision & Customer Service Track | Session 16<br>From Good to Great: Transforming Customer Service through Training & Development   | <p>By investing in and supporting qualified staff through these strategies, training programs, wellness initiatives, and career development plans, we enhance recruitment, engagement, and quality. This commitment to employee well-being and growth will ultimately lead to a more motivated, productive, and loyal workforce.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> <li>1. Identify strategies for attracting and retaining qualified staff.</li> <li>2. Understand the role of employee wellness in engagement and productivity.</li> <li>3. Learn how to develop career pathways and create a supportive workplace culture.</li> </ol>   | Joel                     | Carson            | Staff Development and Training Coordinator | RHA Dayton                            |

| 2025 OPRA Great Provider Summit Speaker & Session Information          |  |   |                      |                   |                                 |   |
|--|--|---|----------------------|-------------------|---------------------------------|---|
| Day, Time & Track  | Session # & Title  | Session Description   | Speaker First Name   | Speaker Last Name | Job Title                       | Organization  |
| Fri., May 30th<br>9:00am-10:00am<br>Advocacy Track                     | Session 17<br>Getting Involved: Strategies for Effective Advocacy and Engagement     | Attendees in this session will have the unique opportunity to hear from Taylor Armstrong, Central Regional Representative with US Senator Bernie Moreno (R- Ohio). While Taylor works in the US Senate, his experience in Ohio politics covers all levels, from serving on the Urbana City Schools Board of Education to being a Legislative Aid in the Ohio House of Representatives to running campaigns for various local and state-level elections. Taylor will provide unique insight into the role of US Senate district offices in federal policy making and constituent services, share Senator Moreno's legislative priorities for this Congress, share his experience with effective (and ineffective!) advocacy, and provide insight on how to get involved in the political process outside of simply meeting with legislators. Anyone looking to expand their advocacy or political knowledge will not want to miss this session!<br>Learning Objectives:<br>1. Understand the role of U.S. Senate district offices in federal policymaking and constituent services.<br>2. Identify effective advocacy strategies and common pitfalls.<br>3. Explore diverse ways to engage in the political process beyond traditional lobbying.   | Taylor               | Armstrong         | Central Regional Representative | U.S. Senator Bernie Moreno Regional Office                        |
| Fri., May 30th<br>11:00am-12:00pm<br>Leadership Track                  | Session 18<br>Innovative Business Strategies: Exploring Shared Services & New Models | Learn how three organizations are exploring creative ways to improve outcomes for people supported through formal collaboration. This session examines options for collaboration other than mergers that include shared services, strategic partnerships, and other innovative business models that strengthen services while maintaining organizational autonomy.<br>Learning Objectives:<br>1. Understand the benefits and challenges of shared services and alternative business models.<br>2. Learn from real-world examples of organizations successfully implementing these approaches.<br>3. Identify key steps to explore innovative strategies within your organization.   | Teresa               | Kobelt            | Chief Innovation Officer        | Ohio Provider Resource Association                                |
|  |  |   | Speaker Panel: Jamie | Steele            | President/CEO                   | Ohio Valley Residential Services                                  |
|  |  |   | Speaker Panel: Dan   | Connors           | President and CEO               | St. Joseph Home of Cincinnati                                     |
|  |  |   | Speaker Panel: Susan | Brownknight       | CEO                             | Living Arrangements for the Developmentally Disabled (LADD, Inc.) |
| Fri., May 30th<br>11:00am-12:00pm<br>Program Design & Innovation Track | Session 19<br>Thriving Through the Chaos of Change                                   | This dynamic session delves into the art and science of lasting change, empowering participants to navigate transitions with resilience and purpose. Explore practical strategies to not only adapt to change but to become champions of transformation, fostering a culture of continuous improvement within your organization.<br>Learning Objectives:<br>1. Evaluate the impact of lasting change on organizational dynamics<br>2. Understand what causes resistance to change, and strategies to overcome resistance<br>3. Develop a plan to examine change and implement it at your organization   | Molly                | Mackey            | MBA, CPTD                       | LEAdErNship Institute   |
| Fri., May 30th<br>11:00am-12:00pm<br>Business & Operations Track       | Session 20<br>ICF Reimbursement Update & Benchmarking Trends                         | This session will be focused on all things ICF Reimbursement! We will walk through the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs. We will provide examples and explain the rate calculation methodology. Each rate component will be covered including ceilings, case-mix trends, inflation factors and efficiency opportunities. Additionally, we will walk through examples of the capital fair rental value calculations and provide scenarios to demonstrate opportunities for providers. Based on known state budget proposals, implications to rate calculations for FY26 rates will be discussed.<br>Learning Objectives:<br>1. Upon completion, participant will be able to understand the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs.<br>2. Upon completion, participant will be able to understand the ICF rate calculation methodology including the impact of ceilings, case-mix, inflation factors and efficiency opportunities.<br>3. Upon completion, participant will be able to understand the implications for FY26 ICF rates based on known state budget proposals.<br>4. Upon completion, participant will be able to understand strategies and opportunities to consider as it relates to ICF reimbursement and providers rate setting process. | TJ                   | Ely               | MBA, Senior Manager             | Plante Moran, PLLC  |
|  |  |   | Co- Speaker: Denise  | Leonard           | CPA, Partner                    | Plante Moran, PLLC  |

| 2025 OPRA Great Provider Summit Speaker & Session Information             |   |  |                    |                   |                                    |                                    |
|---|---|--|--------------------|-------------------|------------------------------------|------------------------------------|
| Day, Time & Track   | Session # & Title   | Session Description  | Speaker First Name | Speaker Last Name | Job Title                          | Organization                       |
| Fri., May 30th<br>11:00am-12:00pm<br>Supervision & Customer Service Track | Session 21<br>Invisibility Sucks: Helping Employees Be Seen & Heard     | Great work should never go unnoticed—but for many employees, feeling invisible is a daily reality. As a leader, you have the power to change that. When employees feel seen, valued, and heard, they're more engaged, productive, and loyal to their teams. This session is designed for managers and leaders who want to create a workplace where team member feel recognized and empowered. Through interactive discussions, real-world scenarios, and actionable strategies, we'll explore how to build a culture of visibility, amplify employee voices, and boost morale.<br>Learning Objectives:<br>1. Recognizing the signs of employee invisibility and disengagement<br>2. Create opportunities for employees to share ideas and contributions<br>3. Foster a culture of recognition that goes beyond generic praise<br>4. Use inclusive leadership techniques to amplify every voice in the room<br>5. Develop an action plan to ensure every team member feels valued and heard | David              | Roustio           | Director of Growth and Development | RHAM                               |
| Fri., May 30th<br>11:00am-12:00pm<br>Advocacy Track                       | Session 22<br>Aligning Advocacy Priorities: Navigating Differing Voices | As new and existing priorities arise within Disability Culture, not all of our values may align at all times. This does not have to be a barrier to working together to promote the interests of Ohioans with developmental disabilities. It is actually quite the opposite as it is beneficial to bring differing viewpoints to the table. Using disability theory and lived experience, this presentation focuses on working together to create opportunities for the best system possible.<br>Learning Objectives:<br>1. More united advocacy<br>2. Listening to those with lived experiences<br>3. How to bring different voices together  | Jennifer           | Kucera            | Chair                              | Ohio Olmstead Task Force           |
|   |   | Co-Speaker:  | Brittanie          | Maddox            | Vice-Chair                         | Ohio Olmstead Task Force           |
|   |   | Co-Speaker:  | Sarah              | Davies            | Treasurer                          | Ohio Olmstead Task Force           |
| Fri., May 30th<br>12:10pm-1:00pm<br>Closing General Session               | Session 23<br>The Great Provider Send-Off                               | Don't leave just yet! Our closing session is your opportunity to come together one last time—to <b>celebrate, reflect, and fuel up for what's next</b> . We'll highlight key takeaways, share moments of inspiration, and send you off with renewed purpose and motivation. There may even be a special guest to help us close on a high note! Stay with us until the end—you won't want to miss this.<br>Learning Objectives:<br>1. Reflect on Key Insights and Takeaways - Participants will be able to identify and articulate the most impactful insights and lessons learned from the Great Provider Summit.<br>2. Foster a Sense of Community and Shared Inspiration - Participants will engage in collective reflection and celebration, reinforcing connections and shared experiences.<br>3. Leave with Renewed Purpose and Motivation - Participants will gain a sense of closure and be inspired to apply what they've learned moving forward.                                  | Peter              | Moore             | President & CEO                    | Ohio Provider Resource Association |