

SCHEDULE



**GREAT PROVIDER
SUMMIT**
May 28-30, 2025

THURSDAY, MAY 29		
9:00 AM - 9:30 AM	WELCOME - Peter Moore, OPRA President	Easton AB
9:30 AM - 10:30 AM	Session 1 - KEYNOTE SESSION A Program on Innovation & Creativity, <i>Cliff Goldmacher</i>	Easton AB
Breakout Sessions • 10:45 AM - 11:45 AM		
Leadership Session 2	Building Better Boards <i>Tom Speaks, The Impact Group</i>	Easton AB
Program Design/Innovation Session 3	Fostering Accountability & Trust: OPRA's Just Culture Learning Collaborative <i>Teresa Kobelt (Panel)</i>	Regent 1
Business/Operations Session 4	Understanding Background Checks, Court Records, & Disqualifying Offenses <i>James Kemmerle, Ashtabula Co. Board of DD</i>	Regent 2
Supervision & Customer Service Session 5	Leading in a New Role: From DSP to Supervisor <i>Bethany-McCray (Panel), OADSP</i>	Regent 5
Advocacy Session 6	The Power of Words: Crafting Messages That Connect <i>Tim Hindes & Erin Sogal, TrailBlaze Creative</i>	Easton CD
11:45 AM - 12:45 PM	Attendee & Exhibitor Lunch	Easton AB
Breakout Sessions • 1:00 PM - 2:00 PM		
Leadership Session 7	Planning for the Future: Succession Strategies for Strong Leadership <i>Adam Fazio & Jenny Bergman, Benefactor Group</i>	Easton AB
Program Design/Innovation Session 8	A 'Great Provider' Guide To Excellence <i>Katherine Dunbar, CQL, The Council on Quality and Leadership</i>	Regent 1
Business/Operations Session 9	From the Top Line to the Bottom Line Protecting Your Agency's Profitability in the Current World <i>Phil Feldman, Sandata Technologies</i>	Regent 2
Supervision & Customer Service Session 10	Rocking Your Leadership: Lessons from the Stage <i>Chris Wolf, I Am Boundless</i>	Regent 5
Advocacy Session 11	More Voices. More Choices: Using Customer Data to Make Decisions, Collaborate, and Drive Change <i>Emily Kendall, EmpowerMe Living</i>	Easton CD
Breakout Sponsored Sessions • 2:15 PM - 3:15 PM		
Giv. Sponsored Session	Enhancing Service Delivery in Ohio I/DD: Integrated Tools for Success <i>Danny Laneri, Giv.</i>	Easton AB
Brittco Sponsored Session	All-in-One Software Solution for IDD Agencies & Independents, OOD/VR Providers, ICFs, County Boards, and EVV <i>Scott Flowers, Brittco</i>	Regent 1
Primary Solutions Sponsored Session	Optimizing DODD Compliance, EVV and Financial Operations with Advisor Anywhere <i>Liz Thompson, Primary Solutions</i>	Regent 2
Step Up to Social Connection Sponsored Session	Step Up to Social Connection Curriculum <i>Deb Shumard, Step Up to Social Connection</i>	Regent 3
Gladeqy Sponsored Session	Breaking the Feedback Vacuum: A Game-Changer for Developing Leaders in 8 Competencies and Critical Skills <i>Stacy Sufka, Gladeqy Consulting</i>	Easton CD
StationMD Sponsored Session	Utilizing the Healthcare Assessment <i>Emily Martinez & Sarah Davies, StationMD</i>	Magnolia
Impruvon Health Sponsored Session	The Leading eMAR and Medication Dispensing Technology for IDD Providers <i>Justin Amoyal, Brian Connery & James Ravenscraft, Impruvon Health</i>	Easton E
3:30 PM - 4:30 PM	Session 12 - LEGISLATIVE UPDATE <i>Panel: Success Group, Pete Moore & Christine Touvelle</i>	Easton AB
7:00 PM - 9:30 PM	WELCOME OPRA PARTY - Peter Moore, OPRA President	Easton AB

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FRIDAY, MAY 30		
7:30 AM - 8:15 AM	Morning Yoga Session Shari Weber, MBS	Easton E
Breakout Sessions • 9:00 AM - 10:00 AM		
Leadership Session 13	The Employer Resource Network Collaborative of Cleveland <i>Tony Thomas, Gina Kerman and Shelly Orłowski, Welcome House</i>	Easton AB
Program Design/Innovation Session 14	Driving Excellence with A3: A Roadmap for Operational Improvement in I/DD Services <i>Stacy Sufka, Gladege Consulting</i>	Regent 1
Business/Operations Session 15	Navigating Change: 2025 Employment Law Updates <i>Nelson Cary, Vorys</i>	Regent 2
Supervision & Customer Service Session 16	From Good to Great: Transforming Customer Service through Training & Development <i>Joel Carson, RHA Dayton</i>	Regent 5
Advocacy Session 17	Getting Involved: Strategies for Effective Advocacy and Engagement <i>Taylor Armstrong, U.S. Senator Bernie Moreno Regional Office</i>	Easton CD
Breakout Sessions • 11 AM - 12 PM		
Leadership Session 18	Innovative Business Strategies: Exploring Shared Services & New Models <i>Teresa Kobelt (Panel)</i>	Easton AB
Program Design/Innovation Session 19	Thriving Through The Chaos of Change <i>Molly Mackey, LEAdERNship Institute</i>	Regent 1
Business/Operations Session 20	ICF Reimbursement Update & Benchmarking Trends <i>TJ Ely & Denise Leonard, Plante Moran</i>	Regent 2
Supervision & Customer Service Session 21	Invisibility Sucks: Helping Employees Be Seen & Heard <i>Dave Roustio, RHAM</i>	Regent 5
Advocacy Session 22	Aligning Advocacy Priorities: Navigating Differing Voices <i>Jennifer Kucera, Brittanie Maddox & Sara Davies, Ohio Olmstead Task Force</i>	Easton CD
12:10 PM - 1:00 PM	Session 23 - CLOSING GENERAL SESSION The Great Provider Send-Off	Easton AB