



MCHS 2019

ANNUAL CONFERENCE

September 12 & 13, 2019
Tan-Tar-A Resort
Osage Beach, Missouri

Conference Brochure

WHO SHOULD ATTEND

The conference is designed to benefit several different groups associated with the HCBS industry. Those who would benefit include administrators, private pay providers, front line supervisors, Medicaid & Medicare providers, nursing supervisors, state and local contract providers and agency aides.

ABOUT MCHS

For over 30 years, the Missouri Council for In-Home Services has provided support services to member agencies. A group of in-home service providers convened to discuss issues that affect the care of our elderly in Missouri. Many of our issues involve quality of care, guidelines and regulations, and reasonable reimbursement. The MCHS membership has grown to be a strong voice for all providers of home care and for the elderly in Missouri. Join our league of caring people to help the in-home industry strive for quality.

MCHS MISSION

To advance and defend home care services as the preferred care option for Missouri communities. To provide an information exchange and the education essential to the success of member agencies and the home care industry. To monitor and affect the legislative and regulatory processes as they pertain to the home care industry. To provide leadership in ethical business practices and sustain the highest professional standards of client care.

JOIN MCHS

The Missouri Council for In-Home Services is offering a special on first-time membership. First-time members can join now for \$150. Offer good for membership thru December 31, 2019.

QUESTIONS

Contact the Council office at 573-634-5272 or jill@c2cpro.solutions.

Lodging

Tan-Tar-A Resort
490 Tan Tar A Drive, Osage Beach, Missouri 65065

To book your room, call Tan-Tar-A at (573) 348-3131 and ask for the Missouri Council for In-Home Services block for a special rate.

Conference Committee

Allison Easterwood, Co-Chair
WILS

Melissa Robinson, Co-Chair
St. Andrews Senior Solutions

Amanda Fisher
On My Own

Petti Jones
Smith & Associates Home Care

Emilie Lococo
Advantage Home Care

LaDonna Williams
Rural Advocates for Independent Living, Inc.
(RAIL)

SPECIAL EVENTS

Vendor Recognition Luncheon – Thursday from 12:00 to 1:00 p.m.

Make plans to attend the vendor recognition luncheon to visit with companies that support the industry.

Hospitality Suite & Casino Night– Thursday from 8:00 to 10:00 p.m.

Join your colleagues for a relaxing evening in a hospitality suite hosted by C2C Association Management Solutions and The Penman Group. C2C provides association management services to the Council and the Penman Group provides lobbying services. During the event, there will be casino games – come join us for the fun!

Business Meeting – Friday from 8:00 to 9:00 a.m.

Make plans to attend the annual business meeting to learn more about MCHS activities. Topics will include an overview of the 2019 legislative session; outlook for 2020 legislative session; standards impacting the HCBS industry; and additional topics that may affect you as a HCBS provider. All providers regardless of membership status are invited to attend. Breakfast will be provided to attendees.

Awards Luncheon – Friday from 11:30 – 1:00 p.m.

Join fellow providers as we honor the industry's most dedicated and hard-working employees. The Awards Banquet will include a full meal with the awards presentation beginning at 12:30 p.m.

GENERAL SESSIONS

Roundtable Discussions – Thursday from 11:00 to 12:00 p.m.

Join us for the popular roundtable discussions, which will be divided into CDS and In-Home issues. These roundtables will be facilitated by industry experts from across the state. These sessions are typically the most popular of the whole conference!

Closing Session – Friday from 2:30 to 3:30 p.m.

Jessica Bax from the Missouri Division of Senior & Disability Services (DSDS) and Dale Care from the Missouri Medicaid Audit & Compliance Division (MMAC) will address issues within their respective divisions that impact the HCBS program, including the Mercer Rate Study and Value Based Payments.

Board of Directors

Chris Reagan, President
Covenant Care Services

David Howery, Vice President
InterServ/Interfaith Community Services

Melissia Robinson
St. Andrews Senior Solutions

Mary Kaye Kramme, Secretary
Elara Caring

Jeff Buker
Phoenix Home Care

Tyler Daniel
Maxim Healthcare Services

Allison Easterwood
WILS

Amanda Fisher
On My Own

Petti Jones
Smith & Associates Home Care

Emilie Lococo
Advantage Home Care

LaDonna Williams
Rural Advocates for Independent Living, Inc.
(RAIL)

SCHEDULE OF EVENTS

Thursday, September 12, 2019

- 8:00 – 10:00 a.m.** **Exhibitor Set-Up/Registration**
- 10:00 – 11:00 a.m.** **Attendee Registration**
- 11:00 – 12:00 p.m.** **Roundtable Discussions: In-Home and CDS**
Facilitated by Industry Experts
- 12:00 – 1:00 p.m.** **Vendor Recognition Luncheon**
- 1:00 – 2:00 p.m.** **Breakout Session #1 (4 workshops)**
1. FCSR Update and Findings
Cindy Werdehausen, MO Medicaid Audit & Compliance
 2. The Care and Feeding of a Home Care Executive (stress reduction, positive thinking, exercise)
Allison Easterwood, WILS
 3. CDS 101
Amy Elliott, Rural Advocates for Independent Living, Inc. (RAIL)
 4. In-Home 101 – Clients & Employees
Emilie Lococo, Advantage Home Care
- 2:00 – 2:30 p.m.** **Break in Exhibit Hall**
- 2:30 – 3:30 p.m.** **Breakout Session #2 (4 workshops)**
1. CDS Taxes
Toni Rhoads, Rural Advocates for Independent Living, Inc. (RAIL)
 2. Reducing Re-Hospitalizations
Mary Kaye Kramme, Elara Caring
 3. Talking to Legislators about HCBS Programs
D. Scott Penman, The Penman Group
 4. How a Small Increase in Service Delivery Makes a BIG Impact on Revenue
Chris Reagan, Covenant Care Services

SCHEDULE OF EVENTS

Thursday, September 12, 2019 cont.

3:30 – 4:00 p.m.

Break in Exhibit Hall

4:00 – 5:00 p.m.

Breakout Session #3 (4 workshops)

1. Bedbugs and Other Pests– Detecting, Protecting and Eradicating
Amanda Fisher, On My Own
2. HIPAA and Corporate Compliance
Melissia Robinson, St. Andrews Senior Solutions
3. APC Training
Chris Reagan, Covenant Care Services
4. How to Deal with Challenging Workforce and Retaining Quality Caregivers
Panel of Providers

5:00 – 8:00 p.m.

Dinner on Own

8:00 – 10:00 p.m.

**Hospitality Suite Hosted by C2C/The Penman Group –
Auction and Casino Night**

Friday, September 13, 2019

8:00 – 9:00 a.m.

Continental Breakfast/Annual Business Meeting

9:00 – 10:00 a.m.

Breakout Session #4 (4 workshops)

1. Value Based Purchasing Home and Community Based Services
Mary Kaye Kramme, Elara Caring & Kim Sisk, CoxHealth at Home
2. Using Social Media to Promote your Business
Kaycee Nail, Director of Communications, C2C Association Management Solutions
3. Fall Prevention
Speaker TBA
4. Department of Labor/3rd Party Employer
Shawna Kroeger, Blue Skies Home Care LLC

SCHEDULE OF EVENTS

Friday, September 13, 2019 cont.

- 10:00 – 10:30 a.m.** **Break in Exhibit Hall**
- 10:30 – 11:30 a.m.** **Breakout Session #5 (4 workshops)**
1. Incorporating New Revenue Streams Into Your Business (VA, DMH, Private Pay, & More)
Chris Reagan, Covenant Care Services
 2. A Week of Inexpensive Nutritional Recipes, Meals and Snacks for Your Diabetic Client
Missy McClendon, Smith & Associates Home Care
 3. HCBS Call Center
Jessica Bateman, MO Division of Senior & Disability Services (DSDS)
 4. Structured Family Caregiver Program
Shawn D'Abreu, D'Abreu, Davis & Silk (DDS)
- 11:30 – 1:00 p.m.** **Awards Luncheon**
- 1:00 – 2:00 p.m.** **Breakout Session #6 (4 workshops)**
1. How to Approach Succession Planning
Kim Sisk, CoxHealth at Home
 2. DMH Tools Training
Speaker TBA
 3. Level of Care Algorithm Process
Kitty Engler & Travis West, MO Division of Senior & Disability Services (DSDS)
 4. Lessons in Customer Service
Melissia Robinson, St. Andrews Senior Solutions
- 2:00 – 2:30 p.m.** **Break in Exhibit Hall**
- 2:30 – 3:30 p.m.** **General/Closing Session – DSDS and MMAC Updates, including Mercer Rate Study and Value Based Payments**
Jessica Bax, MO Division of Senior & Disability Services (DSDS)
Dale Carr, MO Medicaid Audit & Compliance (MMAC)
- 3:30 p.m.** **Adjourn**