

# MCHS

2018  
ANNUAL  
CONFERENCE

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SEPTEMBER 13-14, 2018 • TAN-TAR-A • OSAGE BEACH, MISSOURI

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***UNLOCKING THE MYSTERY***



## WHO SHOULD ATTEND

The conference is designed to benefit several different groups associated with Home and Community Based Service (HCBS) agencies. 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 25 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 impact 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 impact 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 through December 31, 2018.

## QUESTIONS

Contact the Council office at 573-634-5272 or [jill@c2cpro.solutions](mailto:jill@c2cpro.solutions).

## BOARD OF DIRECTORS

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**Diane Noah**  
HomeCare of Mid-Missouri

**Chris Reagan**  
Covenant Care Services

# SCHEDULE OF EVENTS

## THURSDAY, SEPTEMBER 13, 2018

8:00 – 10:00 a.m.	Exhibitor Set-Up/Registration
10:00 – 11:00 a.m.	Attendee Registration
11:00 – 12:00 p.m.	General Session: Active Shooter Training Ricky Goins, U.S. Department of Homeland Security
12:00 – 1:00 p.m.	Lunch in Exhibit Hall
1:00 – 2:00 p.m.	Breakout Session #1 (4 workshops)
2:00 – 2:30 p.m.	Break in Exhibit Hall
2:30 – 3:30 p.m.	Breakout Session #2 (5 workshops)
3:30 – 4:00 p.m.	Break in Exhibit Hall
4:00 – 5:00 p.m.	Roundtable Discussions: In-Home and CDS Facilitated by Industry Experts
5:00 – 6:00 p.m.	Reception/Paddle Auction in Exhibit Hall
6:00 – 8:00 p.m.	Dinner on Own
8:00 – 9:00 p.m.	Hospitality Suite Hosted by C2C/The Penman Group

## FRIDAY, SEPTEMBER 14, 2018

8:00 – 9:00 a.m.	Continental Breakfast/Annual Business Meeting
9:00 – 10:00 a.m.	Breakout Session #3 (4 workshops)
10:00 – 10:30 a.m.	Break in Exhibit Hall
10:30 – 11:30 a.m.	Breakout Session #4 (4 workshops)
11:30 – 1:00 p.m.	Awards Luncheon
1:00 – 2:00 p.m.	Breakout Session #5 (4 workshops)
2:00 – 2:30 p.m.	Break in Exhibit Hall
2:30 – 3:30 p.m.	General/Closing Session – DSDS and MMAC Updates Venice Wood, MO Division of Senior & Disability Services (DSDS) Dale Carr, MO Medicaid Audit & Compliance (MMAC)
3:30 p.m.	Adjourn

## SPECIAL EVENTS

### RECEPTION, FEATURING AN AUCTION

**Thursday from 5:00 to 6:00 p.m.**

End the day with other attendees to discuss information from various sessions and network. The annual auction will also be held during this time – don't be left out of the fun!

### HOSPITALITY SUITE

**Thursday from 8:00 to 9:00 p.m.**

Join your colleagues for a relaxing evening in a hospitality suite hosted by C2C Association Management Solutions and The Penman Group. C2C Association Management Solutions provides management for the Council while The Penman Group represents the Council in the Missouri State Capitol.

### 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 2018 legislative session; outlook for 2019 legislative session; standards impacting the in-home industry; and additional topics that may affect you as an in-home provider. All providers regardless of membership status are invited to attend and is the perfect venue to find out how the Council is working for YOU and YOUR agency.

### AWARDS BANQUET LUNCHEON

**Friday from 11:30 to 1:00 p.m.**

Join fellow providers as we honor the industries 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

### ACTIVE SHOOTER TRAINING

**Thursday from 11:00 to 12:00 p.m.**

***Ricky Goins, United States Department of Homeland Security***

Active shooter incidents are often unpredictable and evolve quickly. In the midst of the chaos, anyone can play an integral role in mitigating the impacts of an active shooter incident. Ricky Goins with the U.S. Department of Homeland Security will present on how DHS aims to enhance preparedness through a "whole community" approach by providing products, tools, and resources to help you prepare for and respond to an active shooter incident.

### IN-HOME AND CDS ROUNDTABLE DISCUSSIONS

**Thursday from 4:00 to 5:00 p.m.**

***Facilitated by Industry Experts***

Back by popular demand, the Council will host two roundtable discussions for attendees to network with others, discuss general questions, and share best practices information. This is a great opportunity to interact with other agencies from across the state. Attendees will have the option of choosing between attending the CDS roundtable or the In-Home roundtable.

### DSDS AND MMAC UPDATE

**Friday from 2:30 to 3:30 p.m.**

***Venice Wood, Division of Senior and Disability Services (DSDS) and Dale Carr, Missouri Medicaid Audit and Compliance (MMAC)***

The closing session speakers on Friday afternoon will include representatives from DSDS and MMAC to present updates on various items impacting HCBS programs and services.

## WORKSHOP SESSIONS

### BREAKOUT SESSION #1

**Thursday from 1:00 to 2:00pm**

#### **1 - Missouri Crisis Intervention Team Programs**

***Officer David Abraham, Independence PD and Dawn Morris, Compass Health***

Explore how Crisis Intervention Team (CIT) Programs provide a forum for effective interaction between the criminal justice system and mental health care system. CIT Programs are a collaborative community-based approach to recruiting, training, and supporting law enforcement to effectively respond to individuals experiencing a behavioral health crisis. Bringing together behavioral health professionals, law enforcement, hospital systems, emergency departments and community partners, CIT programs focus on de-escalating individuals in crises, connecting them to appropriate behavioral health resources, and diverting them from the criminal justice system.

## **2 - 21st Century CURES Act/EVV Information and Updates**

***Terri Woodward, MO Department of Social Services***

Terri Woodward will discuss the 21st Century CURES Act as it relates to Electronic Visit Verification. Participants will learn what steps Missouri is taking to meet EVV requirements under the CURES Act, the timeline for its implementation, and what actions providers can take in preparation.

## **3 - Care Coordination**

***Maria Miskovic MSW, LCSW, C-ASWCM, Care Choice Care Management***

In this session, we examine how care coordination can create a more stable environment for patients, families, and providers in outpatient settings or after hospitalization. Although care coordination is used as a fairly generic term in healthcare today, its central responsibility is to meet a patient or client's needs and preferences while ensuring high quality, high value care. Care coordination takes a comprehensive look at the system surrounding a patient, including their medical, financial, spiritual, social, environmental, and legal needs, while factoring the various supports to providing services and care.

## **4 - CDS 101**

***Mollie Murphy, Annkissam***

Attend this entry-level workshop to learn the Consumer Directed Services (CDS) program basics. Presenter Mollie Murphy will also be available to attendees throughout the afternoon on Thursday, September 13, for one-on-one consulting and to answer questions related to the CDS program.

## **BREAKOUT SESSION #2**

**Thursday from 2:30 to 3:30 p.m.**

## **1 - HIPAA Update**

***Kyle Haubrich, Sandberg Phoenix & Von Gontard, PC***

As a healthcare regulatory compliance attorney for Sandberg Phoenix, Kyle Haubrich has helped clients in 18 states get and stay compliant with HIPAA, MACRA, and OSHA. In this session, Kyle will discuss changes to HIPAA in 2019, how to make sure you are compliant, and how the in-home industry can best protect itself from HIPAA violations. He will discuss the fines, penalties, breaches and audits handed down from HHS in the last ten months. Attend this session to determine if you are doing well in your HIPAA compliance, or if there are gaps you need to close.

## **2 - Hiring & Retaining Quality Staff**

***Roundtable of Providers***

This roundtable discussion will provide a fundamental overview on recruiting and hiring the right caregiver or nurse for your agency. It will provide background on Missouri Medicaid hiring requirements and best practices, as well as strategies to ensure your processes work to meet your agency's recruitment and hiring goals.

## **3 - CDS Vendor Financial 101**

***Shawna Kroeger, Blue Skies Home Care, LLC***

Attend this session to learn about the financial requirements of being a Consumer Directed Services (CDS) vendor.

## **4 - APC Update**

*Cristine Murray, Oxford Health Care*

Compliance while hiring, training and supervising APC Aides can be challenging. This session will assist you in reviewing the regulatory guidelines and recommend best practices to help your agency meet compliance standards for advanced personal care services.

## **5- Parkin-sons and Daughters**

*Jennifer Cobb & Audrey Dalhgren, Team Gateway to a Cure*

For children, caregivers and loved ones to individuals living with Parkinson's and other brain diseases - this session provides stories of guidance, perseverance and hope.

## **BREAKOUT SESSION #3**

**Friday from 9:00 to 10:00am**

### **1 - CDS Home Visit Safety**

*Tonya Potter, The Whole Person*

With an ever-growing consumer base, CDS provides services in an increasingly complex and dynamic social environment. Home visits to your clients are necessary, so it is important that you are equipped with best practices to keep you safe on the job. In this session, we will discuss potential safety risks and hazards associated with home visits, as well as communication strategies for mitigating and managing these risks.

### **2 - Integrating Department of Mental Health Services Into Your Agency**

*Chris Reagan, Covenant Care Services*

Join MCHS President Chris Reagan to learn how to grow your revenue and increase your business by becoming an all-inclusive agency capable of serving DMH clients.

### **3 - U.S. Department of Labor, Wage and Hour Division Updates**

*Anne Thomas, U.S. Department of Labor, Wage, and Hour Division*

Join Anne Thomas, a wage and hour investigator with the U.S. Department of Labor, Wage and Hour Division, as she discusses the federal minimum wage, overtime, recordkeeping and child labor as it applies to home healthcare workers.

### **4 - Addressing Missouri Opioid Crisis**

*Diane Noah, HomeCare of Mid-Missouri*

In Missouri and across the nation, the opioid epidemic remains a major public health crisis. Learn how home care professionals, including nurses and aides, can use their unique positions to help curb this epidemic.

## **BREAKOUT SESSION # 4**

Friday from 10:30 to 11:30 a.m.

### **1 - Sell Your Services Through Your Story/Marketing**

*Tonya Potter, The Whole Person*

Marketing is not always about spending money. Learn how to use storytelling to sell your services, engage your audience, and connect them with your agency's mission and vision.

### **2 - CDS Best Practices**

*Allison Easterwood, West Central Independent Solutions & Katrina McIntyre, Blue Skies Home Care, LLC*

Attend this session and learn from the experts about the most up-to-date best practices for your CDS program.

### **3 - Ask the RN Expert**

*Diane Noah, HomeCare of Mid-Missouri*

Bring your toughest home care nursing questions and get answers! Facilitated by an expert RN, this session will feature an open-dialogue on the most commonly asked questions in home care nursing.

### **4 - Medicaid Program Resources for Your Clients**

*De'Nel Holliday, MO Department of Social Services & Dorothy Yaeger, Oats Transit*

Join De'Nel Holliday with the Department of Social Services and Dorothy Yaeger with Oats Transit to learn about the Medicaid programs and resources available to your clients. This includes information on accessing dental and optical care, as well as options for non-emergency medical transportation.

## **BREAKOUT SESSION #5**

Friday from 1:00 to 2:00 p.m.

### **1 - MMAC Audits and Special Projects**

*Randy Mosher, MO Medicaid Audit & Compliance (MMAC)*

Attend this session to hear from Randy Mosher on audits and special projects for MO Medicaid Audit & Compliance (MMAC).

### **2 - General Health Assessments**

*Travis West, MO Division of Senior & Disability Services (DSDS)*

Join Travis West with the Division of Senior & Disability Services for this important session on scoring for the General Health Assessment.

### **3 - CDS Transportation**

*Tonya Potter, The Whole Person*

Time to gather your questions as we discuss what is allowed under CDS Essential Transportation, and what is not. During this session, we will also spend time reviewing DHSS/MMAC's most frequently asked questions about the program.

## **4 - How to Legally Discipline or Terminate Employees**

### ***Speaker to be announced***

Attend this session to learn how to handle disciplining and terminating an employee in a way that is legal and ethical. You will learn the process for effectively building your case, how to document it thoroughly, and strategies to prove your employees were given every opportunity to better their behavior.