

A low-angle, close-up shot of an astronaut's legs and feet in a white space suit, walking on the dark, rocky surface of the moon. The astronaut's right foot is planted on the ground, while the left foot is lifted in mid-stride. The background is a vast, dark space filled with stars and a large, bright, glowing orb, likely the Earth or the sun, creating a dramatic and inspiring scene.

*LeadingAge*<sup>®</sup>  
Minnesota

**COURAGEOUS THINKING**

**2025 INSTITUTE & EXPO**

Feb. 12-13, RiverCentre, St. Paul • March 4-6 Virtual

# 2025 LeadingAge Minnesota Annual Sponsors

With deep gratitude we recognize our Annual Sponsors whose unwavering commitment to our members and financial support to LeadingAge Minnesota help provide quality programs and resources throughout the year.

Please visit these exceptional sponsoring organizations in the Expo and look to them as you make decisions about purchasing products and services to support your business operations.

**For all you do – thank you. We truly are better together.**



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Join us for LeadingAge Minnesota's  
**2025 INSTITUTE & EXPO**  
in St. Paul on Feb. 12-13.

Institute is two days packed with education, networking opportunities, and the largest aging services expo in the state. We invite you to join us to gain the knowledge and connections you need to serve older adults now, but to also think courageously for the future.

**Enhance your Institute Experience**

Take advantage of intensive sessions on Feb. 11 to enhance your experience. Also, as part of your Institute registration, you and your team can attend our virtual programming at no extra cost from March 4-6.

**Attend this year's Institute for:**

- Thought-provoking educational sessions
- Inspiring keynote presentations
- Connections with your professional network
- Business solutions in the Expo
- Expanded Meet Your Regulator experience
- State agency updates at the Solutions Stage
- The Foundation's 9th Annual Silent Auction

**SPARK A WAVE  
OF OPTIMISM,  
CHAMPION INNOVATION,  
AND EMBRACE BOLD  
SOLUTIONS THAT SERVE  
AND UPLIFT OUR AGING  
COMMUNITY.**

**COURAGEOUS THINKING**

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## Institute & Expo App: The Institute at Your Fingertips

For everything you need to have a great conference experience – daily schedules, room locations, exhibitor and sponsor lists, CEU information, and more – make sure to download the event app before you go.

**Keep an eye out for an email with download instructions a few weeks before the event!**



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## Registration Desk Hours

Tuesday, Feb. 11	1 – 5:30 p.m.
Wednesday, Feb. 12	7 a.m. – 5:15 p.m.
Thursday, Feb. 13	7:30 a.m. – 4:45 p.m.

This year, we've marked sessions as Deep Dive or Peer Genius to help you find the most relevant content. Deep Dive sessions are for experienced professionals with prior topic knowledge, while Peer Genius sessions feature provider presenters sharing expert, hands-on insights from their daily work.

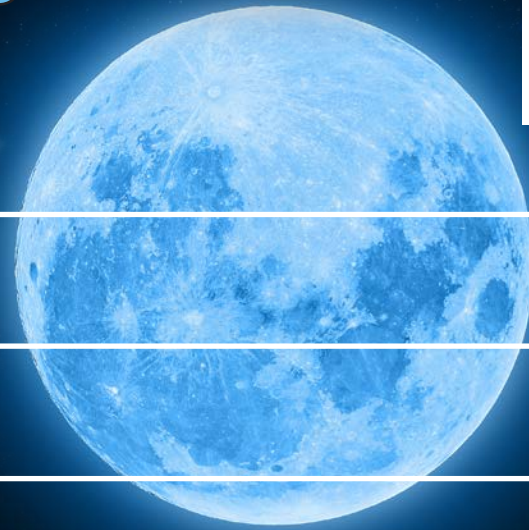
# SCHEDULE OF EVENTS

## Wednesday, Feb. 12

## Tuesday, Feb. 11

### Pre-Conference Intensive Sessions

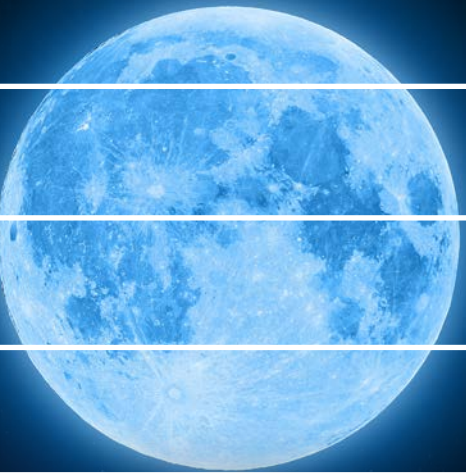
Session A Morning	9 a.m. – Noon
Session B Afternoon	1 – 4 p.m.
Session C	9 a.m. – 3:30 p.m.
Session D	10 a.m. – 3:30 p.m.



# SCHEDULE OF EVENTS

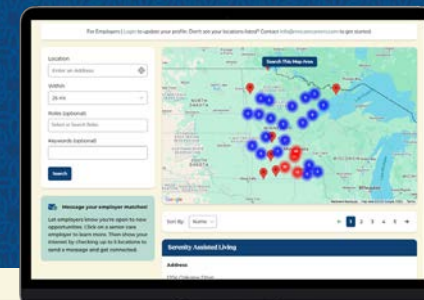
## Thursday, Feb. 13

8 a.m.			
9 a.m.	8:30 - 9:30 a.m. SUNRISE CONCURRENT SESSIONS		
10 a.m.		10:30 - 11:30 a.m. Dedicated Exhibit Hall Exploration Hour	9:35 - 9:55 a.m. • Solutions Stage 10:05 - 10:25 a.m. • Solutions Stage
11 a.m.	10:30 - 11:30 a.m. CONCURRENT SESSIONS	9 a.m. - 12:30 p.m. Exhibit Hall Exploration Hours and Meet Your Regulator Table	
12 p.m.		11:30 a.m. - 12:30 p.m. Snacks in the Exhibit Hall	11:35 - 11:55 a.m. • Solutions Stage 12:05 - 12:25 a.m. • Solutions Stage
1 p.m.	12:30 - 2:15 p.m. General Session		
2 p.m.			
3 p.m.	2:15 - 2:30 p.m. • Connection Break 2:30 - 3:30 p.m. CONCURRENT SESSIONS		
4 p.m.	3:30 - 3:45 p.m. • Connection Break 3:45 - 4:45 p.m. CONCURRENT SESSIONS		
5 p.m.	4:45 p.m. • Conference Adjourns		



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Enhance your recruitment efforts and reach more professionals in Minnesota with **CaringCareersStartHere.com** the premier resource to help Minnesotans explore meaningful careers in aging services.



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Learn more at [CaringCareersStartHere.com](http://CaringCareersStartHere.com).

# PRE-CONFERENCE INTENSIVE SESSIONS - TUESDAY, FEB. 11 Sponsored by



*Deep dive learning on the issues important to you*

**Wold**

## SESSION A • Governance Intensive

*An in-person workshop for Executive and Board Teams*

### Beyond Oversight: The Evolving Role of Board Members in Navigating Industry Trends

In the rapidly evolving senior care and living landscape, board members play an increasingly critical role in guiding their communities through shifting market challenges and opportunities. This year's Governance Intensive will explore key industry trends that board members should watch closely, the ways in which the role of a board member has transformed, and the indicators of board success.

This interactive workshop is an opportunity for executive and board teams to learn together. Participants will gain insights into aligning their governance strategies with market shifts, ensuring that board contributions not only keep their communities thriving but also set them apart as leaders in the industry.

#### Top Trends in 2025

- Identify and interpret key industry trends affecting senior care and living communities.
- Understand how these trends will shape the future of the aging services sector and understand their implications for governance and organizational strategy.
- Gain strategies and ideas to address the most critical issues facing our field.

#### The Board's Evolving Role

- Describe the evolving role of board members in today's environment.
- Use benchmarks and data to inform your governance and decisions.
- Define key indicators of board success and effectiveness.
- Identify methods to evaluate your board's performance to ensure ongoing alignment with your community and organizational goals.
- Explore ways to collaborate locally to advance aging services missions.

*The Governance Intensive is supported by the Ronald Patterson Governance Fund of the LeadingAge Minnesota Foundation.*

#### Case Study

Hear the story of one senior living community experiencing significant operational challenges. Learn how the board adopted a true governance approach, versus a focus on operations, and the positive outcomes that resulted.

#### Member Experience Panel

A panel of leaders and board members from LeadingAge Minnesota member organizations will share their experience and learnings.

#### REGISTRATION FEES

LeadingAge Minnesota Members - **\$90** per person  
Prospective Members - **\$125** per person  
Registration includes refreshments and handouts.

#### SCHEDULE

8:30 a.m.	Registration
9 a.m. - Noon	Program

#### PRESENTERS

*Erin Shvetzoff Hennessey, Chief Executive Officer, and Sharon Thole, Executive Vice President of Operations, Health Dimensions Group, Hopkins*

# PRE-CONFERENCE INTENSIVE SESSIONS - TUESDAY, FEB. 11



*Deep dive learning on the issues important to you*

## SESSION B • Leadership Intensive

### Building a Culture of Healthy Accountability

#### ABOUT THE INTENSIVE

What would it look like if everyone in your organization thought of accountability as a healthy concept? We are living in the greatest era in history to be an employee with unlimited access to information and a flexible workplace. Many companies are finding that employee engagement and satisfaction are way up, but that accountability is down. In 2024, Good Leadership spearheaded a research project to study the state of accountability in organizations today, and how organizations across all sectors and sizes can build a culture of healthy accountability for better, faster, and easier results. With nearly 200 qualitative interviews, and over 4,000 survey responses from all 50 states, the data set is both robust and telling. In this interactive session, Good Leadership will help your organization experience the benefits of Healthy Accountability:

1. People take personal ownership for delivering quality work, on-time.
2. People embrace the support, input, and critique of their team members.
3. People champion a win together mindset.

#### Participants will:

- Understand the themes from the 2024 Healthy Accountability Research Study spearheaded by Good Leadership.
- Identify the action steps to move your organization toward a culture of healthy accountability.
- Explore organization implications, team implications, and individual implications of accountability.
- Create a pathway to healthy accountability action plan for your organization.

#### REGISTRATION FEES

LeadingAge Minnesota Members - **\$170** per person  
Prospective Members - **\$240** per person  
Registration includes refreshments and handouts.

#### SCHEDULE

12:30 p.m. Registration  
1 - 4 p.m. Program

#### PRESENTERS

*J.C. Lippold, Senior Coaching Associate, and Kelsey Meyer Schalkle, Senior Coaching Associate, Good Leadership, Edina*



# PRE-CONFERENCE INTENSIVE SESSIONS - TUESDAY, FEB. 11



Deep dive learning on the issues important to you

## SESSION C

### QAPI Approach to Life Safety and Emergency Preparedness in Assisted Living: Meeting and Exceeding Requirements

#### ABOUT THE INTENSIVE

Did you know that approximately 25% of survey citations in Minnesota assisted living communities are related to emergency preparedness and physical environment? This interactive workshop provides essential information, resources, and tools to develop a deeper understanding of survey requirements in the areas of emergency preparedness, hazard vulnerability assessments, fire drills, evacuations, and life safety codes for assisted living organizations. Survey citation data will be leveraged to understand the key areas leading to these citations and focus on how to proactively address potential gaps in your current processes to effectively meet regulatory requirements and the needs of your residents and staff.

- Gain a deeper understanding of Life Safety and Emergency Preparedness regulatory requirements and common gaps in practice.
- Engage in case studies and exercises to apply knowledge to top survey citations.
- Discuss lessons learned from organizations who have experienced emergency situations at their site that can be incorporated into your emergency plans and approaches.
- Understand how to create a focus on continuous quality improvement in your teams.

#### Agenda

Quality Assurance: How to Effectively and Efficiently Meet Requirements

- Appendix Z
- Life Safety Code
- Evacuation Plans/Emergency Preparedness

#### Performance Improvement: Preventing and Learning from Citations and Adverse Events

- Create systematic, effective processes to meet the needs of your operations, staff, and residents.
- Understand and effectively address problems before something goes wrong.
- Establish a focus on continuous quality improvement in your teams.

#### REGISTRATION FEES

LeadingAge Minnesota Members - **\$135** per person  
Prospective Members - **\$190** per person  
Registration includes refreshments and handouts.

#### SCHEDULE

8:30 a.m.	Registration
9 a.m. - 3:45 p.m.	Program

#### PRESENTERS

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; Tony Clifton, State Fire Safety Supervisor, Residential Care and Lodging Team, Minnesota Department of Public Safety-Fire Marshall Division, St. Paul; Kenneth Combs, CEM®, Regional Healthcare Preparedness Coordinator, Metro Health and Medical Preparedness Coalition, St. Paul; Keith Einsmann, Chief Facilities Officer, Deerfield Episcopal Retirement Community, Asheville, N. C.; Emily Moilanen, MPH, Regional Healthcare Preparedness Coordinator, Metro Health and Medical Preparedness Coalition, St. Paul; Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis; and Shanna Swanson, HSE, North Star Consultants, Bloomington*

# PRE-CONFERENCE INTENSIVE SESSIONS - TUESDAY, FEB. 11



*Deep dive learning on the issues important to you*

## SESSION D

### Saying Goodbye Is So Hard: Navigating SNF and AL Discharges and Terminations

#### ABOUT THE INTENSIVE

This comprehensive, multi-hour workshop delves into the legal and practical aspects of discharges, terminations, and transfers in Minnesota assisted living and nursing home settings. Participants will explore not only the statutory framework but also how to navigate complex situations, including handling resident resistance, family concerns, and ethical dilemmas. In addition to learning documentation best practices, attendees will gain insights on minimizing disputes and ensuring a smooth transition. Through expert-led discussions and real-life case studies, participants will leave equipped to manage these transitions with confidence and compassion.

- Identify the statutory requirements for discharging nursing home residents and terminating assisted living contracts under Minnesota law.
- Learn best practices for supporting residents throughout the discharge or termination process to ensure successful transitions.
- Discuss effective strategies for nursing and administrative staff in documenting and preparing for potential discharges, transfers, or terminations.
- Review key regulations governing terminations, transfers, and discharges in Minnesota assisted living communities.

#### REGISTRATION FEES

LeadingAge Minnesota Members - **\$135** per person  
Prospective Members - **\$190** per person  
Registration includes refreshments and handouts.

#### SCHEDULE

9:30 a.m.	Registration
10 a.m. - 3:30 p.m.	Program

#### PRESENTERS

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, Woodbury; and Robert Rodè, Attorney/Partner, Rodè & Coffin, LLC, St. Paul*

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**CONSONUS**  
HEALTHCARE

# OPENING KEYNOTE

Wednesday, Feb. 12 • 9:45 - 11:30 a.m.

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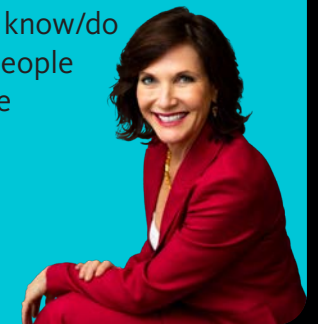
## THE COURAGE GAP: BRING YOUR BRAVEST SELF TO YOUR BIGGEST CHALLENGES

None of us are brave all the time, but all of us can be brave more of the time. No matter how big your trials or how loud your doubts, every day offers you an opportunity to reframe your problems and reset to bring your bravest self to your largest challenges.

In this powerful keynote, bestselling author Dr. Margie Warrell will weave personal stories with practical strategies to bring out your courage. Learn how to manage the stresses that can weigh you down, grow your bandwidth to bounce back faster when you fall, and ultimately close the gap between who you are and who you are capable of becoming, no matter what.

### Dr. Margie Warrell

Dr. Margie Warrell is a leading expert on courageous leadership as a coach, facilitator, author, speaker, and media contributor. Her insights stem from a diverse life experience with over 30 years of living and working around the world. Margie's sixth book, *The Courage Gap*, gets to the heart of what holds people back, distilling research into actionable advice to bridge the know/do gap between what people do and what they are capable of doing.



- Use the power of language to manage anxiety and respond more constructively to problems and challenging people.
- Identify blind spots that prevent growth and fuel stress so you can overcome and take action to create a better future.
- Discuss how to combat your negativity bias and direct your attention to what will enrich your life and expand your energy, not deplete it.
- Apply daily practices to recharge energy, process negative emotions, and help you lead with clarity, confidence, and 'deliberate calm.'



# GENERAL SESSION

Thursday, Feb. 13 • 12:30 - 2:15 p.m.

## UNSTOPPABLE

What would you do if you were UNSTOPPABLE? What could you lead? Who might you become? What could you achieve? Everyone hits setbacks, fears, and failures - but not everyone knows how to overcome their challenges with a reliable and consistent system. Most people hesitate, delay, or stop altogether. They lose valuable time, energy, resources, and even give up on their goals. Not on Alex Weber's watch!

Alex knows both sides. As an American Ninja Warrior and US Lacrosse Coach of the Year, Alex has reached record-breaking achievements as a leader and peak performer. But with these accomplishments, he's also had to face intense pressure, hard failures, and his own limitations.

In this keynote, Alex gives you his battle-tested system to achieve peak leadership and performance in the most critical moments. The moments when the stakes are high, and you can't afford to lose out to stress, doubt, and negativity. It is in these moments when you need to tap into your ultimate confidence, creativity, resourcefulness, and peak performance. This is how you win in your work, your relationships, and in your life!

### Join us to:

- Be at your best in the most high-stakes situations as a top performer and leader.
- Learn a battle-tested, reliable, and consistent system for achievement.
- Set ambitious and meaningful goals and bring them from "idea land" into reality.
- Use challenges as a tool to help you become unstoppable, increasing self-belief, confidence, excitement, and purpose.
- Identify keys to connect, cultivate, and challenge people when they need your unstoppable leadership.



### Alex Weber

Alex Weber is an American Ninja Warrior competitor, award-winning host for NBC, and acclaimed author. His insights come from achieving peak performance while facing and overcoming peak challenges. Based off his debut book, Alex gives you his system to become UNSTOPPABLE for yourself, and the people who need you.



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12

### TRACKS FOR SESSIONS

AL – Assisted Living  
 ADS – Adult Day Services  
 CC – Care Centers  
 Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
 Peer Genius – providers sharing expert, hands-on insights  
 SH – Independent Senior Housing

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All Sessions
MN Board of Social Work	Keynote, 101, 208, 209, 210, 301, 304, 402, 403, 404, 405
MN Board of Nursing	Keynote, 101, 105, 106, 202, 208, 209, 210, 301, 303, 304, 305, 307, 402, 403, 404, 405, 406, 407, 408, 409, 410
National Certification Council for Activity Professionals	Keynote, 101, 104, 105, 202, 208, 209, 210, 211, 301, 302, 304, 307, 309, 402, 403, 404, 405, 408
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	Keynote, 101, 104, 202, 208, 210, 211, 301, 306, 308, 309, 402, 403, 405, 408, 409

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 101 – Bridging the Gap: Building Effective Interdepartmental Communication (All Settings; Peer Genius)

- Learn the formula for departmental language: motivation + barriers = prioritization and explore goal-oriented communication.
- Facilitate effective communication in varying departmental languages, by practicing translating a message to different languages based on a shared goal.
- Identify the impact of stress on communication and listening and practice grounding and breathwork to use in high-stress situations.

*Kiran Dahlin, Director of Campus Life Enrichment, Chris Johnsen, Director of Infection Prevention and Staff Education, and Roxana Tietz, Director of Adult Day Program, Catholic Eldercare, Minneapolis*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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Deep Dive – for experienced professionals  
with prior topic knowledge

HCBS – Home- and Community-  
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SH – Independent Senior Housing

#### 102 – Credit Check: How to Raise Your Organization's Credit Score with Investors (AL, CC, SH; Deep Dive; Peer Genius)

- Understand underwriting parameters which affect a mutual fund investor's or bank lender's decision to invest in your project debt from new construction to refinancing.
- Learn best practices for ongoing disclosure provided to investors, including financial and operating report formats, as well as content for disclosure calls with bondholders.
- Navigate a negative credit event with bondholders by learning best practices for requesting waivers for covenant defaults, negotiating forbearance agreements and negative press.

*Aaron Engler, Vice President, Bremer Bank, St. Paul; Jeff King, Vice President of Finance, Cassia, Edina; Paul Jungquist, Senior Vice President, Sit Mutual Funds, Minneapolis; and Moderator: Jenny Wade, Senior Vice President, HJ Sims, Bloomington*

#### 103 – Harnessing GenAI: Transforming Senior Living Sales and Marketing (AL, CC, SH; Peer Genius)

- Understand the core capabilities and limitations of GenAI tools like ChatGPT or Microsoft Copilot.
- Identify at least three high-value use cases for applying GenAI in senior living sales and marketing.
- Create a sample marketing asset or sales script using GenAI through guided hands-on exercises.

*Angi Moore, Associate Vice President of Marketing, Cassia, Edina*

#### 104 – Cooking Up a Dining Services Solution for the Younger Aging Population (ADS, AL, CC)

- Gain a comprehensive understanding of the nutritional preferences and expectations specific to the younger boomer demographic in long-term care settings.
- Learn practical strategies to tailor nutrition plans and menu options that meet the diverse needs and preferences of younger boomers.
- Acquire insights into innovative approaches and best practices for enhancing satisfaction, health outcomes, and quality of life through nutrition in long-term care communities.

*Naomi Hass, Business Solutions Specialist, US Foods, Hillsboro, Ore.*

#### 105 – So...You are Now in Charge of Quality – Where Do You Start? (AL, CC)

- Identify key strategies for incorporating quality and performance improvement into daily practice.
- Understand how these strategies support your broader quality program approach and support you in meeting regulatory requirements.
- Discuss how to create a culture that prioritizes quality throughout everything you do and across your entire team.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; and Cyndi Siders, RN, MSN, CPHRM, CPPS CEO/Executive Consultant, Siders HealthCare Consulting, LLC, Grand Forks, N.D.*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

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#### 106 – Care Center Rate and Policy Update (CC)

- Describe the 2025 rate setting process for care centers and planning for the PDPM transition.
- Review implementation of nursing home funding from the 2023 legislative session, including the financially distressed facility loan program, critical access, and incentive grant cost reporting.
- Discuss the auditing process and issues that come up regularly in the setting of care center payment rates.

*Kim Brenne, Audit Director, Minnesota Department of Human Services, St. Paul*

#### 107 – Physical Environment Survey Findings (AL)

- Identify the most common engineering citations for AL and ALDC licensed communities.
- Discuss how to navigate door locks in assisted living and best practices for moving snow or using space heaters in colder months.
- Outline when engineering needs to review construction plans.

*Bob Dehler, PE, Engineering Manager, Minnesota Department of Health, St. Paul*

#### 108 – Fund Development Leader Panel (All Settings; Peer Genius)

- Identify the unique challenges and opportunities of fundraising in older adult services.
- Highlight the important role philanthropy can play in our future.
- Discuss best practices and strategies for fundraising specific to our field.

*Brendan Bannigan, Director of Philanthropy, Ebenezer, Edina; Joslyn Biever, Senior Vice President, Foundation/Chief Philanthropy Officer, Benedictine, Fridley; Matthew Crawford, Vice President of Philanthropy, Cassia, Edina; Daniel Olson, Vice President, Presbyterian Homes Foundation, Roseville; and Moderator: Gina DiMaggio, Foundation Director, LeadingAge Minnesota Foundation, Minneapolis*

9:45 – 11:30 a.m.

#### OPENING KEYNOTE

#### The Courage Gap: Bring Your Bravest Self to Your Biggest Challenges

*Dr. Margie Warrell, leadership advisor, executive coach, keynote speaker, Washington, D.C.*

(See page 9.)

11 a.m. – 1:30 p.m.

#### Grand Opening of Exhibit Hall

(See page 45.)

11 a.m. – 3 p.m.

#### Exhibit Hall Exploration Hours and Meet Your Regulator Table

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# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

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SH – Independent Senior Housing

11:35 – 11:55 a.m.

**Solutions Stage: Mastering the Minnesota Nurse Aide Registry** (AL, CC, HCBS)

(See page 44.)

12:05 – 12:25 p.m.

**Solutions Stage: Elderly Waiver Customized Living Update** (ADS, AL, CC, HCBS)

(See page 44.)

12:35 – 12:55 p.m.

**Solutions Stage: Licensing Update for Care Centers** (CC)

(See page 44.)

1:05 – 1:25 p.m.

**Solutions Stage: DHS Provider Enrollment Updates** (AL, CC)

(See page 44.)

1:30 – 2:30 p.m.

### CONCURRENT SESSIONS

#### **201 – Sales and Marketing: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing sales and marketing staff in aging services including effectively engaging families and decision-makers.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to attract a growing resident population.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Barbara Landeen, Senior Director of Leadership and Member Experience, LeadingAge Minnesota, Minneapolis*

#### **202 – Nurse Leaders: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing nurse leaders in aging services including workforce and case complexity.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to provide quality resident care.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul*



# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

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#### **203 – Chief Operating Officers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing operations in aging services including regulatory compliance and evolving resident and staff needs.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to innovate.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Lori Meyer, Senior Vice President and Chief Operating Officer, LeadingAge Minnesota, Minneapolis*

#### **204 – Chief Financial Officers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing long-term care finance departments and discuss how you are addressing them in your organization.
- Discuss what you expect to be the most positive aspect of your financial outlook for 2025 and what represents the biggest obstacle to a successful fiscal year.
- Share best practices, tools, and tips that help your organization operate successfully.

*Jeff Bostic, Director of Data and Financial Policy, LeadingAge Minnesota, Minneapolis*

#### **205 – Human Resources: The Power of Peers** (All Settings; Peer Genius)

- Identify effective and targeted recruitment and retention strategies that are attracting and retaining high-quality staff in senior care settings.
- Share programs, policies, or new innovations that promote employee well-being, job satisfaction, and create a supportive workplace culture.
- Discuss strategies to maintain compliance with the latest HR regulatory requirements, including labor laws and health and safety regulations, to reduce risk.

*Anna Mowry, Director of Workforce Solutions, LeadingAge Minnesota, Minneapolis*

#### **206 – Fund Developers: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing fundraising staff in aging services.
- Discuss strategies and solutions to overcome challenges and embrace opportunities to attract resources.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Gina DiMaggio, Foundation Director, LeadingAge Minnesota Foundation, Minneapolis*

#### **207 – Independent Living Executives: The Power of Peers** (All Settings; Peer Genius)

- Identify the top challenges facing independent living settings in aging services.
- Discuss strategies and solutions to overcome challenges and embrace opportunities.
- Share best practices, tools, and tips that could be applied in aging services settings.

*Jessica Lacher, Director of Membership, LeadingAge Minnesota, Minneapolis*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
Deep Dive – for experienced professionals  
with prior topic knowledge

HCBS – Home- and Community-  
Based Services  
Peer Genius – providers sharing  
expert, hands-on insights  
SH – Independent Senior Housing

#### 208 – Understanding Risk, Respecting Choice, and Keeping the Balance (ADS, AL, CC, HCBS)

- Understand how to assess and understand risk for a person while providing opportunities for choice.
- Explore the use of simple, but effective person-centered planning tools such as Risk Assessment, Important To/For, Decision-Making Profile and Agreement, and Learning Log.
- Identify situations when these person-centered tools are powerful and implement their use in everyday supports for persons receiving care.

*Jennifer Billington, Person-Centered Services Director, and Sarah Stein, Educational Services Director, STAR Services, St. Paul*

#### 209 – Empowering Care: Strategies to Prevent and Respond to Workplace Violence (All Settings)

- Define workplace violence and identify its physical and emotional impacts on both residents and employees.
- Recognize risk factors and triggers associated with workplace violence in senior care.
- Implement techniques in effective communication and de-escalation to manage potentially violent situations.

*Scott Rief, CSP, OHST, MEHS, Safety Consultant, Marsh McLennan Agency, Minneapolis*

#### 210 – Is this a Safe Plate? Preventing Dietary Related Harm (AL, CC; Peer Genius)

- Understand, through deep dive analysis, the root causes of dietary-related adverse events that can lead to resident harm.
- Discuss solutions to help ensure that all residents are served a “safe plate.”
- Describe and apply practical approaches to implementing dietary safety solutions in your organization.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Jenny Parker, RN, C ADON, Quality Performance, Education and Employee Wellness, Bethesda, Willmar*

#### 211 – Fire Safety Updates for Senior Housing, Assisted Living, and Adult Day Services (ADS, AL, SH)

- Understand which fire safety requirements apply to senior housing, assisted living, and adult day services.
- Learn specific requirements for fire alarm systems, locking arrangements, and other building features.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials in interpreting and applying applicable codes.

*Bob Rexeisen, Deputy State Fire Marshal, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

2:30 – 3 p.m.

**Connection Break and Exhibit Hall Exploration Time**

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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Deep Dive – for experienced professionals  
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3 – 4 p.m.

### CONCURRENT SESSIONS

#### 301 – Smoking in Long-Term Care: Legal Considerations and Clinical Strategies (AL, CC)

- Explore key legal issues around smoking in long-term care communities.
- Assess and manage residents who smoke, considering their health and safety as well as neighbors and staff in both smoking and non-smoking environments.
- Apply strategies for implementing smoking policies and resident care plans in accordance with both legal requirements and clinical best practices.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul; and Ryan Usher, Associate Attorney, Rodè @ Coffin, LLC, St. Paul*

#### 302 – Leveraging the Voice of the Customer to Impact Resident Experience (ADS, AL, HCBS, SH; Peer Genius)

- Understand the Voice of Customer process and its significance in fostering resident-centered care and continuous improvement in senior living communities.
- Develop practical skills for gathering, organizing, and analyzing resident feedback.
- Turn feedback into actionable improvements and measure their effectiveness.

*Jessica Lacher, Director of Membership, LeadingAge Minnesota, Minneapolis; and Gift Matemba-Mutasa, Senior Vice President, Marketing and Sales, Benedictine, Fridley*

#### 303 – Skilled Nursing Facilities and Accountable Care Organization Networks (CC)

- Recognize referral opportunities where ACO participants can help healthcare centers maintain referrals. Being part of an ACO ensures a steady stream of Medicare patients.
- Focus on value-based care, emphasizing quality outcomes. Participation in ACO programs, tend to have lower hospitalization rates, readmissions, and shorter length of stays.
- Define financial Incentives. ACOs share in cost savings through better care coordination. SNF reimbursement is higher, and physicians have greater participation with ACOs.

*Julie Karafa, CRCR, CSPR, Senior Consultant Healthcare Consulting, Wipfli LLP, St. Charles, Mo.*

#### 304 – The Armed Intruder/Active Shooter in the Senior Care Setting (ADS, AL, CC, SH)

- Understand the steps to take to create a state of preparedness. Survival starts with preparedness, and a state of preparedness is as critical as knowing how to respond.
- Review “lessons learned” from an actual active shooter case study in a senior care community that ended with catastrophic outcomes.
- Explain “The Four Outs” of the Active Shooter Safety Action Plan for senior care communities and how to choose the right steps to implement to maximize survivability.

*Steve Wilder, President and Senior Healthcare Consultant, Sorensen, Wilder @ Associates, Bradley, Ill.*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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Deep Dive – for experienced professionals with prior topic knowledge

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#### **305 – Thriving in Uncertainty: Strategies for Challenges Facing Nursing Homes** (CC; Deep Dive, Peer Genius)

- Understand the current realities driving providers to explore the role of the SNF in serving their community today and into the future.
- Evaluate the key factors of your SNF and its role in your organization's current and future relevance.
- Discover real life solutions that are being implemented to address the challenges of operating a SNF while also addressing the needs of Baby Boomers in their community.

*Duane Helwig, Partner, Vice President of Design, and John Huhn, Vice President of Senior Living Operations, Community Living Solutions, Minneapolis; and Candas Schouvieller, CEO/Administrator, Oak Hills Living Center, New Ulm, NHA, HSE*

#### **306 – Engaging Culinary Teams in Skill Development: Strategies for Senior Living** (ADS, AL, CC, SH)

- Learn how to cultivate a learning culture and understand the importance of continuous skill development in senior living culinary roles for enhancing dining experiences.
- Apply practical techniques for effective culinary training and daily operational integration in senior living communities for your dining team members.
- Implement strategies to create a supportive learning environment and knowledge sharing among peers along with recognition of team member achievements.

*John Cramutola, Corporate Director, Culinary, Cura Hospitality, Canonsburg, Pa.; and Kate Munson, Corporate Director, Menu Management, Cura Hospitality, Edina*

#### **307 – Performance Improvement Using Six-Sigma Tools and Strategies** (All Settings; Peer Genius)

- Understand how Six-Sigma tools and strategies can be used to identify improvement opportunities and support quality improvement activities.
- Define Standard Work to create an environment that promotes the use of best practices that drive improvement.
- Practice applying a core Six-Sigma tool to address improvement opportunities in your organization.

*Julie Thurn, RN, BSN, Administrative Clinical Officer, and Janet Zastrow, RN, MBA, Sr. Quality Improvement Consultant, Ebenezer, Edina*

#### **308 – Leveraging Labor Market Data to Shape Workforce Strategies** (All Settings)

- Analyze rural and metro job seeker trends and labor force projections to understand their impact on the older adult services workforce, supporting strategic and responsive employer planning.
- Recognize Minnesota's statewide shortage of essential caregivers and assess the potential impacts of added workforce pressures.
- Explore new hiring opportunities by leveraging labor market forecasting, as well as workforce development initiatives from DEED and CareerForce.

*Shayla Drake, SHRM-CP, Workforce Strategy Consultant, and Anthony Schaffhauser, Regional Analyst, Northwest Minnesota, Minnesota Department of Employment and Economic Development, St. Paul*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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Deep Dive – for experienced professionals

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#### 309 – State Fire Marshal Life Safety Code Update for Care Centers (CC)

- Identify the top 10 K-tags being cited in life safety surveys to help you remain in compliance.
- Learn about current activities and initiatives within the State Fire Marshal's inspection team.
- Explore other timely topics related to the Life Safety Code.

*Travis Ahrens, Deputy State Fire Marshal-Supervisor, Health Care and Correctional Facilities, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul*

#### 310 – Assisted Living and Comprehensive Home Care License Updates (AL, HCBS)

- Describe assisted living survey trends from the MDH Health Regulation Division.
- Understand trends in home care surveys.
- Identify helpful assisted living and home care provider resources to achieve compliance with licensing laws and rules and avoid citations.

*Casey DeVries, Regional Evaluation Supervisor, and Daphne Ponds, RN, MSN, JD, State Executive Operations Manager | OHFC Director, Minnesota Department of Health, St. Paul*

#### 311 – Strategies for Planned Giving Successes in Aging Services (All Settings)

- Identify key components of launching or revamping a planned giving program, including engaging critical stakeholders.
- Discuss how to identify potential donors, approach conversations, and transition one-time donors to planned giving contributors.
- Illustrate techniques to effectively engage board members in advocating for planned giving and clearly communicate choices to donors for informed decision-making.

*Christy Boysen, MA, FCEP, CFRM, Founder, CEO, Legacy Planning Consultant, Apex Legacy Consultants, Roseville*

4 – 4:15 p.m.

#### Connection Break

4:15 – 5:15 p.m.

#### TWILIGHT CONCURRENT SESSIONS

#### 401 – Sales and Marketing Metrics to Reach Your Occupancy Goals (AL, CC, SH)

- Understand the different values each marketing channel has related to lead conversion.
- Calculate a growth plan to determine the number of move-ins, leads, and tours you will need to complete to reach occupancy goals.
- Identify sales zone activities, their impact on your sales pipeline, and how best to track lead management success through your CRM.

*Melissa Kirchhoff, LALD, Principal Consultant, Adept Senior Living Solutions, St. Paul*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, *cont'd.*

### TRACKS FOR SESSIONS

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#### **402 – Care Conferences to Corrective Actions: Facilitating Crucial Conversations** (AL, CC; Peer Genius)

- Understand the chemistry of stress and learn to reframe why all crucial conversations are not bad, so that you can step into them with confidence.
- Use the LEARN acronym as a roadmap for successfully navigating crucial conversations.
- Identify and/or create organizational tools and resources to use when discussing the issues brought forward in crucial conversations.

*Kayla Kildahl, Senior Regional Director of Health and Wellbeing, and Jenny Krizan, Training and Development Director, The Waters Senior Living, Minnetonka*

#### **403 – Evaluating Compliance and Ethics Programs in Senior Living and Care** (All Settings; Deep Dive)

- Examine OIG and CMS guidelines for senior living and care compliance and ethics programs and understand their significance.
- Identify key methods for assessing and enhancing the effectiveness of compliance and ethics programs.
- Utilize existing organizational resources to practically meet federal guidelines and create a culture of compliance.

*Jacob Hauschild, Associate, Faegre Drinker Biddle @ Reath LLP, Minneapolis; and Amy Johnson, Partner, Faegre Drinker Biddle @ Reath LLP, Washington, D.C.*

#### **404 – Focus on Families in the Dementia Neighborhood: Fellowship, Hope, and Joy** (AL, CC; Peer Genius)

- Examine family case studies to determine issues that families face with a dementia loved one.
- Engage in discussion around ways that joy, compassion, and fun can be developed in family units and in the community social interaction.
- Brainstorm trust building engagements and apply these ideas to their own communities.

*Barbara Short, Dimensions (Memory Care) Manager, Orchards of Minnetonka*

#### **405 – Generations Work: Eliminating Ageism and Reframing Aging in Long-Term Care** (All Settings)

- Understand the impact of ageism on our health.
- Explain the strategies around reframing aging.
- Integrate common sense strategies to eliminate ageism.

*Rajeon Moore, PhD, LNHA, Faculty Director - LTC Administration, University of Minnesota, Minneapolis*

#### **406 – Reimbursement Optimization: Navigating PDPM Impact and Compliance** (CC)

- Gain an understanding of PDPM's deep impact on reimbursement strategies.
- Acquire key tools for optimizing financial performance.
- Develop insights into documentation and coding practices to support reimbursement and compliance.

*Anna Olinger, NHA, Administrator, Aurora on France TCU, Edina; and Michelle Stober, CEO, Senior Care Solutions, Stillwater*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living

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#### 407 – Safe Lift: A Human Centered Design Approach to Safe Mechanical Lift Use (CC)

- Identify key factors contributing to mechanical lift falls based on research conducted as part of the LeadingAge Minnesota Foundation Mechanical Lift Fall Project.
- Understand how the design of equipment and processes impact staff behavior and contribute to resident safety.
- Discuss initial steps that can be taken to strengthen your approach to mechanical lift safety.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis; and Jess Roberts, Founder and Lead, ByDesign, LLC, St. Paul*

#### 408 – Minnesota OSHA Inspections – Is Your Community Prepared? (AL, CC)

- Understand the inspection process, types, and priorities for Minnesota OSHA in the healthcare sector.
- Identify inspection trends including the most frequently cited standards and best practices to avoid citations and penalties.
- Discuss the significance and requirements for ergonomics program requirements, including grant opportunities.

*Rasana Rana, Senior Industrial Hygienist, Workplace Safety Consultation, Emily Tintes-Schiwal, Senior Industrial Hygienist, and Breca Tschida, MSPH, CPE, Ergonomics Supervisor, OSHA Compliance, Minnesota Department of Labor and Industry, St. Paul*

#### 409 – Food Code Concerns, Requirements, and Resources for Assisted Living (ADS, AL)

- Understand the Minnesota Food Code and resources available to maintain compliance, including Adult Day Centers that provide food.
- Review the types of kitchen surveys, what to expect during survey, and how to prepare.
- Discuss recent assisted living licensure survey trends related to food code and how to avoid getting cited.

*Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove; and Angie Wheeler, Environmental Health Manager, Minnesota Department of Health, St. Paul*

#### 410 – CMS Long-Term Care Surveyor Guidance Updates: Implications for Providers (CC)

- Identify the revisions to CMS long-term care surveyor guidance.
- Examine the significant updates regarding admission agreement prohibitions, chemical restraints and psychotropic medications, assessments, and professional standards of practice.
- Explore strategies for aligning care practices with the new CMS requirements to ensure compliance by February 24, 2025.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, Woodbury; and Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis*

# SESSION SCHEDULE (IN-PERSON)

## Wednesday, Feb. 12, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### 4:11 – Annual Giving: Innovative Approaches to Engage and Inspire Donors (All Settings)

- Understand how to develop your goals to start or expand an annual giving program.
- Review key elements of an annual giving program, including multi-channel approaches, giving days, and employee giving initiatives, to drive meaningful engagement, increased giving, and donor retention.
- Discuss planning, implementing, and evaluating annual giving strategies, including setting clear objectives, measuring outcomes, and using data to inform future initiatives.

*Heidi Freisinger, Fundraising Consultant, Brave Fundraising, Minneapolis*

5:15 p.m.

**Adjourn for the Day**

8:30 – 11:30 p.m.

**Johnny Holm Band – Live in Concert!**

(See page 48.)

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# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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Deep Dive – for experienced professionals with prior topic knowledge

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CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	General Session, 501, 502, 503, 504, 505, 506, 507, 508, 601, 602, 603, 604, 605, 607, 608, 701, 702, 703, 704, 705, 706, 707, 708, 801, 802, 803, 804, 805, 806, 807, 808
MN Board of Social Work	General Session, 501, 502, 503, 505, 506, 602, 607, 703, 704, 706, 707, 708, 801, 804, 805, 806
MN Board of Nursing	General Session, 501, 502, 503, 505, 506, 601, 604, 608, 701, 703, 704, 707, 708, 801, 805, 806
National Certification Council for Activity Professionals	General Session, 502, 505, 506, 602, 606, 607, 702, 703, 704, 706, 707, 708, 801, 804, 805, 806, 808
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	General Session, 504, 702, 704, 707, 801, 804, 805

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### SUNRISE CONCURRENT SESSIONS

#### 501 – Assisted Living Contract Terminations: Real World Case Studies (AL)

- Identify situations when terminating a resident's contract might be necessary.
- Evaluate the impact of the termination process on providers, residents, and family members.
- Analyze real-world scenarios of contract terminations to identify both effective and ineffective approaches to improve outcomes.

*Michelle R. Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis*

#### 502 – Compassionate Care: Support for Residents with Substance Use Histories (AL, CC; Deep Dive)

- Recognize the unique needs of residents with substance use disorders.
- Implement person-centered strategies to care plan for residents with histories of substance use.
- Practice support systems related to caring for residents with substance use disorders.

*Tori Edie, Quality Improvement Advisor, and Jane Pederson, MD, Chief Medical Quality Officer, Stratis Health, Bloomington*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### 503 – IDT Process for GG: Increase Reimbursement Quality and Accuracy (CC; Deep Dive)

- Understand the purpose and components of Section GG of the MDS, including the scoring system used in Section GG assessments.
- Gain insights into documentation guidelines for accurate recording of functional abilities.
- Understand the process of monitoring resident progress towards CMS expectations for improvement and the importance of interdisciplinary collaboration in care planning.

*Megan Nelson, RN, National MDS Director, Advanced Health Institute, Bloomington*

#### 504 – Key HR Trends and Innovations: LeadingAge Minnesota Data Analysis (AL, CC)

- Analyze anonymized data to identify key HR challenges and opportunities in senior care.
- Discuss best practices for improving HR compliance, efficiency, and employee satisfaction.
- Explore innovative solutions for addressing workforce challenges in the senior care industry.

*Kasey Devine, Vice President of Strategic Growth, Procare HR, Minneapolis*

#### 505 – Weed, Privacy Rights, Employee Use, and Objectional Behavior by Employees (All Settings)

- Create a game plan to navigate challenges if some of your workforce choose to use recreational cannabis.
- Understand employee investigations, employment actions, and discipline if an employee is working under the influence.
- Identify requirements for reasonable accommodations under the ADA for employees that may have a substance use disorder.

*Rebecca Coffin, Attorney, and Robert Rodé, Attorney, Rodé @ Coffin, LLC, St. Paul*

#### 506 – Who is the Medical Decision-Maker? (AL, CC)

- Understand the difference among various documents that can help inform who the medical decision-maker is.
- Discuss these tools in the context of honoring patient choices and complying with legal requirements.
- Explore ways to manage disputes when disagreements arise regarding the course of care.

*Maggie Green, Attorney, and Tracy Jacobs, Attorney, Winthrop @ Weinstine, P.A., Minneapolis*

#### 507 – Elevate Your Outcomes: 2025 Trends and Winning Strategies in Senior Living (AL, CC, SH; Deep Dive)

- Gain insight into the top trends shaping senior living and care.
- Discover the strategies employed by successful providers to prepare for these imminent changes.
- Assess the potential impact of these transformations on your organization and market positioning.

*Amber Rogotzke, President and Principal, and Erin Shvetzoff Hennessey, NHA, CPG, CEO, Health Dimensions Group, Hopkins*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### 508 – BELTSS License Updates for HSE, NHA, and LALD (AL)

- Review rule revisions, updates, and changes to licensee responsibilities.
- Understand the latest information related to licensure requirements, renewals, and deadlines.
- Get answers to your questions related to LALD and other licenses from BELTSS staff.

*Steve Jobe, Executive Director, and Rebecca Bollig, LHSE, Director of Assisted Living and Education, Board of Executives for Long-Term Services and Supports, St. Paul*

9 a.m. – 12:30 p.m.

#### Exhibit Hall Exploration Hours and Meet Your Regulator Table

9:30 – 10:30 a.m.

#### Dedicated Exhibit Hall Exploration Hour

9:35 – 9:55 a.m.

#### Solutions Stage: Office of Health Facility Complaints Update (AL, CC)

(See page 44.)

10:05 – 10:25 a.m.

#### Solutions Stage: Care Center Regulatory Updates (CC)

(See page 44.)

10:30 – 11:30 a.m.

#### CONCURRENT SESSIONS

#### 601 – Falls and the Built Environment: Building to Protect Residents and Staff (AL, CC; Peer Genius)

- Articulate how falls impact senior care residents and staff, as well as operational performance.
- Describe elements of the built environment that play a role in fall prevention, detection, and protection.
- Explore how the built environment can be used to support providers and their fall management strategies.

*Lucy Boxrud, President, Elysian Senior Homes, Red Wing; Andrew Centanni, MBA, AIA, NCARB, Vice President of Building Design and Development, Cassia, Edina; Clare Hahneman, Director of Business Development, Ecumen, Shoreview; and Bress Nicneven, Account Manager, CFS Interiors @ Flooring, Eagan; and Moderator: Joel Cormier, Director of Sales and Engineering, Viconic Health, Dearborn, Mich.*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

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#### 602 – Finding Freedom through Forgiveness: A Journey from Hurt to Healing (All Settings; Peer Genius)

- Understand the emotional and psychological impact of unresolved anger and its effects on well-being.
- Explore practical strategies for acknowledging pain, healing, and practicing forgiveness.
- Identify tools for personal growth and cultivating positive relationships through forgiveness.

*Erin Hurley Robinson, Team Wellness Chaplain, Vivie, Coon Rapids; and Thomas Waknitz, MDiv, ICF, INELDA, Chaplain | Doula, Vivie, Lake Elmo*

#### 603 – Removing the Chaos Around Technology Within Senior Housing (AL, CC, SH; Deep Dive)

- Discuss the three most common mistakes communities make in planning for, purchasing, and deploying technology.
- Identify how technology increases your resident safety, well-being, and health outcomes.
- Discuss best practices for planning and using technology to alleviate pressure and inefficiency with staff and operations.

*Mike Elness, Vice President of Sales, ELDR, Mendota Heights*

#### 604 – Skilled Nursing Facility: A New Era (MDS, VBP, QRP, and More!) (CC; Deep Dive)

- Discuss the impact of the RAI process on the standards of participation.
- Review the MDS item changes that will affect the Quality Reporting Program.
- Review the impact of the final rule for fiscal year 2024.

*Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, Vice President of Clinical Services, Pathway Health, Lake Elmo*

#### 605 – Connecting to an International Workforce - Virtually (AL, CC; Deep Dive)

- Gain a current understanding of published workforce research and related impacts specifically for long-term care providers.
- Develop tools to evaluate the essential components of an effective and accountable international recruitment program including how to evaluate disparate international models.
- Explore the potential applications of virtual care services in long-term care organizations.

*Ron Hoppe, CEO, WorldWide HealthStaff Solutions Ltd., Kannapolis, N.C.*

#### 606 – Four Steps to Improving Quality in Adult Day Settings (ADS)

- Define four key quality improvement steps that can be applied to any problem to be solved in your organization.
- Discuss strategies to engage all levels of your organization in continuous improvement.
- Participate in activities to effectively target areas for improvement in adult day settings to drive and sustain change.

*Julie Apold, PhD, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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#### 607 – DHS and MDH: Commissioners' Agency Vision (All Settings)

- Understand the vision of DHS and MDH in providing care to a growing population of older adults.
- Discuss agency initiatives impacting older adults.
- Review legislative session activities on issues impacting senior care.

*Carol Backstrom, MHA, Assistant Commissioner, Health Systems Bureau, Minnesota Department of Health, St. Paul; Minnesota Department of Human Services staff to be announced, St. Paul; and Moderator: Erin Huppert, Vice President of Advocacy, LeadingAge Minnesota, Minneapolis*

#### 608 – Nursing Scope of Practice: Guidelines for Safe and Competent Care (AL, CC)

- Identify the key components and legal framework of the Minnesota Board of Nursing's scope of practice for nurses.
- Apply the scope of practice guidelines to make informed and ethical decisions in patient care scenarios, while maintaining compliance with state regulations.
- Recognize appropriate delegation practices and understand how to collaborate effectively with interdisciplinary teams within the boundaries of their nursing scope of practice.

*Deborah Schuhmacher, DNP, MAN, PHN, RN, Emerita Professor, Director of Nursing Education, and Deb Topham, PhD, JD, RN, Director of Practice and Compliance, Minnesota Board of Nursing, Mendota Heights*

11:30 a.m. – 12:30 p.m.

**Snacks in the Exhibit Hall**



11:35 – 11:55 a.m.

**Solutions Stage: Background Studies on Aging Services: Process and Updates** (AL, CC)

(See page 44.)

12:05 – 12:25 p.m.

**Solutions Stage: Q&A for Care Center Engineering Update** (CC)

(See page 44.)

12:30 – 2:15 p.m.

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
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Deep Dive – for experienced professionals  
with prior topic knowledge

HCBS – Home- and Community-  
Based Services  
Peer Genius – providers sharing  
expert, hands-on insights  
SH – Independent Senior Housing

### GENERAL SESSION

#### Unstoppable

Alex Weber, keynote speaker, author, Austin, Texas  
(See page 10.)

2:15 – 2:30 p.m.

#### Connection Break

2:30 – 3:30 p.m.

### CONCURRENT SESSIONS

#### 701 – Nurse Leadership Panel (AL, CC, HCBS; Peer Genius)

- Describe effective nursing leadership traits.
- Discuss essentials for achieving leadership effectiveness.
- Identify where you are in your personal nursing leadership journey.

Shelly Hanneken, BSN, LNHA, LALD, SNF Quality Director, St. Francis Health Services of Morris; Jesse Noska, RN, LALD; Director of Clinical Quality, ProgressiveCare, Grand Rapids; Brianna Olson, BSN, RN, LALD, PHN, Housing Clinical Consultant, Vitality Healthcare Management, Aitkin; and Moderator: Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul

#### 702 – Benefits and Tools to Build a Multigenerational Workforce (All Settings)

- Understand how shifting aging demographics creates new opportunities to leverage the advantages of an aging population.
- Consider a new perspective on aging and how we think about older workers, including the benefits of a multigenerational workforce.
- Review a comprehensive toolkit developed by a regional economic development agency to help employers develop a Returnships program to attract and retain diverse talent.

Georgia Lane, LSW, Senior Program Developer, Arrowhead Area Agency on Aging, Duluth

#### 703 – Exercise your Brain with Aromatherapy and Improve Mental Cognition (All Settings)

- Identify how our olfactory system can drastically improve mental cognition.
- Demonstrate how olfactory enrichment activities can be adapted into sensory stimulation programs.
- Experience a memory activity to determine for yourself if aroma impacts your cognitive abilities.

Jodi Baglien, Aromatherapy Educator, Jodi Baglien Aromatherapy, Osseo

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
Peer Genius – providers sharing expert, hands-on insights  
SH – Independent Senior Housing

#### 704 – See ME: The Power of Service in Person-Centered Care (ADS, AL, CC, HCBS)

- Understand the unique needs and challenges of each individual by developing skills in highly responsive questioning, reading body-language, and discerning oral cues.
- Learn to replace bias and personality differences with conscious actions and behaviors to provide high-quality care no matter how they might feel about the individual.
- Develop skills on how to interact effectively with coworkers whose culture, values, and style are different and encourage cooperation and collaboration.

*Petra Marquart, CEO and Program Developer, See ME Inc., Minnetonka*

#### 705 – Unlocking the Power of AI in Aging Services: A Panel Discussion (All Settings)

- Understand potential applications of machine learning and predictive analytics and dispel common misconceptions about AI in the context of long-term care.
- Analyze real-world applications of AI in long-term care to enhance operational efficiency, resident care, and regulatory compliance, with case studies examples.
- Discuss strategies for managing risks in an AI-driven environment to protect sensitive data and maintain compliance with evolving regulatory standards.

*Chris Blomquist, VP of Clinical AI Strategy, DOVAXIS, Bloomington; Melissa Green, Executive Vice President, Elysian, Bloomington; Matt Just, CEO, RxPulseSolutions, Duluth; Ron Kilgore, Regional Business Development Manager, TapestryHealth, Stratford, Conn.; and Moderator: Kyle Svee, COO, Advanced Health Institute, Bloomington*

#### 706 – Public Policy: 2025 Legislative Session Impacts to Older Adult Services (All Settings)

- Understand how the political landscape of the 2025 Legislature will shape policy priorities over the next two years.
- Identify emerging public policies that will likely be considered in the 2025 Legislative Session.
- Explain potential policy and regulatory issues to be addressed through the work of various state agencies.

*Erin Huppert, Vice President of Advocacy, and Kayla Khang, Government Affairs Manager, LeadingAge Minnesota, Minneapolis*

#### 707 – Infection Prevention and Control in Action with MDH ICAR and PFL (All Settings)

- Analyze common infection prevention and control gaps identified through MDH-ICAR onsite assessments.
- Identify strategies and resources from MDH-ICAR to mitigate gaps in infection control and prioritize areas for improvement.
- Use Project Firstline resources effectively to educate frontline staff on core infection prevention and control practices.

*Britt Bailey, MPH, Epidemiologist Senior, Infection Control Assessment and Response (ICAR) Unit, and Caramae Steinwand, Planner Intermediate, Infection Control Assessment and Response (ICAR) Unit, Project Firstline Team, Minnesota Department of Health, St. Paul*



# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

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Deep Dive – for experienced professionals with prior topic knowledge

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Peer Genius – providers sharing expert, hands-on insights

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#### 708 – Excellence in Practice Award Presentations (ADS, AL, CC; Peer Genius)

- Discover practical ideas and initiatives implemented by two member organizations who have received LeadingAge Minnesota's Excellence in Practice Awards.
- Identify best practices for creating an internal float pool to reduce or eliminate external agency staffing as implemented by Benedictine.
- Discuss integrative therapies for use with the residents and staff to foster a more preventative and holistic approach to care and services as applied by Catholic Eldercare.

*Kiran Dahlin, Director of Campus Life Enrichment, Catholic Eldercare, Minneapolis; Kathleen Murray, Director, Organizational Learning and Development, and Alyssa Pascoe, Internal Float Manager, Benedictine, Fridley; and Moderator: Barbara Landeen, Senior Director of Leadership and Member Experience, LeadingAge Minnesota, Minneapolis*

3:30 – 3:45 p.m.

#### Connection Break

3:45 – 4:45 p.m.

#### CONCURRENT SESSIONS

#### 801 – Continuum of Care: Understanding Home Care, Palliative Care, and Hospice (AL, CC, HCBS; Peer Genius)

- Differentiate the goals and services provided for home care, palliative care, and hospice to clarify their unique roles and benefits for patients.
- Identify common patient needs and situations best suited for home care, palliative care, and hospice services, providing guidance for appropriate referrals and continuity of care.
- Discuss how teams can collaborate across these care types to enhance support for recipients and their families and caregivers.

*Jennifer Blazek, Director of Lifespace Personal Services, Friendship Village of Bloomington Care Center, Bloomington*

#### 802 – CHOW Through a Senior Housing Change of Ownership (AL, CC; Deep Dive)

- Understand that most transactions require new community licenses and provider enrollment.
- Know when and where to submit required notices and applications.
- Plan the deal flow and closing to minimize disruptions to services and payment.

*Christianna Finnern, Shareholder, and Maggie Green, Associate, Winthrop @ Weinstine, P.A., Edina*

#### 803 – Cybersecurity Playbook: Security in Action (All Settings; Deep Dive)

- Recognize typical attack vectors being used against healthcare organizations.
- Assess typical cyber findings and learn how to address the findings to resolution.
- Recognize, employ, and act on the most common safeguards to protect your organization against a cybersecurity breach.

*Jason Vander Velde, Senior Manager - Cyber and Tech Management, Wipfli LLP, Wausau, Wis.*

# SESSION SCHEDULE (IN-PERSON)

## Thursday, Feb. 13, cont'd.

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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Deep Dive – for experienced professionals with prior topic knowledge

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#### **804 – Diversity is a Recruitment and Retention Strategy** (All Settings; Deep Dive)

- Understand the value of creating a sense of belonging in the workplace.
- Explore practical examples of workplace challenges and learn new tools to keep workers engaged and improve workplace human relationships.
- Empower leaders with the necessary tools to engage in courageous conversations in the workplace.

*Dr. Vera Ndumbe, LSW, LALD, President/Founder, Mountainview LLC, Rochester*

#### **805 – Giving Up is Hard to Do: An Exploration in Delegation** (All Settings; Deep Dive, Peer Genius)

- Identify common barriers to delegation and review related concepts that assist in making delegation more successful.
- Discuss levels of delegation with increasing demand and benefit.
- Identify the goal and positive outcomes of delegation and situations when delegation is unsupported.

*Jason Kelecic, DPT, MBA, Director of Lifestyle, Friendship Village of Bloomington*

#### **806 – QM Training and Management of Behavior Disorders** (AL, CC; Deep Dive)

- Learn how QMs are triggered for antipsychotic, antianxiety, hypnotic medications, and behaviors and how these can impact the 5 Star rating.
- Explore how to conduct a Behavior and Psychological Symptoms of Dementia (BPSD) assessment and analysis to understand the resident and what they are trying to communicate.
- Acquire knowledge about creating a Life Story, evidence based non-drug interventions, and ways to help staff become sensitized to the resident's reality and challenges.

*Mary-Beth Newell, RN, BSN, MS, RAC-CT, CPHQ, Senior Director of Clinical Reimbursement Operations, MDS Solutions, Sarasota, Fla.*

#### **807 – Nursing Home Workforce Standards Board: How to Comply With the New Rules** (CC)

- Understand what the law requires for care centers to comply with posting notices, employee training, and sharing of employee data.
- Review the range of enforcement actions permitted by the law.
- Discuss NHWSB regulations' variance and waivers process under development and identify evaluation criteria for care centers who may consider this option.

*Jeff Bostic, Director of Data and Financial Policy, Erin Huppert, Vice President of Advocacy, and Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis*

#### **808 – Minnesota's Assisted Living Quality of Life Surveys and Report Card Updates** (AL)

- Outline the statewide resident and family survey process and timelines.
- Describe what measures are included in the Assisted Living Report Card and how the ratings are calculated.
- Discuss goals of the report card and the new quality ratings that will be added the report card in the future.

*Julie Angert, Research Scientist, and Lauren Glass, HCBS Quality Improvement Consultant, Minnesota Department of Human Services, St. Paul*

4:45 p.m.

**Conference Adjourns**



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# VIRTUAL SESSION SCHEDULE

## Tuesday, March 4

### TRACKS FOR SESSIONS

AL – Assisted Living  
 ADS – Adult Day Services  
 CC – Care Centers  
 Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
 Peer Genius – providers sharing expert, hands-on insights  
 SH – Independent Senior Housing

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	V1102, V1103, V1201, V1202, V1301, V1302
MN Board of Nursing	V1201, V1202, V1301, V1302, V1303
National Certification Council for Activity Professionals	V1102, V1103, V1201, V1202, V1301, V1302
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	V1202

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1101 – Understanding Changing Expectations: Media Coverage and Risk Management** (All Settings; Deep Dive)

- Describe the impact of intense media attention on long-term care communities.
- Summarize the new legal risks facing senior care leaders.
- Discuss risk management actions that promote organizational defensibility.

*Drew Graham, Attorney at Law, Hall Booth Smith, P.C., New York, N.Y.; and Cyndi Siders, RN, MSN, CPHRM, CPPS, Executive Consultant, Siders HealthCare Consulting, LLC, Grand Forks, N.D.*

# VIRTUAL SESSION SCHEDULE

Tuesday, March 4, *cont'd.*

## TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services

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SH – Independent Senior Housing

### V1102 – Contemplative Strategies for Activities and Wellbeing (All Settings; Peer Genius)

- Employ mindfulness and heightened awareness in activities to enhance engagement and enrich sensory experiences for individuals coping with memory loss or dementia.
- Define Sacred Idleness and explain its benefits. Explore methods to seamlessly incorporate it into your resident's daily routines.
- Explore methods to incorporate Mindfulness, Awareness, and Sacred Idleness into your own daily schedule to help with burnout and compassion fatigue.

*Shane Hoffman, Life Enrichment Director, Samaritan Bethany, Stewartville*

### V1103 – Leading a Service-Based Organization from Darkness into Light (All Settings)

- Understand the importance of trust in motivating staff, building positive relationships, and communicating openly and honestly.
- Embrace the balance between risk-taking and foundational principles as staff adapt to added responsibilities and growth.
- Create an environment where accountability is understood yet cooperation and collaboration prevail.

*Petra Marquart, CEO/Program Developer, See ME Inc., Minnetonka*

9:30 – 10 a.m.

## Break

10 – 11 a.m.

## CONCURRENT SESSIONS

### V1201 – Compassion Fatigued: Compassionately Satisfied - Part 1 (All Settings; Deep Dive)

Participants are strongly encouraged to attend Part 1 and Part 2. See V1301.

- Compare and contrast stress and burnout with compassion fatigue.
- Identify personal risk factors for compassion fatigue.
- Articulate measures to prevent compassion fatigue and pursue compassion satisfaction.

*Lores Vlaminc MA, BSN, RN, CHPN, Lores Consulting, LLC, Rochester*

### V1202 – Daily Compliance: Ethical Practices Beyond State Survey (AL, CC)

- Differentiate between regulatory compliance and ethical responsibility in dietary.
- Develop and integrate ethical habits into daily operations.
- Communicate the lasting benefits of consistent ethical practices in resident care.

*Speaker to be announced*

# VIRTUAL SESSION SCHEDULE

Tuesday, March 4, *cont'd.*

## TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services

Peer Genius – providers sharing expert, hands-on insights

SH – Independent Senior Housing

### V1203 – Risk Insights During a Transaction: Mergers, Acquisitions, and Beyond (All Settings; Deep Dive)

- Understand key risk areas during a transaction.
- Understand the legal perspective when there is a change in ownership (CHOW).
- Take back practical solutions to implement within your perspective community before/during/after a transaction.

*Sara Kekula, Partner and Director of Senior Living and Social Services Practice Group, M3 Insurance, Madison, Wis., and Talia Pletcher, Risk Manager, M3 Insurance, Minneapolis; and Robert Rodè, Partner, Rodè & Coffin, LLC, St. Paul*

11 – 11:30 a.m.

### Break

11:30 a.m. – 12:30 p.m.

### CONCURRENT SESSIONS

### V1301 – Compassion Fatigued: Compassionately Satisfied - Part 2 (All Settings; Deep Dive)

Participants are strongly encouraged to attend Part 1 and Part 2. See V1201.

- Compare and contrast stress and burnout with compassion fatigue.
- Identify personal risk factors for compassion fatigue.
- Articulate measures to prevent compassion fatigue and pursue compassion satisfaction.

*Lores Vlaminck MA, BSN, RN, CHPN, Lores Consulting, LLC, Rochester*

### V1302 – Advancing the Mental Health First Aid Movement for Long-Term Care (All Settings)

- Discuss the prevalence of mental health illnesses and their impact on the workplace.
- Understand the components of the Adult Mental Health First Aid (MHFA) Certification.
- Engage in an interactive activity to practice listening nonjudgmentally.

*Rebecca Peine, EdD, Mental Health First Aid Certified Instructor, Winona State University, Winona*

### V1303 – What We Learned From the CMS 5 Claim Probe Audits (CC)

- Examine trends and results from the national CMS 5 Claim Probe audit project.
- Understand common reasons that led to payment adjustments or denials.
- Learn how to strengthen critical documentation to prevent negative financial outcomes.

*Mary-Beth Newell, RN, BSN, MS, RAC-CT, CPHQ, Senior Director of Clinical Reimbursement Operations, MDS Solutions, Sarasota, Fla.*

# VIRTUAL SESSION SCHEDULE

## Wednesday, March 5

### TRACKS FOR SESSIONS

AL – Assisted Living  
 ADS – Adult Day Services  
 CC – Care Centers  
 Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
 Peer Genius – providers sharing expert, hands-on insights  
 SH – Independent Senior Housing

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions
MN Board of Social Work	V1502, V1601, V1603
MN Board of Nursing	V1403, V1501, V1601
National Certification Council for Activity Professionals	V1601, V1603
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	V1601

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### **V1401 – Know Your Cheerleaders: Strategies to Better Alignment With Your Board** (AL, CC, SH; Deep Dive)

- Identify the key characteristics of supportive board members who can act as "cheerleaders" for your organization.
- Understand the strategies necessary to cultivate strong relationships with these board members to enhance operational alignment and board support.
- Learn techniques to leverage these relationships to influence and gain the backing of the broader board for critical initiatives.

*Erin Shvetzoff Hennessey, NHA, CPG, CEO, and Sharon Thole, LNAH, LALD, Executive Vice President, Operations, Health Dimensions Group, Hopkins*

# VIRTUAL SESSION SCHEDULE

## Wednesday, March 5, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

Deep Dive – for experienced professionals

with prior topic knowledge

HCBS – Home- and Community-Based Services

Peer Genius – providers sharing expert, hands-on insights

SH – Independent Senior Housing

#### **V1402 – Leveraging State of the Art Technology for Healthcare Organizations** (All Settings; Deep Dive)

- Recognize the five trends changing how healthcare organizations monitor key performance indicators and manage financial information with data-driven automated technology.
- Identify healthcare trends impacting technology adoption: growth through consolidation, cost-reduction initiatives, evolving regulatory requirements, and the shift to consumer-driven healthcare.
- Discuss how to evaluate and implement technology that will be impactful and profitable in your organization.

*Rebecca Hurst, CPA, Senior Manager Financial and Operational System, Wipfli LLP, Reston, Va.*

#### **V1403 – Medicare Certified Home Care Agency Updates and Survey Findings** (HCBS)

- Identify recent findings and citation trends for Medicare certified home care agencies.
- Understand the current survey process, updates and changes to Home Care Conditions of Participation (CoP's) based on QSO-24-07-HHA, and the guidance from QSO-24-11-HHA & Hospice.
- Discuss the guidance and expectations related to bed rail safety in home care.

*Kathy Lucas, RN, Regional Operations Manager, Health Regulation Division, Minnesota Department of Health, St. Cloud*

9:30 – 10 a.m.

#### **Break**

10 – 11 a.m.

#### **CONCURRENT SESSIONS**

#### **V1501 – Importance of Deprescribing for Older Adults** (AL, CC)

- Understand what deprescribing is and why it is important.
- Identify common scenarios where deprescribing may be an option (e.g., polypharmacy).
- Be able to communicate key concepts about deprescribing with the prescriber, pharmacist, and resident/family.

*Amelia Palmer, PharmD, BPS, Clinical Manager, Omnicare, A CVS Company, Urbandale, Iowa*

#### **V1502 – Disability Waiver Updates** (ADS, AL, HCBS)

- Understand recent updates to the Disability Waiver Rates System and future updates to those rates.
- Discuss disability waiver requirements for settings where waiver services are delivered.
- Receive timely updates on the Waiver Reimagine initiative.

*Peter Beierwaltes, Program Integrity Team Lead, Stephen Horn, LSW, HCBS Waiver Policy Lead, and Sharla Scullen, Disability Services Division Fiscal*



# VIRTUAL SESSION SCHEDULE

## Wednesday, March 5, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services

Peer Genius – providers sharing expert, hands-on insights

SH – Independent Senior Housing

*Policy Lead, Minnesota Department of Human Services, St. Paul*

#### **V1503 – National Legal Trends in Long-Term Care** (AL, CC)

- Identify current legal issues and trends impacting long-term care providers.
- Review examples of recent legal cases, evolving regulatory requirements, and agency enforcement activity.
- Discuss proactive strategies to support compliance and risk management by applying lessons from industry trends.

*Jon Lips, Vice President of Legal Affairs, LeadingAge, Washington, D.C.*

11 – 11:30 a.m.

#### **Break**

11:30 a.m. – 12:30 p.m.

#### **CONCURRENT SESSIONS**

#### **V1601 – Fostering Resident, Family, and Staff Relationships to Manage Complaints** (AL, CC)

- Describe communications skills for fostering relationships and managing expectations.
- Review key elements of complaint and grievance management.
- Analyze responses to challenging situations that support relationships.

*Cyndi Siders, RN, MSN, CPHRM, CPPS, CEO/Executive Consultant, Siders HealthCare Consulting, LLC, Grand Forks, N.D.*

#### **V1602 – Minnesota Housing: MHFA and HUD Updates** (HCBS, SH)

- Identify recent changes in HUD regulations and their impact on housing policies, including updates from the Housing Opportunity through Modernization Act (HOTMA).
- Examine the NSPIRE physical property inspection standards and understand their implications for your setting.
- Describe Risk-Based Monitoring - Management and Occupancy Review procedures and protocols.

*Jes Christiansen, COS, TCS, Senior Housing Management Officer, Minnesota Housing, St. Paul*

#### **V1603 – Evolving Landscape of Senior Living: Engagement for Changing Demographics** (All Settings)

- Understand how demographic changes in senior spaces, including aging residents and multigenerational caregiving dynamics, impact service needs and expectations.
- Identify strategies for fostering inclusive environments that accommodate diverse needs, such as support animals and residents with unique family structures.
- Explore approaches to engagement that reflect the evolving profile of today's senior living consumers.

*Avi Olitzky, President and Principal Consultant, Olitzky Consulting Group, LLC, Minneapolis*

# VIRTUAL SESSION SCHEDULE

## Thursday, March 6

### TRACKS FOR SESSIONS

AL – Assisted Living  
 ADS – Adult Day Services  
 CC – Care Centers  
 Deep Dive – for experienced professionals with prior topic knowledge

HCBS – Home- and Community-Based Services  
 Peer Genius – providers sharing expert, hands-on insights  
 SH – Independent Senior Housing

CEU TYPE	TODAY'S SESSIONS ELIGIBLE FOR HOURS/UNITS
MN Board of Long Term Services and Supports	All sessions <small>V1702, V1803, V1902</small>
MN Board of Social Work	V1702, V1803, V1902
MN Board of Nursing	V1701, V1703, V1803, V1901, V1902, V1903
National Certification Council for Activity Professionals	V1702, V1703, V1802, V1803, V1902
Certifying Board for Dietary Managers and Association of Nutrition and Food Service Professionals	V1802

*Note: Sessions have been submitted for board approval of continuing education activities. Final approval will be posted when received. General certificates will also be available to submit to other credentialing bodies.*

8:30 – 9:30 a.m.

### CONCURRENT SESSIONS

#### V1701 – Clinical and Operational Requirements for Nurses and Directors in Assisted Living (AL)

- Gain an understanding of the regulatory landscape, highlight the need for nurses and LALDs to be well-versed in both clinical and operational positions.
- Identify key clinical aspects that demand attention by the nurse and acquire insights into the operational aspects.
- Discuss practical and effective strategies to provide support for nursing staff and promote a collaborative and efficient care environment.

*Julie Dietz, RN, PHN, Vice President of Community Based Services, Senior Care Solutions, Stillwater*

# VIRTUAL SESSION SCHEDULE

## Thursday, March 6, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
CC – Care Centers  
Deep Dive – for experienced professionals  
with prior topic knowledge

HCBS – Home- and Community-  
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#### **V1702 – How Social Determinants of Health Impact the Health of Your Workforce** (All Settings)

- Describe the social determinants of health (SDoH), their impact on health, and strategies to review publicly available SDoH metrics.
- List concerning health outcome and utilization trends attributed to employees with lower wages and the “why” behind these trends.
- Develop strategic SDoH solutions incorporating relevant community, health plan, employer, and public solutions.

*Heidi Orstad, DNP, Clinical Consultant, Marsh McLennan Agency, Minneapolis*

#### • **V1703 – Shattering the Status Quo: Continuous Improvement in Aging Services** (All Settings)

- Determine the difference between a continuous improvement (CI) initiative and a CI culture and why they matter.
- Discover strategies to foster continuous improvement while maintaining staff well-being.
- Explore techniques to ensure long-term success and avoid reverting to old practices.

*Tammy Rogers, Solutions Advisor, BecomeMore Group, Des Moines, Iowa*

9:30 – 10 a.m.

#### **Break**

10 – 11 a.m.

#### **CONCURRENT SESSIONS**

#### **V1801 – Limiting the Risk of Employee Turnover Through System Optimization** (All Settings)

- Identify where and to what level the turnover risk exists in the financial reporting function of the organization.
- Develop a plan to mitigate the turnover risk and assess the need to begin succession planning for any expected retirements.
- Discuss the role technology and software applications can play in reducing risk and creating workforce efficiencies.

*Kelly Rousar, Outsourced Controller, and Matthew Wocken, CPA, Principal, CLA, Minneapolis (invited)*

#### **V1802 – A Force Multiplier for Employee Engagement and Retention** (All Settings; Deep Dive)

- Apply a retention strategy that leverages meaningful employee communication as a force multiplier for engaging employees.
- Describe five dimensions of engagement that, in combination, create a workplace where people want to stay and give their best.
- Adopt a continuous improvement approach to sustain an engaging workplace.

*Caryne Kinne, Chief Operating Officer, Align, Wausau, Wis.*

# VIRTUAL SESSION SCHEDULE

## Thursday, March 6, *cont'd.*

### TRACKS FOR SESSIONS

AL – Assisted Living  
ADS – Adult Day Services  
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#### **V1803 – Purpose Driven Behavioral Health Assessments** (AL, CC, HCBS; Deep Dive)

- Articulate an understanding of what a behavioral health assessment is and how to initiate one.
- Identify common scales utilized during a behavioral health assessment.
- Use information gathered in a behavioral health assessment to create improved outcomes for your residents and program participants.

*Michael Goldsmith, LCSW, Director of Behavioral Health Services, Behavioral Care Solutions LLC, Novi, Mich.*

11 – 11:30 a.m.

#### **Break**

11:30 a.m. – 12:30 p.m.

#### **CONCURRENT SESSIONS**

#### **V1901 – Nurse Leaders: Improving Resident Care through Peer-to Peer Learning** (AL, CC; Peer Genius)

- Identify ways to improve clinical process and resident care.
- Hear from the 2024 Nurse Leadership Program teams about their project results and lessons learned.
- Discuss strategies that can be used within your organization.

*Dr. Kari Everson, RN, LNHA, LALD, Vice President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, Evercare Aging Services Consulting, St. Paul; and Nurse Leadership Program Project Teams*

#### **V1902 – What's Your Story: A Narrative Approach to End-of-Life Care** (AL, CC, HCBS; Deep Dive)

- Explore the need for people to be authors of their own life narrative to achieve a sense of spiritual peace in the midst of their disease process.
- Identify practical tools care providers can use in aiding people to move forward in this life scripting project.
- Discuss non-pharmaceutical therapies to alleviate end-of-life existential suffering.

*Fred Grewe, DMin, Chaplain-Retired, Meditations 4 Misfits, Medford, Ore.*

#### **V1903 – Unraveling the Mystery of the SNF Final Rule 2025** (CC)

- Describe three leadership strategies to address the challenges of the final rule.
- Discuss the changes to Non-Therapy Ancillary Services and the Patient-Driven Payment Model.
- Examine the changes for FY 2025 to the Quality Reporting Program and Value-Based Purchasing Group discussions.

*Speaker to be announced*

# LEADERSHIP ACADEMY

**Congratulations to the 2024 graduates of our two leadership development programs who will lead and transform the field of aging services for decades to come.**



Our flagship **Leadership Academy** program has completed its 15th year and boasts over 500 alumni. Participants experience leadership theory, applied learning, and critical skills development.

**2024  
Leadership  
Academy  
Graduates**

**Applications for 2025 will open in December.**



**LeadingAge<sup>®</sup> MN**  
Leadership Academy



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**Debbie Hjelmeland**  
Long Term Care Marketing Manager

**Tim Peterson**  
Long Term Care Marketing Manager

## Senior Living Finance

### Financing Options\*

- Tax Exempt & Taxable Bond Financing
- Tax Exempt & Taxable Bank Loans
- Private Placements
- HUD Insured Loans
- Fannie Mae DUS<sup>®</sup> Loans
- USDA Financing

\*Includes options offered in conjunction with our affiliate, Colliers Mortgage.



#### CONTACT:

Kurt Apfelbacher | Frank Hogan | Dave Mullen  
Aaron Schroeder | Craig Theis  
P: 612.376.4000 | colliers.com



Securities

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# SOLUTIONS STAGE

Located in the Rotunda near the Expo Hall

Wednesday, Feb. 12

11:35 – 11:55 a.m.

## Mastering the Minnesota Nurse Aide Registry (AL, CC, HCBS)

- Navigate the online Nurse Aid Registry to verify certification status, complete certification updates, and understand the latest changes to stay in regulatory compliance.

*Brenda Fischer, Regional Operations Manager, and Kia Moua, Federal LCR Supervisor, Minnesota Department of Health, St. Paul*

12:05 – 12:25 p.m.

## Elderly Waiver Customized Living Update (ADS, AL, CC, HCBS)

- Identify customized living changes that will impact aging services providers in 2025 including the rate evaluation and cost reporting progress.

*Amy Inglett, Fiscal Policy Lead, Aging and Adult Services Division, Minnesota Department of Health and Human Services, St. Paul*

12:35 – 12:55 p.m.

## Licensing Update for Care Centers (CC)

- Discuss the current process for care center changes of ownership and licensing updates.

*Shellae Dietrich, Federal Operations Manager, Rick Michals, State Operations Manager, and Kia Moua, Federal LCR Supervisor, Health Regulation Division, Minnesota Department of Health, St. Paul*

1:05 – 1:25 p.m.

## DHS Provider Enrollment Updates (AL, CC)

- Understand the Enrollment and Revalidation process to provide services and receive payment through waiver programs under the Minnesota Department of Human Services.

*Brittany Mogensen, Member Payments and Provider Services (MPPS) Supervisor II, Angela Wassman, and Jamie Viger, Provider Eligibility and Compliance, Minnesota Department of Human Services*

Sponsored by

# ACCORD

Bringing Possibilities to Life

Thursday, Feb. 13

9:35 – 9:55 a.m.

## Office of Health Facility Complaints Update (AL, CC)

- Discuss trends in complaint investigation findings during the past year.

*Matthew Heffron, JD, NREMT, State Rapid Response Operations Manager, Health Regulation Division | Office of Health Facility Complaints, Minnesota Department of Health, St. Paul*

10:05 – 10:25 a.m.

## Care Center Regulatory Updates (CC)

- Discuss the top IJ findings and how to avoid citations in your setting.

*Sarah Grebenc, MSW, Executive Regional Operations Manager, Federal Team - Health Regulations Divisions, Minnesota Department of Health, St. Paul*

11:35 – 11:55 a.m.

## Background Studies in Aging Services: Process and Updates (AL, CC)

- Understand the background studies process for employees in aging services and best practices for maintaining compliance.

*Andrew Johnson, Background Studies Division External Relations and Engagement Consultant, Office of Inspector General, Minnesota Department of Human Services, St. Paul*

12:05 – 12:25 p.m.

## Q&A for Care Center Engineering (CC)

- Discuss the most cited nursing home rules for plan reviews and inspections, including Life Safety Code deficiencies.

*Benjamin Zwart, PE, Public Health Engineer Supervisor, Minnesota Department of Health, St. Paul; and Mark Schulz, Vice President of Policy and Regulatory Affairs, LeadingAge Minnesota, Minneapolis*

# DISCOVER, CONNECT, AND ELEVATE YOUR EXPERIENCE IN THE EXHIBIT HALL!

## Expo Hours

Wednesday, Feb. 12

11 a.m. – 1:30 p.m.

11 a.m. – 3 p.m.

Exhibit Hall Grand Opening

Exhibit Hall Open

Thursday, Feb. 13

9 a.m. – 12:30 p.m.

11:30 a.m. – 12:30 p.m.

Exhibit Hall Open

Snacks in the

Exhibit Hall

Snacks in the Exhibit  
Hall sponsored by



KRAUS-ANDERSON®



**Don't miss one of the most exciting parts of our Institute – the Exhibit Hall!**

This year, we've gathered an impressive lineup of exhibitors, all here to showcase the latest innovations, products, and services that can make a difference for you.

Whether you're looking for new solutions, want to expand your network, or are simply curious to learn about the latest trends, the Exhibit Hall is the place to be.



# SPECIAL FEATURES

## LEADINGAGE MINNESOTA

### FOUNDATION SILENT AUCTION Wednesday, Feb. 12 and Thursday, Feb. 13

Join us for the ninth annual LeadingAge Minnesota Foundation Silent Auction! All proceeds go to the **Gayle Kvenvold Commitment to Caregivers Fund** to honor and support our outstanding caregivers! There are two ways to participate in this popular event:

- **NOW:** Do you like to shop? Take advantage of holiday sales and donate an item for the auction. Your personal or corporate donations are tax deductible.
- **LATER:** At Institute, visit the Silent Auction on your way to the Expo and bid on a wide variety of wonderful items. Be sure to check out the Institute App in advance for a preview!



### INFORMATION ON HOW TO DONATE



## EDUCARE/ONTRACK

Stop by the EduCare and OnTrack display located on the ballroom concourse outside of the General Session ballroom.

OnTrack is more than just a nursing assistant curriculum—it's a comprehensive training solution with complimentary 1:1 support. With over 130 programs and nearly 9,000 nursing assistants trained, OnTrack is now the second largest educator of nursing assistants in Minnesota. Our cutting-edge curriculum connects compassion with online, on-demand, flexible training with pass rates that continue to exceed the state average. Whether you are looking to start your own in-house CNA training program or need support certifying one or two aides, learn how OnTrack can help.



**OnTrack**  
Powered by EduCare

**GET  
STARTED  
TODAY!**



# SPECIAL FEATURES

## STATE AGENCY SOLUTION STAGE PRESENTATIONS

For quick updates from state agency partners, stop by the Solutions Stage in the Rotunda.

**Solutions Stage presentations are:**

- **Super short – just 20 minutes**
- **Laser-focused on a single topic**
- **Focused on need-to-know information**

**CEUs are not available for these short learning opportunities.**

See pages 44 for topics and schedule.



## MEET YOUR REGULATOR DURING THE INSTITUTE

Ask a question or simply say “Hello” to your regulatory partners at the Meet Your Regulator Table located in the Rotunda.

Representatives will be present from the:

- MDH Division Director’s Office leadership team
- Licensing, Certification, and Registration team
- Care center federal survey team
- Assisted living state survey team
- Engineering’s federal and state team
- Food Code and Inspection team
- State Fire Marshal’s office
- Board of Executives of Long Term Services and Supports office
- DHS Representatives from Background Studies, Provider Enrollment, HCBS

These critical agency staff will be available between 11 a.m. and 3 p.m. on Wednesday, Feb. 12 and 9 a.m. and 12:30 p.m. on Thursday, Feb. 13. Different representatives will be available each day.

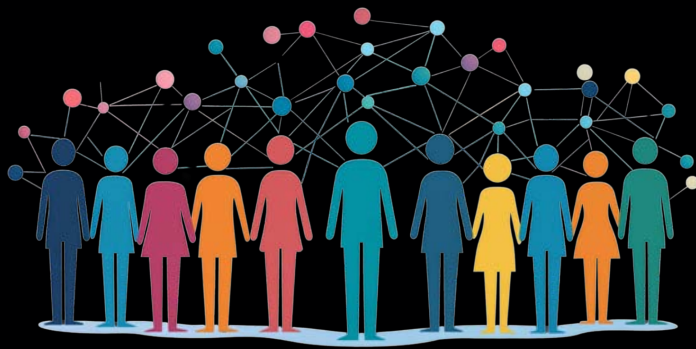


**Check the conference app for the onsite schedule.**

## POWER OF PEERS

**Wednesday, Feb. 12 • 1:30 – 2:30 p.m.**

Power of Peers sessions offer a dynamic space to discuss current topics of interest; led by a facilitator but driven by peer-to-peer discussion. Join us to connect with attendees with similar roles and responsibilities and help drive conversations and connections.



## SPECIAL FEATURES

### **BUILDING A FUTURE TOGETHER: LEGO COMMUNITY DESIGN FOR AGING SERVICES**

Join us for a fun and interactive experience where participants will come together to build a vision for aging services using LEGOs! This hands-on activity offers a unique opportunity to creatively design and shape the future of aging services. Institute participants will use LEGO® pieces to model courageous ideas for accessible housing, community gardens, transportation, community living models, resident engagement activities, creative living spaces, multi-use spaces, fitness centers, and resident/tenant amenities—fostering collaboration and sparking new conversations about the needs of older adults.

**No building experience required—just bring your imagination and a passion for building better communities.**

#### **BONUS!**

**Your collaborative work will be featured during Thursday's general session.**



### **JOHNNY HOLM BAND – LIVE IN CONCERT!**

**Wednesday, Feb. 12 • 8:30 – 11:30 p.m.**

**Location: Saint Paul Hotel, Promendae Ballroom**

We're thrilled to welcome back the one and only Johnny Holm Band, one of the Midwest's most beloved and requested dance bands! Known for their high-energy performances and crowd-pleasing hits, the Johnny Holm Band is ready to bring the party to life with a mix of rock, pop, country, and classic favorites.

# Johnny Holm Band



Whether you're a longtime fan or discovering them for the first time, you won't want to miss this incredible night of music and dancing.

**Bring your friends and join us for a night to remember as the Johnny Holm Band takes the stage and keeps the good times rolling!**

*Sponsored by*



**PIPER | SANDLER**

# QUALITY CONFERENCE

Our shared goal is to provide quality care and services to our residents and program participants. This requires a culture focused on continuous learning and improvement. This “conference-within-a-conference” includes four in-person education sessions devoted to key quality and safe care issues, with four more sessions included in the virtual Institute.

## Quality Conference Sessions

Wednesday, Feb. 12

**#105 - So... You are Now in Charge of Quality – Where Do You Start?** (AL, CC) from 8:30 – 9:30 a.m.

**#209 - Empowering Care: Strategies to Prevent and Respond to Workplace Violence** (All Settings) from 1:30 – 2:30 p.m.

**#307 - Performance Improvement Using Six-Sigma Tools and Strategies** (All Settings) from 3 – 4 p.m.

**#407 - Safe Lift: A Human Centered Design Approach to Safe Mechanical Lift Use** (CC) from 4:15 – 5:15 p.m.

## Virtual Quality Conference Sessions

**#V1103 - Leading a Service-Based Organization from Darkness into Light** (All Settings) on March 4, 8:30 – 9:30 a.m.

**#V1501 - Importance of Deprescribing for Older Adults** (AL, CC) on March 5, 10 – 11 a.m.

**#V1601 - Fostering Resident, Family, and Staff Relationships to Manage Complaints** (AL, CC) on March 5, 11:30 a.m. – 12:30 p.m.

**#V1703 - Shattering the Status Quo: Continuous Improvement in Aging Services** (All Settings) on March 6, 8:30 – 9:30 a.m.

Contact [Julie Apold](#), Vice President of Quality and Performance Excellence, to learn more about LeadingAge Minnesota quality programs and awards.

## EXECUTIVE LEADERSHIP

### Masterclass

The Executive Leadership Masterclass premiered in 2024, designed to refine leadership skills, foster strategic thinking, cultivate valuable professional networks, and equip its participants with the aptitude and confidence required to lead at the highest level of their organization.



### 2024 Executive Leadership Masterclass graduates

Executive Leadership Masterclass is presented by LeadingAge Minnesota and developed and facilitated by The Conversations That Matter.

## Making a difference for 8 years!



*Patrick & Dawn Nickleson*

*pdndifference.com | 651.231.1433*



*Proud to be an annual silver sponsor.*

# LODGING



## Courtyard by Marriott

(across the street from RiverCentre, no skyway/tunnel access, parking is provided by valet only for \$35 per day)  
150 Smith Avenue North, St. Paul, MN 55102  
Rate: \$195 Single or Double  
Reservation Number: 651.204.4050  
Reservation Link: <https://bit.ly/3G3eNEt>



## Hampton Inn & Suites Downtown St. Paul

(across the street from RiverCentre, no skyway/tunnel access, parking is provided by valet only for \$31 per day)  
150 West 7th Street, St. Paul, MN 55102  
Rate: \$169 Single or Double  
Reservation Number: 651.224.7400  
Reservation Link: <https://bit.ly/46kN24W>



## Holiday Inn St. Paul Downtown

(across the street from RiverCentre, no skyway/tunnel access, parking in ramp available to hotel)  
150 West 7th Street, St. Paul, MN 55102  
Rate: \$194 Single or Double  
Reservation Number: 651.225.1515  
Reservation Link: <https://bit.ly/47t3wcA>



## Residence Inn by Marriott

(six blocks from RiverCentre, no skyway/tunnel access, hotel available with accessible, pet-friendly, parking is provided by valet only for \$30 per day)  
210 Grand Avenue, St. Paul, MN 55102  
Rate: \$174 Single or Double  
Reservation Number: 651.222.1000  
Reservation Link: <https://bit.ly/3MNgQAB>



## The Saint Paul Hotel

(connected via skyway/tunnel, parking is provided by valet only for \$30 per day)  
350 Market Street, St. Paul, MN 55102  
Rate: \$188 Single or Double  
Reservation Number: 651.292.9292  
Reservation Link: <https://reservations.saintpaulhotel.com/sph/>  
enter the dates for your reservation. Select "I have a code" as the rate type, then select "Group" and enter "8147538" as the code

## IMPORTANT

\*When calling for your reservation, ask for the "LeadingAge Minnesota" group rate at any of the five hotels. Room blocks will be held until **Tuesday, Jan. 21, 2025**.



## Downtown SAINT PAUL

### Visitor Districts

West 7th  Lowertown  Downtown

- |                       |                      |
|-----------------------|----------------------|
| Restaurant            | Bus Stop             |
| Attraction            | Parking              |
| Hotel                 | Skyway               |
| Retail / Services     | Tunnel               |
| Hospital              | Trail                |
| Park                  | Gas Station          |
| Green Line Light Rail | Capital City Bikeway |

### Bus Routes

- Metro Transit Bus routes to/from downtown
- ROUTE 54** to Mall of America & Airport
  - ROUTE 21** along Selby Ave
  - ROUTE 63** along Grand Ave

Ride the Green Line or Bus routes within the Saint Paul downtown zone for only \$1C at a time. For more routes, schedules and details visit [metrotransit.org](http://metrotransit.org)

### Hotels and B&B's

- Best Western Plus Como Park
- Celeste St. Paul Hotel - Bar - 03
- Como Lake Bed & Breakfast
- Courtyard St. Paul Downtown - C4
- Covington Inn B&B - E6
- DoubleTree by Hilton St. Paul Downtown - E3
- Orury Plaza Hotel - E1
- Hampton Inn & Suites Downtown Saint Paul - C5
- LaSalle District Bed and Breakfast - 07
- Holiday Inn St. Paul Downtown - C3
- Flatt Place St. Paul/Downtown - F4
- InterContinental St. Paul Riverfront - E4/5
- Radisson St. Paul Downtown - B2
- Residence Inn St. Paul Downtown - B6
- Springhill Suites by Marriott - E2
- The Saint Paul Hotel - D4

**SAINT PAUL DOWNTOWN IMPROVEMENT DISTRICT**  
The Street Team is here to help!  
The SPID Street Team is out 7 days a week, from 7am to 11pm.  
They are available to:  
Answer Questions  
Give Directions  
Make Recommendations  
Provide a Safety Escort  
Look for the Street Team in their bright yellow shirts!  
For more information, go to [spid.org/fcc](http://spid.org/fcc)

**VISITSAINTPAUL.COM**  
#MYSAINTPAUL

Please direct all lodging related questions to Jenny Prosser at 651.603.3548 or [jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org).

**\*Reserve ONLY the hotel rooms you need to avoid a cancellation fee.**  
Hotel room blocks fill up quickly, due in part to organizations booking rooms that are later cancelled. Please book only the hotel rooms you are certain you will use. All room cancellations after Jan. 21, 2025, and all no-shows will be subject to one-night room and tax charged to the credit card on file.

**SOLD OUT!**  
**SOLD OUT!**  
**SOLD OUT!**  
**SOLD OUT!**

# REGISTRATION AND GENERAL INFORMATION



## LOCATION

Institute & Expo is held at RiverCentre,  
175 W Kellogg Blvd., St Paul, MN 55102.  
[www.RiverCentre.org](http://www.RiverCentre.org)

## CANCELLATION POLICY

Cancellations must be received in writing by Jan. 31, 2025, to receive a refund, less a \$50 processing fee. No refunds for cancellations received after Jan. 31, 2025, or for no-shows. LeadingAge Minnesota reserves the right to cancel individual sessions.

## FOR FURTHER INFORMATION

Lodging, Sponsorship, or Exhibits  
Jenny Prosser  
[jprosser@leadingagemn.org](mailto:jprosser@leadingagemn.org)

Pre-Conference Intensives, Concurrent Sessions,  
Virtual Sessions, or CEUs  
Sharon Hollister  
[shollister@leadingagemn.org](mailto:shollister@leadingagemn.org)

A single flat fee is charged for each organization (building, service site, or entity) based on service line, size, and geographic location. Each building/service site/entity on a single campus must register and pay a separate fee.

Registration includes full conference participation in both in-person and virtual formats, CEUs, and exhibit hall admission for all staff employed at the registered site. An additional per-person fee applies to attend the Pre-Conference Intensives.

As an Institute participant, you will receive information on both the in-person and virtual formats. Pre-registering for sessions is strongly encouraged for the in-person Institute. Pre-registration for virtual sessions is not required. Content from the virtual portion of the Institute will be available to all staff from registered organizations for on-demand viewing through April 30, 2025.

Individual fees apply if only one employee of a provider organization is attending the conference or expo.

Non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

**The fee structure  
for Institute is  
designed for flexibility  
and maximum  
economic benefit.**

Online Registration Assistance  
Education Department  
[education@leadingagemn.org](mailto:education@leadingagemn.org)  
651.645.4545 or 800.462.5368

# INSTITUTE FEE STRUCTURE - HELPFUL TIPS

## ORGANIZATION/SITE FEE

Each building/site/service entity on a single campus must register and pay a separate fee.

### ONE FLAT FEE



**ALL STAFF  
AT A SINGLE  
LOCATION/ENTITY**

## NON-EXHIBITING VENDORS

Business Partners and non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

### ONE FLAT FEE



**ALL STAFF  
FROM  
COMPANY**

## INDIVIDUAL FEE

Individual fees apply if only one employee of a provider site/entity is attending the conference.

### ONE FLAT FEE



## BENEFITS OF ATTENDING THE INSTITUTE

- Organization/service site registration fee includes attendance for any/all staff at your site.
- All staff from registered organizations receive access to in-person and/or virtual content.
- Earn up to 10 CEUs by participating in the in-person Institute.
- Register for an in-person Tuesday Intensive and earn 3-5 more CEUs.
- Earn up to 29 CEUs by viewing all the virtual Institute sessions live and/or on-demand.

See page 53 for registration fees details.

**FEE INCLUDES  
IN-PERSON  
AND/OR  
VIRTUAL  
CONFERENCE**

**SAVE \$100 by registering on or before Jan. 8, 2025.**

# REGISTRATION FEES

## ORGANIZATIONAL REGISTRATION FEES

One flat fee includes in-person and/or virtual conference participation for all staff at a single location/entity. Fees listed are the regular rate. **SAVE \$100 by registering on or before Jan. 8, 2025. ADD \$100 if registering on or after Feb. 5, 2025.**

### CARE CENTERS

Number of Care Center Beds	Metro*	Greater MN
1-40	\$1,135	\$930
41-60	\$1,500	\$1,040
61-100	\$2,030	\$1,500
101-150	\$2,250	\$1,680
151+	\$2,360	\$1,720

Prospective member Care Center fee is \$2,515  
\*Metro area includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington counties.

### HOUSING

Number of Housing Units	
1-20	\$655
21-40	\$755
41-70	\$855
71+	\$970

Prospective member Housing fee is \$1,135

### ADULT DAY CENTERS

\$330  
Prospective member Adult Day Center fee is \$515

### ASSOCIATE COMPANIES\*

\$680  
Prospective member Associate fee is \$950  
*\*Includes home care, hospice, and other community-based services.*

### CORPORATE/ MANAGEMENT OFFICES

Number of Owned and Managed Sites in MN	
1-5	\$750
6-10	\$1,010
11+	\$1,250

Prospective member Corporate Office fee is \$1,420

### NON-EXHIBITING VENDORS\*

Business Partner \$1,020  
Prospective Business Partner \$1,480  
*\*Non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual registration fee.*

## INDIVIDUAL REGISTRATION FEES

All fees are listed per-person. \$100 discount/late fee does not apply. Individual rates do not apply to non-exhibiting vendors.

### CONFERENCE REGISTRATION

Provider/Associate Member (full conference)*	\$440
Prospective Provider (full conference)*	\$620
Full-time Student/Faculty Member	\$40
State/Government Agency Staff	\$110
Expo Only One Day Pass – Provider	\$40
Expo Only One Day Pass – Vendor	\$200

*\*Individual fees are for one person only from an organization/entity to attend. If registering more than one person, use the organizational fees above.*

### SPECIAL EVENTS

(per person fees)	Member/Prospective Member
Pre-Conference A (Feb. 11)	\$90/125
Pre-Conference B (Feb. 11)	\$170/240
Pre-Conference C (Feb. 11)	\$135/190
Pre-Conference D (Feb. 11)	\$135/190

**REGISTER**

Registration questions?  
Contact [education@leadingagemn.org](mailto:education@leadingagemn.org).

**Not a member?** Join today and save! Contact Jessica Lacher at [jlacher@leadingagemn.org](mailto:jlacher@leadingagemn.org) to explore the value of membership.