

# 2018 Seminar Session Details

**Monday, September 24**

**Concurrent Session A**

**10:30a – 12p**

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**The Theory of Regulatory Compliance and Focused Monitoring in Washington State**  
**Presented by: Dr. Sonya Stevens & Dr. Rick Fiene**

*This workshop will inspire additional thought around regulating systems in light of recent focus on the risk of over-regulation. Participants will learn key elements of the two dominating paradigms (Relative versus Absolute) for regulatory monitoring based upon the Theory of Regulatory Compliance. Using this pedagogy, we will discuss how research can be used to test and study monitoring methodologies by detailing one research study completed in Washington. This study assessed the reliability and social validity of a focused monitoring checklist, as well as its value and usefulness in maintaining quality and effective programming in licensed center childcare.*

**Dr. Sonya Stevens** is a Licensing Analyst for the Washington State Department of Early Learning. She was the project manager for the weighting process of the newly aligned proposed Washington Administrative Codes (WAC) for child care licensing oversight and is continuing to project manage the roll out of a new focused monitoring checklist system as well as a new enforcements systems. Sonya recently completed a research study on the use and usability of a focused monitoring system in Washington State licensed childcare centers. The study was firmly grounded in Dr. Richard Fiene's differential monitoring and risk assessment framework, giving Sonya specific content knowledge of the entire child care enforcement methodology used in the weighted WAC, enforcement and checklist development. Additionally, Sonya has a master's degree in adult education as well as a bachelor's degree in child development and family studies. She has served as a an early learning educator, family advocate and home visitor, program director and adjunct faculty in Early Childhood Education at both Clark College in Vancouver, Washington, as well as Portland Community College in Portland, Oregon.

**Dr. Rick Fiene**, a research psychologist, has spent his professional career in improving the quality of child care in various states, nationally, and internationally. He has done extensive research and publishing on the key components in improving child care quality through an early childhood program quality indicator model of training, technical assistance, quality rating & improvement

systems, professional development, mentoring, licensing, risk assessment, differential program monitoring, key indicators, and accreditation – the Early Childhood Program Quality Improvement and Indicator Model (ECPQI2M4©), now in its fourth edition. Dr. Fiene is a retired professor of human development & psychology (Penn State University) where he was department head and director of the Capital Area Early Childhood Research and Training Institute. He is presently President of the Research Institute for Key Indicators LLC (RIKI), a limited liability company in Pennsylvania.

## **Emer. Prep and Response: Supporting the Social Emotional Health of Children and Providers**

**Presented by: Jeanne VanOrsdal**

*This session will consider resources and practices to support the social-emotional well-being of infants, toddlers, families and teachers during times of national disasters. In addition, time will be spent exploring the concept of caregiver fatigue and the secondary traumatic stress that is a result of caring for traumatized children and their families.*

**Ms. VanOrsdal** has more than 35 years of experience in the field of early education and child care, with 10 years of providing technical assistance to Child Care Development Fund (CCDF) grantees. She joined the State Capacity Building Center (SCBC) as an Infant/Toddler Specialist (ITS) when the Center was funded in 2015 where she now supports 11 states with Training and Technical Assistance (T/TA) on effective and meaningful improvements in infant/toddler child care quality. She specializes in matters of health and safety within the ITS Network and supports National work within the SCBC on related topics. Before joining the SCBC, Ms. VanOrsdal was the Early Education and Child Care Initiatives Manager at the American Academy of Pediatrics (AAP). Her responsibilities included directing the Healthy Child Care America (HCCA) project, collaborating on the Head Start National Center of Health, and providing support for the pediatric members of the Section on Early Education and Child Care.

## **Disrupt Ageism**

**Presented by: Jennifer Inker**

*Ageism is pervasive in society and exists in subtle forms even among those who dedicate their professional lives to advocating for and supporting older adults. Ageism originates from negative societal beliefs about aging and results in numerous negative health outcomes, including greater risk for chronic disease, increased dependency, reduced recovery from illness. In this interactive presentation, participants will learn to recognize ageism and how to disrupt it in the setting of long-term care so that all people can grow older optimally.*

**Jennifer (Jenny) Inker** teaches and conducts research in the Virginia Commonwealth University Department of Gerontology, with particular interests in elderhood and disrupting ageism in healthcare and long-term care. A gerontologist, licensed Assisted Living Facility Administrator, and experienced senior living leader, Jenny holds a Master's in Strategic Management and Housing from the University of Wales, an MBA from George Washington University, a Masters in Gerontology and a PhD in Health Related Sciences (Gerontology) from Virginia Commonwealth University.

## **Enhancing Government Effectiveness by Improving the Quality of Its Decisions**

**Presented by: Luba Bezborodnikova, Lori Anderson, Debbie O'Neil, & Tina Chen-Xu**

*This workshop will introduce negotiated rulemaking (NRM) as a strategy to enhance policy effectiveness and improve comprehensiveness of decision making through enhancement of public engagement. Participants will learn about the Washington effort that brought together representatives of the state government and various affected interest groups to negotiate the childcare licensing rules. Using the NRM lessons learned, we will discuss how negotiation requires polar opposites to collaborate, identify what issues are important ensuring all interests are satisfied. Assessing the NRM results we will analyze a consensus-based solution as a tool to channel the focus towards the wellbeing of children.*

**Luba Bezborodnikova** is the Assistant Director at the Washington State Department of Early Learning. Luba oversees childcare licensing services, and coordinates implementation of the Washington State Early Start Act. Luba has an extensive knowledge and experience working with a mixed-delivery early learning system, including center-based and home-based child care, state preschool, quality rating and improvement system, home visiting, dual language learners' services, child welfare and subsidy, Head Start and Early Head Start, inclusive and comprehensive services. She is committed to equitable early learning education that ensures school readiness for all children and families. Luba is a well-known advocate for data-informed policies and practice, and a cross-sector collaborative leadership. Luba holds degrees in Inclusive Early Learning Education from College of Mount St. Joseph (Ohio), and Educational Psychology from Moscow Pedagogical University (Russia).

**Lori Anderson** joined the Washington State Department of Early Learning (DEL) in November 2016 as the agency's Rules Coordinator. For nearly 20 years before that, she was the Communications and Training officer for the state's Public Disclosure Commission (PDC). While developing policy for the PDC, Lori first experienced the effectiveness of negotiated rulemaking – collaborating with the regulated community from the start resulted in comprehensive, practical policy decisions that the community could support. A graduate of the University of Washington, Lori enjoys joining her fellow alumni for Husky events and celebrating the beauty of the Pacific Northwest. Go Dawgs!

**Debbie O'Neil** has championed efforts to improve the lives of children for over 30 years. Early in her career, she worked in the fields of education, family support services and therapeutic preschool. Over the past 17 years, Debbie has been a dedicated member of Washington's Department of Early Learning (DEL). At DEL Debbie has held several licensing and management roles. Currently, she is serving as a childcare Licensing Projects Administrator. Debbie guides multiple programs layered with cross-sector collaboration. Some of these include Standards Alignment initiative from writing to the negotiated rulemaking process (NRM), staff and policy development, and the ground breaking Outdoor Pre-School Pilot. Through these revolutionary projects, Debbie is pioneering the future of early learning and innovative licensing practices. Debbie holds degrees in Education and Social Science from Puget Sound College (Edmonds, WA).

**Tina Chen-Xu**, is a Senior Consultant with the Human Service Practice Area at Public Consulting Group, a management consulting firm dedicated to the public sector. She works with state and local government agencies, non-profits and special commissions nationally to focus on early childhood education policy and administration. In this work, she led the facilitation of Washington State's negotiated rule making (NRM) process for child care regulations. In Massachusetts, she led the redesign, pilot and training for a differential licensing process for child care and residential and placement programs statewide. In addition, in Missouri she implemented the start-up for the state's registered child care monitoring of license-exempt child care programs. Ms. Chen-Xu holds a Master's in Business Administration from Clark University. She graduated with Honors from the University of North Carolina in Chapel Hill with a Bachelor of Arts in Public Policy.

## **Adventures in Risky Play**

**Presented by: Rusty Keeler**

*Are we overprotecting our children? This presentation walks you through the new trend in the design of children's outdoor spaces that brings in nature, loose parts, and risk into children's lives and discusses how providers and licensors can work together to create beautiful, engaging environments that weigh the benefits with the risks of providing children with opportunities to interact with elements such as mud, fire, trees, water...and chickens! You'll see examples from around the world of children safely engaged in risky play in a variety of settings including all-outdoor forest schools, adventure "junk" playgrounds, and traditional childcare centers.*

**Rusty Keeler** is an author, designer, and speaker who works to inspire and collaborate with communities to create beautiful outdoor environments for children. He has designed and built natural play spaces around the world for over twenty years and is the author of the books *Natural Playscapes: Creating Outdoor Play Environments for the Soul* (Exchange Press: 2008) and *Seasons of Play* (Gryphon House: 2016) and the forthcoming *Adventures in Risky Play* (Exchange Press: 2019) For more information visit [www.earthplay.net](http://www.earthplay.net)

**Monday, September 24**

**Concurrent Session B**

**1:30 – 2:30p**

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**Family First Prevention Services Act and NARA Model Family Home Licensing Standards**

**Presented by: Donna Sabo, Joyce Debolt, Ana Beltran, & Heidi Redlich-Epstein JD MSW**

*The seminar will discuss the requirements of the Family First Prevention Services Act and the impact these new requirements will have on states and the use of the Model Family Foster Home Standards as a tool in meeting these standards*

**Donna Sabo** holds a Bachelor's Degree in Individual and Family Studies, with an Early Child Education emphasis, and a Master in Education in Administration and Supervision. She has 29 years of experience as a human care regulator for Ohio. Donna is currently employed as a Behavioral Health Standards Surveyor for the Ohio Department of Mental Health and Addiction Services. Her duties include evaluating community mental health &/or alcohol, drug & other addiction providers & residential facilities for children and adults for compliance with applicable Ohio licensure & certification regulations. Donna is a NARA Consultant and Trainer and currently serves as the Board Liaison for the Child Welfare Committee and as a member of the NARA Governance Committee. She is also the former Chair of the Membership Committee. Since 2013 Donna has served as NARA Co-Consultant to develop and train the Model Family Foster Home Standards for the Annie E. Casey Foundation in consultation with Generations United and American Bar Association Center on Children and Law. Donna was previously employed by the Ohio Department of Job and Family Services as an Acting Foster Care Licensing Supervisor and Foster Care Licensing Specialist for a total of 23 years and a Child Day Care Licensing Specialist for 3 years, prior to accepting her current position with the Ohio Department of Mental Health and Addiction Services.

**Joyce Debolt** has over 20 years' experience working in the child welfare field in residential, foster/kinship/adoptive care. From 1998-2007 she worked for a private Kansas child placing agency in various positions and left employment as Director of the Foster Care Homes program. Joyce took a position with state of Kansas 2007-2011 and worked as a Public Service Administrator overseeing surveyors in the foster care, residential and child placing agency licensing section. She began with The Shelter, Inc. a private Kansas child placing agency as Family Services Supervisor in 2011 and April 2017 transitioned to position of Quality Assurance Manager. Currently, Joyce supervises agency process for CARF accreditation, updating and developing policies and procedures, staff training and monitoring overall compliance for agency regarding residential and child placing agency licensing, prevention programs, accreditation and contracts.

**Ana Beltran** is an attorney, Special Advisor to Generations United, and the former Director of its National Center on Grandfamilies. Ana heads Generations United's collaboration with the ABA

Center on Children and the Law, which created and maintains [www.grandfamilies.org](http://www.grandfamilies.org) and jointly developed National Model Family Foster Home Licensing Standards with NARA. Ana also provides technical assistance and training on the breadth of kinship care issues and has worked to help enact and implement several federal and state laws to support the families, including the Fostering Connections to Success and Increasing Adoptions Act of 2008. Prior to joining Generations United, Ana worked in all three branches of the federal government and was a practicing attorney. She found her true passion in 1999 when she began working to support grandfamilies. Ana credits this passion to her grandma, who retired and moved to help care for her during Ana's entire childhood.

**Heidi Redlich Epstein, JD, MSW**, is the Director of Kinship Policy and the Assistant Director of State Projects at the ABA Center on Children and the Law. She provides legal training and technical assistance on kinship care, permanency issues and concurrent planning to judges, attorneys, and social service professionals. Heidi co-manages the Grandfamilies State Law and Policy Resource Center at [www.grandfamilies.org](http://www.grandfamilies.org) and helped develop the National Model Family Foster Home Licensing Standards. Prior to her work at the ABA, Heidi was a Law Guardian for Legal Aid of Maryland and a residential social worker in upstate New York. She is currently admitted to the bar in New York and Maryland.

## **A Roadmap for Senior Living Quality Improvement**

**Presented by: James Balda & Rosa Montgomery**

*The number of older Americans is growing and their longevity has increased. People age 60 and older are now the fastest-growing segment of the U.S. population. The senior living industry provides care to over 800,000 residents with projections to exceed 1 m. in the coming years. The growth of senior living across the nation and throughout the states bring challenges and opportunities – specifically in developing a pipeline of quality talent and ensuring the industry “raises the bar” in terms of providing quality care.*

**James Balda** is President & CEO of Argentum where he is responsible for the overall leadership of the association and with transforming its vision and mission to meet the changing needs of the senior living industry. Under Balda's direction, Argentum has successfully implemented a new and more inclusive membership model, rebranded the association to reflect the evolving landscape of the senior living industry, launched a foundational set of quality standards and developed an executive director credentialing program designed to further professionalize the senior living industry. He joined Argentum in January 2015 when the organization was known as the Assisted Living Federation of America. He spent 2015 touring the country meeting with senior living executives, policymakers, academics, and other advocates for older adults to better understand the industry's key imperatives and to help define Argentum's role in shaping a healthy, robust future for senior living.

## **Florida Child Care Training Registry - A One Stop Shop**

**Presented by: Kathryn Schmidt & Sonia Castorena**

*The Florida Department of Children and Families, in partnership with the Florida Office of Early Learning has developed a web-based child care Registry. Child caregivers can upload and track training courses, move through a career pathway, earn credentials and move up a tiered training system. The Registry can also track alternate coursework that can be used to meet state licensing guidelines.*

**Kathryn Schmidt** has been working in the early childhood education field for more than 20 years. She began her journey as a Preschool Teacher with a Child Development Associates Credential in a child care facility, eventually opening a licensed family child care home. After earning a Bachelor in Education from Flagler College and after her children started Elementary School, she began working with Kids Incorporated of the Big Bend, assisting other family child care home providers and child care facilities with quality enhancements. As the Program Supervisor, she was responsible for programmatic quality enhancement for child care programs throughout the Big Bend. Kathryn was the Educational Coordinator and Director for a non-profit child care facility specializing in providing a fully inclusive learning environment for children in the child welfare system and children with special needs. Kathryn has worked for the Department of Children and Families as a Licensing Counselor and is currently the Statewide Training Specialist.

## **The Safe Siting of Child Care Programs in the U.S.**

**Presented by: Kathy Attar**

*Many children spend 40 hours weekly in an early learning environment; yet, environmental health in and around child care settings are not comprehensively addressed. Most states do not require a site-specific environmental assessment for child care facilities thus providers could be unknowingly locating their programs in contaminated places. The Children's Environmental Health Network will discuss collaborative work among the Agency for Toxic Substance and Disease Registry and their state grantees, Environmental Law Institute, and National Association of County and City Health Officials to integrate environmental health best practices into creating and sustaining environmentally safe learning places for children.*

## **Fatality Reviews for Children and Adults - Part 1 and Part 2**

**Presented by: Victoria Flynn & Donna Sabo**

*This seminar will focus on conducting fatality reviews/death investigations in adult and child welfare settings. This seminar will refresh basic investigative skills required for a competent investigation and help attendees understand how death investigations are different from complaint investigations. The seminar will provide information on improving death investigation skills and report writing skills. In addition, the seminar will discuss trauma and help attendees understand and respond to secondary trauma.*

**Victoria Flynn** is currently the Director of the Office of Investigative Services for the Department of Behavioral Health and Developmental Disabilities, and has served in this position for 5 years. She has 23 years of experience in licensing and conducting investigations in Georgia, previously serving as the Director of the Personal Care Home Program for the Healthcare Facility Regulation Division, Department of Community Health. She is a NARA Consultant and Trainer and currently serves as a member of the Professional Development Committee. Victoria holds a Bachelor's Degree in Social Work from East Tennessee State University and a Master's Degree in Social Work from Florida State University. She is passionate about her family, especially a 6-year old grandson named Kain.

**Donna Sabo** holds a Bachelor's Degree in Individual and Family Studies, with an Early Child Education emphasis, and a Master in Education in Administration and Supervision. She obtained her Bachelors Degree at The Pennsylvania State University and the Masters Degree at Baldwin Wallace College, located in Berea, Ohio. Donna has 29 years of experience as a human care regulator for Ohio, and is currently employed as a Supervisor and Manager of Product Development for the Ohio Department of Mental Health and Addiction Services (OMHAS). She supervises Behavioral Health Surveyor staff and develops policy and procedures and training materials for agencies certified or licensed by OMHAS. Donna is a NARA Consultant and Trainer and currently serves as the Board Liaison for the Child Welfare Committee and as a member of the NARA Governance Committee. Since 2013 she has served as NARA Co-Consultant to develop and train the Model Family Foster Home Standards for the Annie E. Casey Foundation in consultation with Generations United and American Bar Association Center on Children and Law. Donna is a member of The Ohio Association of Child and Youth Care Professionals (OACYCP) and has conducted training on licensing rules and procedures at the annual statewide OACYCP conferences.

## **Monday, September 24**

**Concurrent Session C**

**4 – 5p**

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### **Regulator Visit Overload Solutions: How to Leverage National Accrediting Organizations**

**Presented by: Kimball DeLaMare, LCSW & Julia S. Finken, RN, BSN, MBA, CSSBB, CPHQ**

*Providing timely, in-depth inspections of multiple programs situated across varying geographic distances with tight budgets and deadlines can stretch administrators and regulators alike. This workshop offers possible relief! By providing examples of strategies used by several states to leverage Joint Commission accrediting visits attendees can explore solutions to decrease overload. Real time findings of recent accrediting visits to three separate intensive treatment programs will further inform attendees as to the depth of standards compliance. Attendees will also see how state-specific standards and corrective action progress is tied into state tracking systems.*

With over 35 years of experience in outpatient and inpatient treatment settings including direct care, clinical treatment, administration and program development, **Kimball** is a regular presenter at national conferences and an innovator in utilizing systemic processes to propel successful treatment. He has co-founded 8 programs and two national treatment organizations. Kimball has participated closely with the Joint Commission to assist in accreditation of various programs around the country as well as on ad hoc advisory committees with licensing agencies.

**Julia Finken** is the Executive Director of Behavioral Health Care and Psychiatric Hospital Accreditation for The Joint Commission. In this role, Ms. Finken leads strategy and growth for the Behavioral Health Care and Psychiatric Hospital Accreditation prog

## **The Anatomy of a Licensing Professional: Developing Yourself as a Licensing Professional**

**Presented by: Maxine M Maloney & Amanda G. Charles**

*This interactive session will challenge participants to reflect and establish a plan to further develop their craft: Licensing and Compliance. Participants will be inspired, informed and engaged as they explore being licensing professionals and how they impact programming. Participants will examine: presense, credibility and other traits that impact professionalism as they journey through thier licensing careers.*

**Maxine M. Maloney** is the Principal Consultant for Early Learning Systems Group, LLC. Ms. Maloney has over 26 years of experience working with and for young children and thier families. Ms. Maloney has worked at the state, local and federal levels providing leadership and guidance on systems development related to professional development, licensing and risk mangement. Ms. Maloney is an advocate for enhancing the licenisng, inspection and compliance professioin. Ms. Maloney was a National Head Start Fellow 2009 - 2010. In 2016, Ms. Maloney was honored by the Northern Virginia AEYC as a Child Care Champion. Ms. Maloney holds a Bachelor's of Science in Early Childhood from Howard Univeristy, a Masters of Public Administration (MPA) from George Mason Univeristy and an Education Specialist degree (Ed.S) from The George Washington

University. When not advocating for young children and its workforce, Ms. Maloney is an Adjunct Professor at Montgomery County Community College.

**Amanda Charles** is an Early Learning professional and a former Child Care Licensing professional. Ms. Charles is dedicated to improving the lives of young children and their families. Ms. Charles worked as a Child Care Licensing Specialist with Arlington County Government in Virginia balancing caseload management of child care and family child care facilities while working collaboratively to improve program quality. Ms. Charles holds a Bachelor's degree in Education from Bloomsburg University of Pennsylvania and a Masters of Science in Education from the University of Pennsylvania.

## **Regulation and Accreditation: Complimentary Approaches to Quality**

**Presented by: Susanne Matthiesen**

*Specific steps will be provided for states and provinces that are interested in working successfully with well established accreditation organizations to support performance improvement and excellence among providers while also ensuring regular licensing reviews.*

**Ms. Matthiesen** leads CARF's aging services accreditation programs throughout North America that span the continuum of services including assisted living, adult day services, continuing care retirement communities, case management, aging services networks, home and community services, independent senior living, and person-centered long term care nursing home communities, and dementia specialty care. Ms. Matthiesen is a recognized leader on quality practices in the field of aging services. She is a frequent speaker at professional meetings throughout North America and she has authored articles on quality-related management topics for the field of aging services. For CARF International, Ms. Matthiesen provides leadership in the following areas: standards development, education for organizations and peer accreditation surveyors, strategic planning related to CARF's aging services programming, fostering collaborative relationships with professional groups in a variety of sectors including government, finance, insurance, and consumer outreach. Ms. Matthiesen received her MBA focused on long-term care administration from The George Washington University in Washington, DC. Prior to joining CARF, she has worked in consulting on federal government contracts, providing graduate education on long-term care administration in an academic medical center, and developing long-term care education for a professional association.

## **Measuring Competency of the Workforce**

**Presented by: Tara Orlowski & Ryan Wilke**

*Each professional has a set of competencies that are critical to ensure they are capable of performing the necessary job tasks. Determining how to measure the competency of individuals can be a challenging task. During this presentation, we will explore various methods to measure competency ranging from low to high stakes. Through this exploration, we will discuss how to set up a system to measure competency, implement the system, and validate the results. There will be interactive components to this presentation and opportunities for discussion.*

**Tara Lynne Orlowski** is the Associate Director of Early Childhood Programs for the Florida Center for Interactive Media at Florida State University. She has a M.Ed. in Early Childhood Education and is currently working on a Ph.D. in Special Education, with a dissertation concentrating on early childhood professional development. Ms. Orlowski has been working as an instructional designer for over ten years, manages the instructional development unit, and oversees several projects related to training for both practitioners and regulatory staff. With over twenty years of experience, Ms. Orlowski has served in a variety of roles related to child care regulation, including several years working for the state program office working on policy development and training. Ms. Orlowski serves as the President for the National Association for Regulatory Administration, which is the professional organization serving child welfare, child care, and adult care regulatory personnel and agencies. She is a Commissioner for the International Association for Continuing Education and Training (IACET) and has served on their Council for Standards Development since 2005. Ms. Orlowski serves as the Board Vice Chair for the Early Learning Coalition of the Big Bend, which is not-for-profit organization that provides services to families, children, and child care providers in seven Florida counties. Ms. Orlowski has worked in higher education since 2003, teaching credit and non-credit courses for five institutions in Florida at the undergraduate and vocational level.

**Ryan A. Wilke, Ph.D.** is Associate Director of Science and Research at Florida State University's Florida Center for Interactive Media. His areas of research and application are centered on conceptual growth and change, teacher education, and the measurement and evaluation of learning. Dr. Wilke has led the development of high stakes test development, advised state agencies on aspects of their testing programs, and developed computer adaptive testing delivery systems and evaluation tools. Additionally, he enjoys working collaboratively with a variety of specialized educational groups to implement, evaluate, and improve instructional design processes, standard setting activities, and organizational change initiatives.

## 2018 Seminar Session Details

#### **The Inspection Process from the Provider's View**

**Presented by: Margie Zelenak**

*Oh no the state inspectors are here! The inspection process for a provider can be a good or bad experience. It all begins with when the inspector first walks in the door of a community. This session will explore the inspection experience from the provider's viewpoint. Understanding how to better engage with the community to ensure a productive inspection for both the inspector and the provider benefits the residents.*

With almost 20 years of experience in the long-term care, **Margie** has become an expert in the Assisted Living and Personal Care Home industry. Currently serving as the Executive Director of the Pennsylvania Assisted Living Association, (PALA) she advocates for both the seniors and providers throughout Pennsylvania. PALA, the state partner with Argentum, is a statewide professional organization whose mission is to strive towards quality services among all Personal Care Homes and Assisted Living Residences by providing education, information and advocacy. Margie's association with the organization has provided her the opportunities to develop a relationship with the Pennsylvania Department of Human Services (DHS). She serves on the DHS Licensing Workgroup and the Assisted Living Workgroup. She is also a member of the Outreach Committee of the Pennsylvania Long Term Care Council and the Adult Care Committee for the National Association of Regulatory Administration (NARA). Throughout her career, Margie has worked directly with the development of the Personal Care Home regulations implemented in 2005 and with the implementation of the new Assisted Living Residence Licensure in Pennsylvania. Her expertise in regulations has assisted the long-term care industry as a whole in regulatory compliance.

#### **How one state made child care safer by using its data**

**Presented by: Nina Johnson**

*We want fewer serious injuries in our state, territory, or tribe's child care programs. We're collecting data on the number of serious injuries that happen in child care. But how do we use that data to make child care homes and centers safer? We'll talk about three critical components to collecting serious injury data and using that data to improve safety. And we'll hear how one state learned from its mistakes.*

**Nina Johnson** has over 20 years of experience in the early childhood field, including direct care provision, research, educational software development, policy analysis and program

administration. Nina currently provides technical assistance to states and territories on several topics – including practices and policies related to licensed and license-exempt care - as a Senior Technical Assistance Specialist with the National Center on Early Childhood Quality Assurance.

## **Key Indicators**

**Presented by: Rick Fiene**

*The Key Indicator methodology which applies across all licensing areas has evolved over the past 40 years. Hear what the basics are for creating Key Indicators and some of the changes, benefits, and enhancements over time. Dr Rick Fiene will lead a discussion regarding the methodology so individuals can get a feeling for the essence of this methodology, the national data base developed, and the future direction as NARA and RIKI - Research Institute for Key Indicators partner together on the development and implementation of Key Indicators, Risk Assessment, and Differential Monitoring.*

**Dr. Fiene** has spent 40+ years in developing and improving Key Indicator, risk assessment and differential monitoring methodologies. After a long career in Pennsylvania State Government as a research psychologist and the Pennsylvania State University as a professor of psychology, in 2013 he created the Research Institute for Key Indicators (RIKI) in order to consolidate all research on differential monitoring. Most recently RIKI has entered into a strategic partnership with NARA on the future development of Key Indicators, risk assessment and differential monitoring to all human services.

## **Tuesday, September 25**

**Concurrent Session E**

**2:15 – 3:15p**

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### **Best Practices Project**

**Presented by: Deborah Russo & Michele Adams**

*This will be a panel discussion of states that have completed the NARA Best Practices for Human Care Regulation Self-Assessment and Strategic Planning tool. While panelists are from the child care discipline, the tools and process are applicable across all regulatory fields. Come here about the benefits and lessons learned from completing the best practices tools.*

Deborah Russo is an active member and immediate Past-President of the National Association for Regulatory Administration; and currently a consultant working with states on best practices in human care regulation. Ms. Russo holds a Bachelor of Arts degree from the University of Miami majoring in Speech Pathology (special needs) and Education. Ms. Russo is also a certified Project Management Professional (PMP®) and worked on the development of the national Model Family Foster Home Licensing Standards and revisions to NARA's Best Practices Guide. Ms. Russo recently retired from the Florida Department of Children & Families after 35 years with over twenty years of experience in the regulatory arena. Her duties required extensive knowledge in rule development, legislative implementation, and government efficiencies as well as the various programs within Child Care Licensing and Background Screening.

## **Best Practices for handling Illegal Operations**

**Presented by: Sheila Page & Sandra Wooters**

*Best Practices for handling Illegal Operations* 1. Timely intake, investigation/referral and follow-up on each complaint or suspicion of illegal operation. 2. Obtaining and documenting the facts and evidence relating to potential or actual illegal PCH operation. 3. Taking appropriate enforcement action. 4. Assisting in the relocation of residents from an illegal operation, when appropriate. 5. Monitoring facilities after closure to ensure continued compliance with law. 6. Keeping records of each illegal operation investigation. 7. Securing the immediate safety of occupants if life safety is in jeopardy.

**Sheila Page** has worked with Pennsylvania Department of Human Services, Bureau of Human Services Licensing since 2007. She is currently the Director of Operations and responsible for overseeing regulatory operations for the licensing of approximately 1,220 licensed Personal Care Homes and Assisted Living Residences in Pennsylvania. Her work experience includes several years as Program Administrator for Allegheny County Department of Human Services. Sheila is a graduate of the University of Pittsburgh Graduate School of Public and International Affairs, earning a Master's in Public Administration.

**Sandra Wooters MHS, ACG** is currently an annuitant Licensing Representative for the Commonwealth of Pennsylvania. She is the former Regional Director (RD) of the Southeast Regional Bureau of Human Services Licensing Office. As RD she overseen and conducted numerous illegal operation investigations and made recommendations for enforcement action. Ms. Wooters is a Masters prepared Gerontologist.

## **The Use of Technology in Background Investigations**

**Presented by: Veronica Taylor & Amy Cornelson**

*This session will provide an overview of the use of technology in tracking background investigations; requests, determinations and results. The Oklahoma Department of Human Services Office of Background Investigations will discuss how the system is used in Oklahoma to provide timely, accurate results to providers. Time will be provided to discuss how audience participants utilize technology. This seminar is to inform, share, and identify universal gaps in the use of technology in background investigations.*

**Veronica Taylor** spent 20 years working for the State of Oklahoma. Thirteen years of this time was with the Department of Human Services working in Child Care Licensing, of the thirteen years, five years was spent supervising background investigations. She is currently working on her Doctoral Degree in Innovation Technology and Management through North Central University. In addition to being a Product Connections Associate for Jump Technology, she also serves as the Director of Employment Readiness at Seminole State College in Seminole, Oklahoma.

**Amy Cornelson** has worked for the Oklahoma Department of Human Services for over 17 years. She is currently the Administrator of the Office of Background Investigations. Amy supervises a dynamic group of background investigators in processing over 60,000

## **Tuesday, September 25**

**Concurrent Session F**

**4 – 5p**

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### **Triaging and investigating critical incident report in assisted living facilities**

**Presented by: Alfred C. Johnson & Patricia Adams**

*Information will be presented by State assisted living directors on Wisconsin and Pennsylvania's incident reporting systems. Attendees engage in discussions on how to improve your internal triaging processes and participate in interactive discussions on investigative best practices.*

**Alfred C. Johnson** is the director of the Wisconsin Bureau of Assisted Living. As director, Alfred oversees the state's regulatory oversight program for more than 4000 assisted living providers. Alfred is a NARA board member and President-Elect.

**Patricia Adam** is the southeast regional director with the office of the bureau of human services licensing in Pennsylvania. She currently oversees all licensing and enforcement actions for personal care and assisted living homes.

## **Evidence based investigations - From intake to outcome**

**Presented by: April Rogers & Gregory Brown**

*Preparing field staff to conduct evidence based investigations is critical for licensing agencies. Participants will learn how Georgia Department of Early Care and Learning uses speciality units to support the delivery of high quality work from intake through investigation. The balance of authority is imperative throughout the investigative process in order to uphold the integrity of the investigation but also the agency. Presenters will discuss the importance of obtaining details and documentation during an investigation. Lastly, we will discuss Georgia's enforcement process, to include; administrative hearings, preparing and presenting in court appeals assessed by the Department.*

**April Rogers** currently serves as the Child Care Services Director of Policy and Enforcement within the Georgia Department of Early Care and Learning. She has worked with DECAL since January 2006. She started her career with DECAL as a field consultant regulating licensed child care facilities in Georgia, then became apart of a speciality unit responsible for investigating incidents and serious injuries in child care. Over the last several years, she's held her current position where she oversees the Investigative, Enforcement and Administrative Support Units. She is a graduate of the University of South Carolina - Spartanburg. April lives in Marietta, Georgia with her husband and young son. She enjoys gardening and traveling but most of the time you can find her on the soccer field supporting her son.

Born in Gaineville, Florida, **Gregory** was raised in Stone Mountain, Georgia where he attended Redan High School. He then attended University of Georgia prior to being admitted to Georgia State University's law school. Upon being admitted to practice law in 1990, Mr. Brown spent twelve years in private practice before beginning to work as a state criminal prosecutor in 2002 in Fulton County. Since September, 2015 Mr. Brown has served as a legal officer with Georgia Department of Early Care and Learning where he handles appeals for the child care services division.

## **Admin Hearing Best Practices**

**Presented by: PD Committee**

## **Licensing Regulators working from home: Success or Failure**

**Presented by: Sandi Wooters**

*Do the Regulators from your state work from home? This panel discussion will focus on the success or failures of regulators working from home and the benefits to both staff and states. This discussion will include multiple state licensing administrators who have achieved success or endured challenges in the process.*

**Sandi** is a retired Licensing Director for the Commonwealth of Pennsylvania, and has experience as both a regulator and a provider of Human Services for Older Adults, Children, Individual

## **Wednesday, September 26**

**Concurrent Session G**

**8:30 – 10a**

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### **Defending License Enforcement Actions**

**Presented by: Brent Sutherland & Sheila Page**

*This presentation will address factors and criteria considered for taking license enforcement actions and defending those actions throughout the appeal process. The presentation will provide tips on how to fairly and objectively take licensing enforcement actions and how to prepare for hearings, including best practices for direct and cross examination.*

**Brent Sutherland** graduated from Clarion University of Pennsylvania Bachelor's of Science - Communications. Began working with the Department of Public Welfare 7/1/10 as program analyst for Adult Residential Licensing office that inspects personal care homes. September 2012 - April 2016 worked for Department of Human Services Bureau of Human Services Licensing (BHSL) as Child Residential Licensing Manager. April 2016 - BHSL licensing representative for personal care homes and assisted living residences. September 2016 - promoted to Human Services Licensing Supervisor. January 2018 - Promoted to Regional Director (Acting)

**Sheila Page** has worked with Pennsylvania Department of Human Services, Bureau of Human Services Licensing since 2007. She is currently the Director of Operations and responsible for overseeing regulatory operations for the licensing of approximately 1,220 licensed Personal Care Homes and Assisted Living Residences in Pennsylvania. Her work experience includes several years as Program Administrator for Allegheny County Department of Human Services. Sheila is a graduate of the University of Pittsburgh Graduate School of Public and International Affairs, earning a Master's in Public Administration.

### **“Are You Ready?”- Planning for Emergencies in Child Care Programs**

**Presented by: Michele Adams & Gail Kelso**

*Whether evacuating due to a fire or sheltering in place due to severe weather, regulators and providers alike must be ready to address a wide range of emergency situations that can affect a child care home or center and impact the availability of care. Federal Child Care and Development Fund (CCDF) rules now require that states have disaster plans in*

*place at the state, local, and provider level. Join us as we explore the regulations, real life emergency and disaster scenarios, and review considerations and best practices for planning, preparing, and communicating emergency plans before an emergency occurs.*

**Michele Adams** is a senior technical assistance specialist with the National Center on Early Childhood Quality Assurance (NCECQA), where she provides support to states, territories and tribes to advance strong health, safety and quality standards, and licensing policies and regulations. Michele has 30 years' experience in child care licensing with the state of Texas, where she held a variety of positions including licensing inspector, investigator, manager, policy director and assistant commissioner. During her tenure, she led the review and revision of minimum standards for Texas child care, authored and delivered training to licensing inspectors, supervisors and child care providers, supervised the quality assurance program, and was project manager for the development of the weighted enforcement system. She served on the states' Early Learning Council, Early Childhood Professional Development System Advisory Council, Texas Rising Star QRIS advisory council, and was recognized as playground safety advocate of the year by the University of Northern Iowa's National Program for Playground Safety. Early in her career, Michele was a teacher in preschool/child care and summer day camp programs.

**Gail B. Kelso** is currently the Child Care State Systems Specialist in Region VI: Arkansas, Louisiana, New Mexico, Oklahoma, and Texas. Prior to beginning this work for the Office of Child Care as part of the State Capacity Building Center, Kelso was the CCDF Administrator in Louisiana where her responsibilities included management of the CCDF Provider Eligibility and quality rating and improvement system as well as coordination and collaboration with the agency partners responsible for child care subsidy, licensing, and foster care. Kelso's career has also included professional experiences as an infant, toddler and preschool teacher, child care center director, EHS start up planner, professional development specialist for child care staff, and child care resource and referral specialist

## **Trends in Child Care Licensing: Findings from the 2017 Child Care Licensing Study** **Presented by: Sheri Fischer & Tara Lynne Orlowski, M.Ed.**

*NARA and the National Center on Early Childhood Quality Assurance are excited to share findings from the latest in the series of Child Care Licensing Studies. Data was collected from a survey of child care licensing agencies in order to review licensing regulations, policies, and provider requirements in 2017 in order to identify trends over the past fourteen years. NARA Licensing Seminar participants will be the first to hear the study's findings in this interactive presentation and discussion of trends.*

**Sheri Fischer** has worked as a public policy researcher in the early care and education field for more than 25 years. She currently holds the position of Resource Development Manager for the

**Tara Lynne Orlowski** is the President for the National Association for Regulatory Administration, which is the professional organization serving child welfare, child care, and adult care regulatory personnel and agencies. With over twenty years of experience, Ms. Orlowski has served in a variety of roles related to child care regulation, including several years working for the state program office working on policy development and training. Tara Orlowski is currently the Associate Director of Early Childhood Programs for the Florida Center for Interactive Media at Florida State University. She has a M.Ed. in Early Childhood Education and is currently working on a Ph.D. in Special Education, with a dissertation concentrating on early childhood professional development. Ms. Orlowski has been working as an instructional designer for over ten years, manages the instructional development unit, and oversees several projects related to training for both practitioners and regulatory staff. Ms. Orlowski has worked in higher education since 2003, teaching credit and non-credit courses for five institutions in Florida at the undergraduate and vocational level. She has facilitated over fifty sessions at national, state, and local conferences as well as webinars.

## **Are You Ready for the Disaster?**

**Presented by: Theresa Jarvis**

*Even after Hurricane Katrina which occurred in August 2005 Assisted Living Facilities and other residential settings regulated by government entities were not prepared to respond to the needs of their residents when Hurricane Harvey and Maria arrived in 2017. This presentation will discuss the results of the 2018 Adult Committee Survey on Emergency Preparedness and All Hazard Planning. The Center for Medicare and Medicaid Services regulations, which had to be implemented by November 17, 2017, will also be discussed.*

**Terry Jarvis** has worked for 33 years for the New Hampshire Department of Health and Human Services. Terry taught individuals wishing to become Registered Nurses, established emergency medical service units around the state and for 20 years worked in the state's licensing and certification bureau. As the unit's Bureau Chief, Terry was responsible for the administering the overall planning, coordination and evaluation of Residential Care and Health Facility licensing and certification functions for a variety of providers within the Bureau of Health Facilities, overseeing the Life Safety Code program within the Bureau of Health Facilities – Licensing, directing the Clinical Laboratory Improvement Act (CLIA) program under federal contract and acted as the department's representative on health facilities licensing and or certification issues to federal and state agencies, state legislators, local municipal officials, professional organizations and the media.