LOOKING AHEAD

The Future of Regulation

2022
Licensing Seminar

National
Association
for Regulatory
Administration

nara

September 19-21, 2022

Omni Rancho Las Palmas | Palm Springs, CA

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About NARA

VISION: **Consumer Protection Through Prevention**

MISSION: **Promote the health and safety of children and adults in regulated settings**

VALUES: **Protection | Integrity | Leadership | Collaboration**

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Thank You to Our Supporters

Seminar Sponsors & Exhibitors

We would like to thank our vendors for their support of the 30th Annual Licensing Seminar. We extend our sincere appreciation to our supporters for their partnership. We invite you to explore these human service focused organizations and join the National Association for Regulatory Administration in supporting them.

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Exhibitor Networking

Get the most out of your seminar experience by connecting with exhibiting representatives. Exhibitors will be located throughout the Las Palmas Pre-Function Foyer on Monday and Tuesday and also have virtual booths in Whova.

You are invited to connect with representatives at any time throughout the day's activities.

Find the exhibitor directory starting on page 27.

Welcome!

On behalf of NARA, we welcome you to Palm Springs, CA, and the 2022 NARA Seminar. This is our 30th International Licensing Seminar. What a perfect time for us to be talking about "*Looking Ahead - The Future of Regulation*" as NARA continues to grow and strengthen through our current transition.

With the challenges we have all faced over the past few years, and continue to manage both personally and professionally, this year's Licensing Seminar focus provides the opportunity to learn from others, share your experiences, both success and failures, and collaborate in setting the path forward for our work.
We have an exciting lineup of keynote speakers, workshops, and numerous other opportunities to network, learn, and share ideas and successes with your colleagues.

Registration opens Sunday evening at 4 pm local time and continues Monday morning at 8 am. Join us for a brief Meet & Greet Sunday evening between 5:30 and 6:30 pm. All keynote speakers and workshop sessions will be available in person, as well as virtually online. Many of the online versions will be pre-recorded, except as indicated as live streamed on the schedule. The State of NARA luncheon will also be aired live for those wishing to view this event.

On Monday afternoon, we will also be hosting our annual Think Tank sessions at 2:35 pm. Come join a facilitated dialogue and share your experiences and questions about the current trends, challenges, and opportunities in Adult Care, Child Care, and Child Welfare.

Throughout the Seminar breaks are built-in and there will be additional networking activities to help you grow your professional relationships. On Monday evening, the festivities continue at 5:15 pm with our Welcome Reception. This is an excellent opportunity to network with your colleagues and build those supportive relationships. This event is again sponsored by TCC and is not to be missed!

Join us at 11:45 am on Tuesday when we will hold our annual State of NARA meeting over lunch. During this session, we will share information about what NARA has been doing and what we have planned moving forward.

Wednesday morning, we will be spending time unpacking the Seminar and exploring the NARA Code of Ethics for Human Care Regulators. Join us for this deeper dive into the applicability of these principles and how to implement them in our professional work, even in the most difficult situations.

Palm Springs also offers many amazing things and activities, including many adventures, history, nature and parks, and cultural arts. Please be sure to venture out and enjoy your surroundings.

We hope you have an amazing time with us here in Palm Springs.

Alfred C. Johnson
Board President

Jim Murphy
Executive Director

Make Seminar a Success

Virtual Platform: Whova
NARA is utilizing Whova. All up-to-date Seminar information will be available here. Virtual attendees will join meetings and watch live and pre-recorded sessions via Whova, either through the web platform or mobile app.

Handouts
All handouts and presentations provided by speakers are available on Whova. Find these on each session page within the Agenda.

NARA Event Space WiFi
1. Ensure WiFi is enabled and activated on the device.
2. Search for: @OmniMeeting. Use the password: NARA2022
3. Open a web browser to access and accept terms & conditions.

Photography
Photographers will be present in some seminar activities. By virtue of your attendance, you irrevocably consent to and authorize the use of your image in photography by NARA. This includes any reproduction of the image(s) in any media whatsoever in connection with NARA's promotion of the program, materials and services. Please note, sessions are not to be video or audio-recorded by attendees.

Disability Policy
NARA wishes to ensure no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals because of the absence of auxiliary aids and services. If you need any of the aids or services identified in the Americans with Disabilities Act, please ask a NARA staff person or volunteer for assistance.

Clock Hours
A certificate for clock hours is available at the end of this program for individuals who attend sessions.

Please Note: *Information presented and the opinions expressed in the education sessions do not necessarily reflect those of NARA. NARA does not endorse products or services of individuals or companies exhibiting at his conference. NARA makes no claims as to the accuracy of exhibitors' information or the safety or quality of products.*

Schedule at a Glance

SUNDAY, SEPTEMBER 18

8:00 am – 4:00 pm..........NARA Board Meeting
4:00 – 5:30 pm..........Registration Open
5:30 – 6:30 pm..........Meet & Greet

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MONDAY, SEPTEMBER 19

8:00 am – 4:30 pm..........Registration & Exhibits Open
8:00 – 8:30 am..........Grab & Go" Breakfast
8:30 – 10:00 am..........Welcome & Opening Keynote
10:00 – 10:20 am..........Break with Exhibitors
10:20 – 11:35 am..........Concurrent Session A
11:35 am – 1:15 pm..........Lunch on Own
1:15 – 2:30 pm..........Concurrent Session B
2:35 – 3:35 pm..........Think Tanks
3:35 – 3:45 pm..........Break with Exhibitors
3:45 – 5:00 pm..........Concurrent Session C
5:15 – 6:30 pm..........Welcome Reception
Thank you to TCC for sponsoring our reception!

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TUESDAY, SEPTEMBER 20

8:00 am – 4:30 pm..........Registration & Exhibits Open
8:00 – 8:30 am.........."Grab & Go" Breakfast
8:30 – 10:00 am..........Keynote Session
10:00 – 10:20 am..........Break with Exhibitors
10:20 – 11:35 am..........Concurrent Session D
11:35 – 11:45 am..........Break with Exhibitors
11:45 am – 1:15 pm..........State of NARA Luncheon
1:20 – 2:35 pm..........Concurrent Session E
2:35 – 2:45 pm..........Break with Exhibitors
2:45 – 4:00 pm..........Concurrent Session F
4:00 – 5:00 pm..........Networking Groups

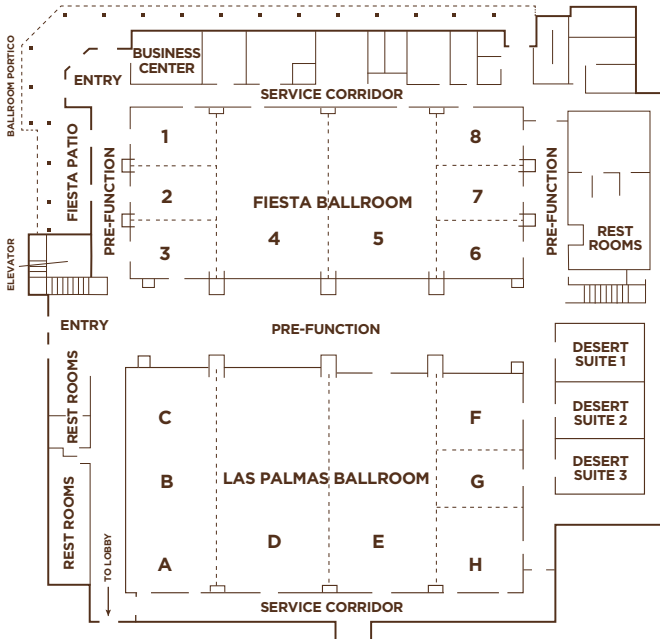————————————————————————————————————>>>

WEDNESDAY, SEPTEMBER 21

8:00 – 8:30 am.........."Grab & Go" Breakfast
8:30 – 9:45 am..........Concurrent Session G
9:45 – 10:00 am..........Break
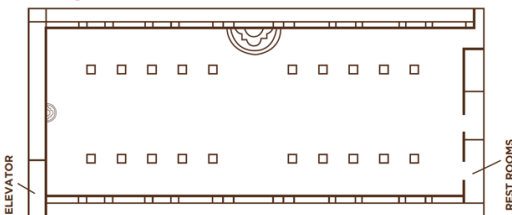10:00 – 11:15 am..........Closing Keynote Session

Event Space Map

Omni Rancho Las Palmas Resort & Spa
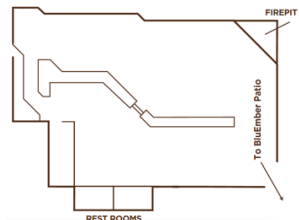41000 Bob Hope Drive, Rancho Mirage, California, 92270

Fairway Conference Center

LOWER LEVEL
1 1 Larkspur
2 2 Lavender Boardroom
3 3 Plumeria
4 4 Primrose
5 5 Begonia

FAIRWAY COURTYARD

UPPER LEVEL
6 6 Iris
7 7 Gardenia
8 8 Hibiscus
9 9 Jasmine
10 10 Lantana

BALLROOM PORTICO

BUSINESS CENTER

ENTRY

SERVICE CORRIDOR

FIESTA PATIO

PRE-FUNCTION

ELEVATOR

ENTRY

FIESTA BALLROOM

1
2
3
4   5
8
7
6

PRE-FUNCTION

REST ROOMS

PRE-FUNCTION

REST ROOMS

REST ROOMS

TO LOBBY

LAS PALMAS BALLROOM

C
B
A
D   E
F
G
H

DESERT SUITE 1
DESERT SUITE 2
DESERT SUITE 3

SERVICE CORRIDOR

Rancho Las Palmas Starlight Terrace

ELEVATOR

REST ROOMS

Rancho Las Palmas Sunrise Terrace

FIREPIT

To BluEmber Patio

REST ROOMS

Schedule of Events

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SUNDAY, SEPTEMBER 18

4:00 –
5:30 pm
Registration Open
Location: Las Palmas Pre-Function Foyer
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5:30 –
6:30 pm
Meet & Greet
Location: Sunrise Terrace

MONDAY, SEPTEMBER 19

8:00 am –
4:30 pm

Registration & Exhibits Open
Location: Las Palmas Pre-Function Foyer

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8:00 –
8:30 am

"Grab & Go" Breakfast
Location: Las Palmas Pre-Function Foyer

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8:30 –
10:00 am

Welcome & Opening Keynote
Location: Salon DE

Regulatory Ethics in a Post Pandemic World

Presented by:

Michael Gillette

Dr. Michael Gillette is an ethics expert who has presented numerous keynotes and workshops nationally and internationally for over 25 years. Additionally, he contracts with dozens of healthcare organizations and other agencies to provide ethics case consultations and policy work. His energetic and interactive style engages his audiences and helps them think critically about ethical decisions in their work and beyond.

Dr. Gillette graduated magna cum laude from Brandeis University, with majors in philosophy and classical Greek, where he was elected to Phi Beta Kappa. He earned his master's and Ph.D. in philosophy at Brown University. He has taught at colleges and universities, published articles in the field of clinical ethics and has received several teaching awards. He was elected three times to the City Council in Lynchburg, Virginia, and served two terms as Mayor of the City.

Dr. Gillette's wide range of clients include healthcare organizations, social service agencies, long term care facilities, state, local and county government agencies, EAP organizations, HR professionals, attorneys, physicians, nutritionists, secondary and higher education, business firms, leadership organizations, and more.

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10:00 –
10:20 am

Break with Exhibitors
Location: Las Palmas Pre-Function Foyer

10:20 – 11:35 am	**Concurrent Session A**

A1

Applying Racial Equity and Social Justice in Washington State DCYF Licensing Division
Location: Salon DE

The WA Department of Children, Youth and Families (DCYF) is committed to Washington's children and youth growing up safe, healthy, and thriving. Yet underlying systems, policies and practices are driving disparate outcomes and experiences for children of color. In April 2021, DCYF enacted a Racial Equity and Social Justice Administrative Policy, with far-reaching impacts on Department practices, including strategic planning for each Division. DCYF's Licensing Division, which is responsible for the licensure and monitoring of child care and foster care providers, is working to transform the way we operate to adhere to these policies, and promote racial equity, diversity, inclusion, and justice. These transformations focus on changes to regulatory processes and practice, including the individual and organizational learning (and un-learning) necessary in leadership and staff. DCYF Licensing Division's leadership and representatives on the Diversity, Inclusion and Racial Equity Change Team will present on these efforts and encourage attendees to consider their own avenues for regulatory reform.

Presented by:
Ruben Reeves, Department of Children, Youth and Families
Jeanine Tacchini, Department of Children, Youth, and Families
Yolonda Marzest, Department of Children, Youth and Families
Kayla Boutillier, Department of Children, Youth and Families
Trixi Yotsuda, Department of Children, Youth and Families

A2

Child Care Licensing and State QRIS Systems: Building Cohesive Initiatives
Location: Salon 1-2

Over the last two years we have seen many changes that have directly impacted the way that we do our work and function in the world. The overall impact on child care providers who were on the front line working through the turmoil is still being discovered. Join regulatory leaders from the state of Indiana in this informative session to take a deep dive into strategic and intentional coaching and trainings that will build a stronger, more cohesive partnership among regulatory and quality rating system supports in an effort to better support the work of child care providers. The presenters will share real life impact stories and lessons learned. In this session you will gain tools, resources, and information to enhance your day-to-day work in the field in this "post" Covid era and beyond.

Presented by:
Courtney Penn, Indiana Office of Early Childhood and Out of School Learning
Pam Roadruck, FSSA - Office of Early Childhood and Out of School Learning

A3   Compliance 2.0 - Catching Providers Doing Something Right
Location: Salon FG

Let's face it, inspections are fundamentally about catching providers doing something wrong. Compliance monitoring on the other hand is about identifying areas of improvement and then equipping providers with the tools and resources needed to do things right. By shifting focus to corrections and prevention, the nature of the relationship between the agency and provider changes, as does the provider's level of competence.   In this session, participants will learn how agencies are using compliance monitoring, and a powerful management concept called "catching people doing something right" to build trust and camaraderie with providers.

Presented by: **Mark Parker**, SansWrite
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A4   Ensuring Quality Out of School Time in Childcare Settings
Location: Salon BC

Georgia has increased the awareness of equitable quality out of school time within its childcare centers by dedicating a position with the sole purpose of focusing on the school age population. Although DECAL is recognized as a birth to 5 organization, almost half of the childcare subsidies are allocated to school age children. The School Age and Youth Program Specialist collaborates with the Georgia Statewide Afterschool network, Department of Behavioral Health, Department of Public Health and the Department of Education along with various other local and national agencies to help bridge the gap between organizations. Through the collaboration with the Georgia Statewide Afterschool Network DECAL has completed small research projects, increased school age specific training, offered technical assistance to programs, distributed the School Age Help and Relief Effort (SHARE) grants and is currently working on a second phase of assistance dedicated to school age programs. This session will provide an overview of how the collaborations have improved resources and training. It will also spotlight regulation hurdles that impact school age providers and what the future may hold to assist in overcoming these inequities.

Presented by: **Michelle Garris**, Georgia Dept. of Early Care and Learning
Brittany Sams, Georgia Dept. of Early Care and Learning
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11:35 am – 1:15 pm   Lunch On Your Own
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1:15 –
2:30 pm

Concurrent Session B

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B1   **Addressing Procedural Drift in Regulatory Practices**
Location: Salon DE

The aftermath of the pandemic has provided a change to the lens with which we view regulatory practices, in our role as licensors and how we view the provider community. During a time of survival and simply doing what you could, it has become evident that compliance – not deviance- has created procedural drift across the board.   Procedural drift is defined as a mismatch between procedures or rules and actual practice, whether practice of what was or what needs to be. There are several reasons why this occurs and understanding these will allow us to design and implement expectations, training, professional development, and work standards or procedures that are more likely to be sustained. It will also allow us to examine what has worked under "new norms" and what can be continued or modified for future use. Understanding that the actions that people take are driven by the beliefs that they hold, if we want people to take certain actions, do things a certain way, see things differently, we need to provide experiences that reinforce the desired beliefs. Embrace what has worked, acknowledge where we have fallen short, and move forward for the provider community and the future of regulation.

Presented by: **Candace Gilbert**, Georgia Dept. of Early Care and Learning
Malissa Champion, Georgia Dept. of Early Care and Learning
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B2   **Kinship Caregiver Engagement:**
Kin-First Approach to Keep Families Together
Location: Salon 1-2

When children/youth are removed from their birth parents due to child abuse and neglect, as a community, we leaned on those who know the child/youth well and are able to provide the stability, consistency, and maintain relational and cultural customs. Research has shown that children/youth thrive better in the domains of education, mental health and permanency with kinship caregivers compared to being placed in a foster home where there is unfamiliarity with the environment and the caregiver. This seminar will highlight the work Washington's DCYF is doing to streamline the process to increase efficiency, increase support and provide equity to all caregivers through the home study process. The Kinship Caregiver Engagement Unit (KCEU) was piloted to increase the focus on supporting the holistic family approach. They assist kinship caregivers with the process to lessen the anxiety of completing the forms. KCEU Specialists provide and guide kinship caregivers through the licensing process so they are able to obtain additional financial support. Kinship caregivers are tasked to care for their kin children with minimal support. Completing a list of requirements from the agency is not on top of their list but when

we support kinship caregivers and team with them in their current environment and situation, we provide a sense of appreciation and community so that the common goal of keeping the kin child safe is achieved.

Presented by: **Xuan Chung**, Department of Children, Youth and Families
Meghan Reichard, Department of Children, Youth and Families
Dr. Sonya Stevens, Department of Children, Youth, and Families

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B3 Mapping the Path to Licensing for Family Child Care Providers
Location: Salon BC

In this session, the National Center on Early Childhood Quality Assurance will explore ways in which child care licensing professionals can help family child care providers navigate the child care licensing system. A mapping approach will guide you through the challenges a family child care provider has to work through from entry into the licensing system, renewal of their license, and compliance with home visits and paperwork. Researchers from the Erikson Institute will share what they learned about family child care providers' perceptions of licensing, covering topics including communication, licensing inspections, requirements, and professional development. We'll devote time to sharing strategies and promising practices.

Presented by: **Shannan Smith**, ICF - NCECQA
Nina Johnson, ICF
Toni Porter
Marina Ragonese-Barnes, Erikson Institute

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B4 New Assisted Living Licensure Transforms the Regulatory Landscape in Minnesota
Location: Salon FG

Minnesota's Assisted Living Licensure (ALL) law was passed in 2019 with broad bipartisan support. This support was made possible as a result of key legislators, governmental agencies, and consumer and provider organizations coming together to reach consensus on the legislation. The intent of the law was to set consistent, clear expectations for providers and create more rights and protections for people living in assisted living establishments. Join representation from the Minnesota Department of Health, Minnesota's Office of Ombudsman for Long-Term Care, and Minnesota's Board of Executives for Long Term Services and Supports to hear more about how ALL has raised the bar for rights of people living in these settings in Minnesota. Learn how Minnesota is working to keep collaboration a high priority to ensure success of the new regulations; has enhanced rights, including a right to electronic monitoring for residents living in nursing homes, boarding care homes, and assisted living facilities; and, has increased protections of residents, including by regulating the practice of the Assisted Living Administrator. Presenters will

explain how attendees can learn from these changes and come away with ideas on how they can impact future regulations and resident protections.

Presented by: **Lindsey Krueger**, Minnesota Department of Health
Aisha Elmquist

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**2:35 –
3:35 pm**

Think Tanks

Locations: **Child Care - Salon DE**
Child Welfare - Salon BC
Adult Care - Salon 1-2

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**3:35 –
3:45 pm**

Break with Exhibitors

Location: Las Palmas Pre-Function Foyer

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3:45 –
5:00 pm

Concurrent Session C
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C1   **Partnerships to Enhance Quality in Assisted Living**
Location: Salon FG

Across the U.S., a growing number of assisted living providers have obtained quality designations (including accreditation) that reflect their community's significant, ongoing commitment to performance improvement and excellence. This session features leading organizations, all with a strategic focus on implementing a holistic quality framework in support of assisted living residents, their families/support systems, personnel and other stakeholders. Attendees will learn about core business practice and service delivery themes (such as person-centered approaches, transparency, risk mitigation, and performance measurement) that serve as a foundation for all three models; as well as understand some of the unique features of each quality initiative. Information regarding outcomes and impacts for providers who have achieved accreditation/quality certification will be shared. Presenters will also showcase examples of existing regulatory collaborations (across the long-term care continuum and from other health and social services) that supplement licensing efforts and are designed to promote quality. Potential benefits of these partnerships will be outlined. As state regulators "look ahead to the future" in assisted living, approaches that engage organizational partners who share in their collective commitment to safety, satisfaction, and strategy will benefit all.

Presented by: **Jed Johnson**
Urvi Patel
Gina Zimmermann
Denise Hobson, Accreditation Commission for Health Care
_____

C2   **Protecting Children from Harm:**
Trends in Child Care Licensing Requirements
Location: Salon BC

The requirements for child care centers and family child care homes in licensing regulations provide the baseline of protection for children and cover the broadest content, the largest number of children from birth to school age, and the largest population of providers. The intent of licensing requirements is to prevent various forms of harm to children—risks from the spread of disease; fire and other building safety hazards; injury; and developmental impairment from the lack of healthy relationships with adults, adequate supervision, or developmentally appropriate activities. This session will include a presentation of analysis conducted by the National Center on Early Childhood Quality Assurance that looked at child care licensing requirements that were current as of December 31, 2020, and how those compare to the requirements in place as of January 1, 2017. Participants will

have an opportunity to discuss the findings and national trends. Participants will also be encouraged to share changes that were made to licensing requirements in their states and strategies used to communicate and implement new requirements with the child care provider community.

Presented by: **Sheri Fischer**, National Center on Early Childhood Quality Assurance
Amy Page, National Center on Early Childhood Quality Assurance
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C3   Wave of the Future:
Simulation Training for Child Care Regulators
Location: Salon DE

In January 2019 the NYS Office of Children and Family Services opened the Human Services Training Center. This state-of-the-art training facility utilizes 97,000 square feet of space and includes 5 specialized simulation environments. The environments replicate a courtroom, a child care center, a child care home, a single-family home and apartment, as well as a juvenile detention facility. The simulation spaces are collaboratively utilized by multiple program areas including: Child Care Services, Child Welfare, Division of Juvenile Justice and Opportunities for Youth. For the Division of Child Care Services (DCCS), the goal of simulated training is to educate, train, and provide rehearsal for those preparing to work as child care regulators. Simulation provides trainees an opportunity to learn/master skills in a true to life environment where they can assess themselves, receive real time feedback from a facilitator, and from their peers. By creating a safe learning environment, participants are allowed the opportunity to focus on developing knowledge, skills, and best practice attitudes in a secure environment. Simulating events allows trainees to experience how they may react in real life, which enables learning from mistakes and capitalizing on optimal responses. A training institute designed specifically for Licensing Supervisors has been created, as well as a collaborative Child Protective Services investigation training for child care and child welfare staff. In this session, we will describe how incorporation of simulations into training curriculum has enhanced practices of child care regulatory staff. We will showcase our simulated training program and demonstrate how bringing real-life scenarios into training creates a practical and transformative professional development experience for the participants.

Presented by: **Tracey Turner**
Christine Coons
Colleen Faragon, Professional Development Program
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C4   **Autonomy vs. Safety: Striking an Ethical Balance**
Location: Salon 1-2

Join Dr. Gillette in an interactive discussion on the topic of Autonomy vs Safety. Regulators and providers have many lessons (waivers, variances, changes in regulation, staffing levels, etc.) to learn from the pandemic and how it will shape the future of regulations. This session will focus on communication, accountability and decision making.

Presented by: **Michael Gillette**
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5:15 –   Welcome Reception

6:30 pm   **Location: Starlight Terrace**
Sponsored by TCC

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TUESDAY, SEPTEMBER 20

8:00 am –
4:30 pm

Registration & Exhibits Open
Location: Las Palmas Pre-Function Foyer

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8:00 –
8:30 am

"Grab & Go" Breakfast
Location: Las Palmas Pre-Function Foyer

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8:30 –
10:00 am

Keynote Session
Location: Salon DE

Regulatory Ethics in a Post Pandemic World

Presented by:

Robb Holman

Robb Holman is an internationally recognized leadership expert, executive coach, podcast host, keynote speaker, and best-selling author who has a heart for authentic relationships and a true talent for equipping people with the skills and the knowledge necessary for their success.

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10:00 –
10:20 am

Break with Exhibitors
Location: Las Palmas Pre-Function Foyer

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10:20 – **11:35 am**	## Concurrent Session D

D1

Embracing Technology and Change in Regulation, While Looking Ahead
Location: Salon 1-2

The last two years have brought many lessons and changes in how we regulate child care facilities in the State of Michigan. Join us while we look back and forward at how our state is embracing technological changes to better support and promote child care licensing. From moving to all digital files and documentation to the process of building a new platform for child care licenses and child care licensing bureau staff to communicate with stakeholders, the public, licenses, and each other.

Presented by: **Erin Kidd**, State of Michigan Child Care Licensing Bureau
Candice Case-French, State of Michigan Child Care Licensing Bureau

D2

Interrater Reliability: Best Practices for Consistency in Measuring Compliance with Regulations
Location: Salon DE

Consistency in measuring compliance with rules and regulations can sometimes be challenging, especially when a regulatory body has multiple regional offices and staff turnover. In an interactive session, Sheila and Michele will discuss the steps the Pennsylvania Bureau of Human Services Licensing has done to improve interrater reliability in measuring compliance with personal care home and assisted living regulations and how the results are being measured. In addition, attendees will have the opportunity to share their best practices in maintaining and measuring consistency.

Presented by: **Michele Strauser**, PA Office of Mental Health and Substance Abuse Services
Sheila Page, Pennsylvania Department of Human Services - Bureau of Human Services Licensing

D3

Promoting Equity in Licensing Systems Starts with Data Collection and Analysis
Location: Salon BC

Promoting equity has become an integral part of the national conversation about the future of licensing systems. Promoting equity must start with data collection and analysis. In this session, the presenters will create a collaborative environment where participants will be able to:

- Understand why the equity conversation is important for licensing systems;

- Identify key stakeholder groups in the licensing system and share examples of how policies and practices may be impact equity of each group;
- Consider commonly available data fields that can be used to identify potential issues in equitable licensing practices;
- Uncover the opportunities (and pitfalls) of the data collection practices needed to measure equity;
- Discuss approaches and innovations in data analysis to identify equity gaps; and,
- Formulate 1-2 next steps to promote equity in their state

Presented by: **Michelle Thomas**, TCC Software Solutions
Melanie Brizzi, TCC Software Solutions

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D4   What's Next for Licensing? Perspectives from National Child Care Panels
Location: Salon FG

Reflections on the last couple of years have provided significant opportunities and challenges to further improve the field of child care licensing. The National Center on Early Childhood Quality Assurance will facilitate a panel of early childhood professionals through an interactive discussion on their perspectives about the future of licensing. Panelists will include appointed members from national panels such as the National Family Child Care Provider Panel, National Licensing Expert Panel and the Family Child Care Collaborative. Highlights from recent research publications will be shared and panelists will respond and engage in conversation around the key takeaways for licensing administrations to consider. A question-and-answer segment will be provided and responses from the audience at large will be welcomed.

Presented by: **Amy Page**, National Center on Early Childhood Quality Assurance
Shannan Smith, ICF - NCECQA

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11:35 – 11:45 am   Break with Exhibitors
Location: Las Palmas Pre-Function Foyer

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11:45 am – 1:15 pm   State of NARA Luncheon
Location: Salon DE

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Concurrent Session E

1:20 –
2:35 pm

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E1

CALMing our Brains:
A Mindful Approach to Regulation
Location: Salon DE

This session will give participants a glimpse into the operational landscape that child care providers are experiencing nearing post pandemic times. Equipped with that knowledge, but knowing that the regulations must be enforced, the question is " Can we regulate differently?' Using the Conscious Awareness Learning Model concepts, participants will learn ways to help themselves first so they can implement compassion and empathy, not only into the inspection process, but through communication policies, data collection, and strategic planning. In addition, the presenters will be highlighting the metamorphosis that has occurred in Hillsborough County by the child care providers when the assistance given to them has been through a lens of support and true guidance. This forward-thinking approach is having a positive ripple effect far beyond regulation and reports.

Presented by: **Angela Chowning**, Quality Early Education System/Hillsborough Community College
Marni Fuente, Quality Early Education System
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E2

Expanding, Redefining, and Collaborating:
A New Vision of Licensing
Location: Salon 1-2

The landscape of child care regulation is in constant ebb and flow, reacting to the changes in its environment. With the mission of providing access to affordable and high-quality child care and early education experiences, enhancing our children's development, and supporting families in work and parenting roles, Wisconsin's Division of Early Care and Education has used a variety of tools and strategies to improve working relationships between the regulatory agency, child care providers, and parents. Using anecdotes from the field supported by local data, this presentation will show how strengthening collaborative relationships between state licensing and stakeholders in the field of early education improves and supports quality child care programs serving the most vulnerable families in Wisconsin. It will also show how agencies can utilize technology to streamline monitoring visits, as well as strategies to work with providers to promote reasonable regulation.

Presented by: **Nicole Schneider**, Wisconsin Department of Children & Families
Amber Corbit, Wisconsin Department of Children & Families
Amanda St. Martin, Wisconsin Department of Children & Families
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E3　　**Interweaving Child & Foster Care Licensing: Holistic Support to Communities**
Location: Salon BC

This presentation will look at how Washington State is reducing barriers for providers to become both foster parents and family home early learning providers. During this seminar, we will share the results of the dual license pilot and dispel commonly held misconceptions around dual licensing. Increased service coordination through dual licensing provides avenues for foster parents to work from home while building family relationship, provide avenues for continuity of care – even after reunification, allow space for siblings and other related children to interact and maintain relationships and provides networks for families to care for children from their own communities, cultures and languages. Throughout the past two years of uncertainty, fear and COVID fatigue, participant families demonstrated resilience, innovation and a high level of commitment to the children in their communities. Finally, we will outline some of our insights on the work that is left to be done. The future of regulation includes intentional efforts to increase coordination and alignment of services to children and families equitably and holistically rather than services as individual parts.

Presented by:　**Dr. Sonya Stevens**, Department of Children, Youth, and Families
Michelle Giard, Department of Children, Youth and Families
Cristina Harris, Department of Children, Youth and Families
Mindy Flett, Washington State Department of Early Learning
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E4　　**VHA Medical Foster Homes: Long-Term Care in Family Settings**
Location: Salon FG

Medical Foster Home (MFH) is an alternative to a nursing home in a personal home, for selected Veterans who are no longer able to safely live independently in the community. MFH serves Veterans with serious chronic disabling conditions that meet nursing home level of care need but prefer a non-institutional setting for their long-term care. The MFH program brings together a caregiver who is willing to open their home and serve in the role of a strong family caregiver. The MFH is matched with the Veteran's physical, social, and emotional needs, including supervision and protection. The MFH Coordinator finds a caregiver in the community who is willing to take a Veteran into their home and provide 24-hour supervision as well as needed personal assistance. Presently there are nearly 800 enrolled MFH Veterans with over 550 MFH caregivers in 41 states and territories with expansion to an additional 58 sites over the next three years. The VA interdisciplinary home care team is an integral component of MFH, usually provided through either Home-Based Primary Care or Spinal Cord Injury Home Care. Staff from these programs make home visits to provide home assessment, caregiver support, education, direct patient care, and oversight.

Presented by: **Megan Mathey**, Veterans Health Administration
Dayna Cooper, Department of Veteran Affairs

2:35 –
2:45 am

Break with Exhibitors

Location: Las Palmas Pre-Function Foyer

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2:45 –
4:00 pm

Concurrent Session F

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F1   **DEI and Unconscious Bias Awareness Workshop**
Location: Salon FG

NARA's DEI Committee will present an introduction to DEI and
unconscious bias. The workshop aims to create awareness of
current DEI status and develop interest in cultivating DEI practices
in their workplace. Attendees will learn how unconscious bias is
present across industries and how this may affect the workplace
environment (i.e., stereotyping, prejudice, cultural differences). The
committee will present basic strategies to identify and address
some common hidden or unintentional biases. Additionally, we will
share the status of NARA's DEI initiative and how regulators can
benefit from participating in next activities.

Presented by: **Claudia Campagnola**, Florida Office of the Attorney General
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F2   **Stabilization and Sustainability in Early Child Care**
Location: Salon 1-2

There has never been a time when the acknowledgment of the
symbiotic relationship between regulatory agencies and early child
care providers has been more important. What can regulatory
agencies do to assist in the successful sustainability of early child
care programs throughout the United States? This workshop will
offer specific strategies and recommendations for more
collaborative relationships.

Presented by: **Sharon Woodward**
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F3   **Strengthening Infection Prevention Control**
Regulations in Assisted Living
Location: Salon BC

COVID-19 exposed gaps in our healthcare system's preparedness
and understanding of how to deal with infectious communicable
diseases, particularly in long term care settings. Assisted living
facilities, with the ever-increasing acuity and age of the resident
population as well as lack of medical and clinical professionals
involved in daily operations, were profoundly impacted by the
challenges of the pandemic. In North Carolina, also exposed were
gaps in the regulations related to infection prevention and control
for assisted living facilities. This presentation will share several
facets of North Carolina's efforts to protect residents, staff and
visitors in assisted living facilities, support providers in their efforts
to do so, and strengthen regulations for the protection of people
now and in the future.

Presented by: **Megan Lamphere**, MSW, NC DHHS DHSR Adult Care Licensure

F4   **The Family-Friendly Licensing Dashboard: Making Regulatory Data Accessible**
Location: Salon DE

This session will provide an overview of Georgia Department of Early Care and Learning's (DECAL) innovative, family-friendly licensing dashboard. The dashboard was developed in order to help families better understand and access the information collected through licensing inspections and monitoring. The presenters will discuss how DECAL designed the tool with busy families in mind, giving them the ability to access information about child care programs in a format that meets an ever-changing, technology driven society. Participants will learn how DECAL engaged families and child care programs in providing feedback during development of the tool, including how DECAL addressed the voiced reservations regarding implementation. Lastly, the presenters will discuss how DECAL hopes the dashboard will change families' current, rudimentary understanding of regulatory information available regarding child care.

Presented by: **April Rogers**, Georgia Dept. of Early Care and Learning
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4:00 –   ## Networking Groups

5:00 pm   Join us for small group breakout discussions on hot topics! Topics and locations will be posted by the NARA Registration Desk.

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WEDNESDAY, SEPTEMBER 21

8:00 –
8:30 am

"Grab & Go" Breakfast
Location: Las Palmas Pre-Function Foyer

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8:30 –
10:00 am

Concurrent Session G

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G1

A Facilitated Dialogue: "Big Childcare" and the Future of Regulation
Location: Salon BC

COVID-related shutdowns, safety concerns, ongoing staff shortages, and workforce shifts have devastated the childcare industry, however "big childcare" seems to be weathering the storm. How? Why? Has the light finally been shown on the importance of early care and education? Is there more money at stake? Are big corporations expanding and gaining increasing business from employers who finally realize the importance of offering childcare benefits to staff? But is it too late? What implications will this have for equity in the workforce when cost is rising, and vast numbers of women have already left? And if this light is finally shining, what does that mean for the quality of childcare and regulatory agencies? Does raising overall quality of childcare in this post-pandemic world make it too expensive for those with lower incomes, especially those not employed by the types of corporations likely to offer childcare benefits? Is the industry aligned to be able to support education, training, and compensation for its staff? What impacts will there be on consistency throughout practices? This facilitated dialogue will address the question Is "Big Childcare" the future of the childcare industry, and if so, what does that look like for the future of regulation?

Presented by:

Candace Gilbert, Georgia Dept. of Early Care and Learning
Jennifer Bailey, Georgia Dept. of Early Care and Learning
Randy Hudgins, Georgia Dept. of Early Care and Learning

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G2

CCDBG Act Comprehensive Background Check Requirements
Location: Salon FG

This session will focus on the background check requirements under the CCDBG Act. Participants will gain a better understanding of the comprehensive background check requirements as it pertains to the categories of checks and their differences, applicability to providers and staff, disqualifying crimes, and the processes for appeals and review.

Presented by: **Lisa Clifford**, National Center on Subsidy Innovation and Accountability
Theresa Campisi, National Center on Subsidy Innovation and Accountability

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G3   Equipping our Toolbox
Location: Salon DE

As part of the Inspection Process Project (IPP), the Community Care Licensing Division (CCLD) has developed the CARE Tools for use in the Adult and Senior Care Program, Children's Residential Program, and Child Care Program. The CARE Tools will be used by Licensing Program Analysts (LPAs) when conducting inspections in licensed facilities.   The CARE Tools focus CCLD's efforts in the three IPP priority areas: Prevention, Compliance and Enforcement.

Presented by: **Ariel Cazares**, CDSS - Child Care Licensing
Rene Mancinas, California Department of Social Services- Community Care Licensing Division-Child Care Program
Maria Hendrix, CA Dept of Social Services - Community Care Licensing Division
Shanice Orum, CA Dept of Social Services - Community Care Licensing Division
George Mingle, CA Dept of Social Services - Community Care Licensing Division

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9:45 –   Break
10:00 am   Location: Las Palmas Pre-Function Foyer

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10:00 am –   Closing Keynote Session
11:15 am   Location: Salon DE

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The Role of the Regulator

This session will focus on the role of a regulator and the future of regulatory oversight. As regulations, standards of practice, technology and the needs and expectations of the consumer increase, regulators need to strengthen their understanding of regulatory theories and practices, learn the art of collaboration that promotes the public understanding of human care licensing fundamentals and the role that licensing plays in protecting consumers, families and providers.

Presented by: **Alfred C. Johnson**, NARA Board President

Exhibitor Directory

Kinder Systems

Your mission is to make a difference for the children and families you serve. Our mission is to provide software systems to deliver you high quality child care.

KinderSystems provides management solutions for child care providers and agencies throughout the United States. Built and supported by industry experts, all our innovative software and custom solutions share a single goal: allow you to work smarter and more cost-effectively. Our systems enable social service agencies and child care providers to manage cases more efficiently, reduce clerical errors, remove worker frustration, and reduce fraud.

National Center on Early Childhood Quality Assurance (NCEQA)

The National Center on Early Childhood Quality Assurance (NCECQA) supports state and community leaders and their partners in the planning and implementation of rigorous approaches to quality in all early care and education settings for children from birth to school age. The Center's expert staff use collaborative approaches to do the following:

Advance strong health and safety standards and licensing regulations that align with the Child Care and Development Fund and Head Start Performance Standards. Support the development and enhancement of state quality initiatives, including quality rating and improvement systems. Enhance quality assurance systems through the use of technology, data analysis, and research that promote continuous quality improvement, efficiency, and innovation.

Safely You

Utilizing the best of artificial intelligence, SafelyYou empowers care staff to implement fall prevention. AI-enabled cameras in consenting residents' rooms detect falls with unprecedented accuracy, immediately notifying care staff for assistance. In fact, SafelyYou is reducing falls by 40% and ER visits resulting from falls by 80%, significantly reducing costs and risks. But SafelyYou doesn't stop there. Communities using SafelyYou have increased their length of stay by 2X, and in an overcrowded market, SafelyYou is a point of differentiation, increasing occupancy. By easing the burden on direct care staff and making better quality care easier to provide, SafelyYou contributes to staff retention. Today, SafelyYou is the first-ever fall prevention program subsidized by a liability insurance carrier and is creating safer environments across North America, with an expert team supporting communities by leveraging learnings from 20k witnessed falls.

SansWrite

SansWrite is a specialized compliance monitoring platform that helps government agencies and regulated businesses work together more effectively to correct violations and prevent them from recurring. For over 20-years, SansWrite has helped consumers make better informed decisions and improved quality of life for our most vulnerable communities.

Best of all, SansWrite is Free for Government. That means there are no setup or subscription fees for government agencies when licensees submit corrections and plans of correction electronically via SansWrite.

To learn more about compliance monitoring during this year's Licensing Seminar, please attend "Compliance 2.0 – Catching Providers Doing Something Right" on Monday September 19th at 10:20 am.

And to learn more about SansWrite, please visit www.sanswrite.com, email sales@sanswrite.com, or call 800-984-9346 and select option 2. Hope you enjoy this year's Licensing Seminar and we look forward to hearing from you soon!

TCC

TCC is a proven industry leader in the design, development, deployment, and support of early childhood data systems. TCC developed Ascend, its proprietary Early Childhood Integrated Data System, to manage all aspects of a State's early childhood programming. The Ascend Licensing Management System is a comprehensive solution developed with core functionality to support common licensing functions as well as provide flexibility for customization to fully satisfy any State's unique policies and processes. TCC also has a mobile forms software solution, eXpedite, that has been implemented in several states to allow paperless child care inspections.

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NARA Leadership

Name	Regulatory Area	Geographic Area	Position	Current Term
Alfred C. Johnson	Adult Care, Disability Care, Mental Health, AODA,Child Welfare	Midwest US (Wisconsin)	President	01/21 – 12/23
Tom Salow	Adult Care, Child Care, Disability Care, Substance Abuse	Southwest US (Arizona)	President Elect	01/22 – 12/23
Lauren Wofford	Child Care	Southeast (Florida)	Treasurer	01/22 – 12/23
Jennifer Bridgeman	Child Care	Southeast US (Georgia)	At-Large	01/22 – 12/23
Sheila Page	Adult Care	Northeast US (Pennsylvania)	At-Large	01/22 – 12/23
Debby Russo	Child Care, Child Welfare	Southeast US (Georgia)	At-Large	01/22 – 12/22
Michele Strauser	Adult Care, Child Welfare, Substance Abuse	Northeast US (Pennsylvania)	At-Large	01/22 – 12/22
Jim Murphy **Executive Director/CEO**	Adult Care, Child Care, Child Welfare	Mid-Atlantic US (Virginia)	Non-Voting	N/A

Clock Hours Certificate

National Association for Regulatory Administration

2022 Licensing Seminar
September 19 - 21, 2022 I Palm Springs, CA
Clock Hour Certificate of Attendance

Presented to:

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Monday, September 19, 2022	**Clock Hours**
Opening Keynote Presentation	1.5
Session A: _____	1.25
Session B: _____	1.25
Session C: _____	1.25
Tuesday, September 20, 2022	
Tuesday Keynote Presentation	1.5
Session D: _____	1.25
Session E: _____	1.25
Session F: _____	1.25
Wednesday, September 21, 2022	
Session G: _____	1.25
Closing General Session	1.25

Total Hours: _____ of 13

NARA Executive Director   **NARA President**

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2023 Licensing Seminar

September 18-20, 2023

The Westin Indianapolis | Indianapolis, IN