



**The National Association for Regulatory Administration**

***Let's trek through the trails exploring today's  
licensing and regulation topics!***



**Bill Jensen**

# **24<sup>th</sup> Annual NARA Licensing Seminar**

**September 19-21, 2016 | Portland, Oregon  
Portland Marriott Downtown Waterfront**

**A conference for Regulators, Advocates and Providers  
of Adult Care, Child Care and Child Welfare**



**Naomi Griffith**



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## GUIDEBOOK

### The 2016 NARA Licensing Seminar is mobile!

Download the mobile guide to enhance your experience at the 2016 NARA Licensing Seminar. Plan your day with a personalized schedule and browse exhibitors, maps and general show information.

The app is compatible with iPhones, iPads, iPod Touches and Android devices. Windows Phone 7 and Blackberry users can access the same information via our mobile site at <http://guidebook.com/browse/>.

To get the guide, choose one of the methods below:

- Download 'Guidebook' from the Apple App Store or the Android Marketplace.
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Visit the above URL on your device, then tap the "download" button to get the free Guidebook app. Open Guidebook and look for the guide: 2016 NARA Licensing Seminar.

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NARA recognizes and thanks our

## 2016 NARA Licensing Seminar Sponsors & Exhibitors



Florida Center for  
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**Tara Lynne Orlowski, M.Ed.**



Visit these exhibitors in the Salon E-F on  
the Lower Level of the hotel.

**Exhibit Hall Hours**  
**Monday: 7:30 AM – 5:00 PM**  
**Tuesday: 7:30 AM – 3:00 PM**

### Stop by the Membership Booth

All new and current NARA members can go to the membership booth to receive a free book as part of your 2016 membership benefits. This year's book is by keynote speaker Bill Jensen, Mr. Simplicity. His book is titled, *Future Strong: How to Work Unleashed, Lead Boldly, and Live Life Your Way*. Stop by the NARA membership booth in the exhibit hall to learn more about NARA membership, and join today.





### Dear Annual Licensing Seminar Attendees:

On behalf of NARA, I would like to welcome you to Portland and the 2016 Annual Licensing Seminar where we will celebrate our 40 years as an association!

During our time in Portland, we will have the opportunity to hear from more than 50 presenters on various topics related to regulation for adult care, child care and child welfare. With more than 150 attendees, we will have the opportunity to share strategies on how to implement high quality regulatory programs. On Tuesday morning, make sure to visit the Think Tank related to your area of regulation to network with colleagues and brainstorm. Think Tanks are designed to expand the discussions of your area of regulation.



Tara Lynne Orlowski, M.Ed.  
President

Welcoming us to the city of roses is child advocate Senator Sara Gelser. Naomi Haines Griffith will kick off the seminar stressing the importance of building relationships in regulatory systems. This year the membership book is *Future Strong* and we will be joined by the author Bill Jensen. He will take us on a self-reflective journey to assist us in coping with the disruptive world we live in. We will conclude the seminar with a closing session designed to synthesize the information from the seminar in an effort to assist NARA in leading the regulatory field.

Join us Tuesday for our annual membership business meeting, which will be held during the luncheon. NARA has had an exciting year and lots of updates will be provided. We also look forward to sharing our plans for the year to come. This is also an opportunity to hear about ways to become engaged with NARA. During this time, we will take some time to reflect on NARA's last 40 years!

I encourage you to take some time and visit the Exhibitor Hall. Our partners are eager to share their newest technologies and resources. In addition to the attendees, the sponsors and exhibitors help make the annual licensing seminar a success.

Portland is happening now! Portland has a little something for everyone – fabulous restaurants, outdoor adventures, shopping and plenty of activities that keep Portland weird. Take the time and enjoy the city!

Thank you for joining us in Portland!

Tara Lynne Orlowski, M.Ed., President  
taraorlowski@naralicensing.org

### NARA Board of Directors

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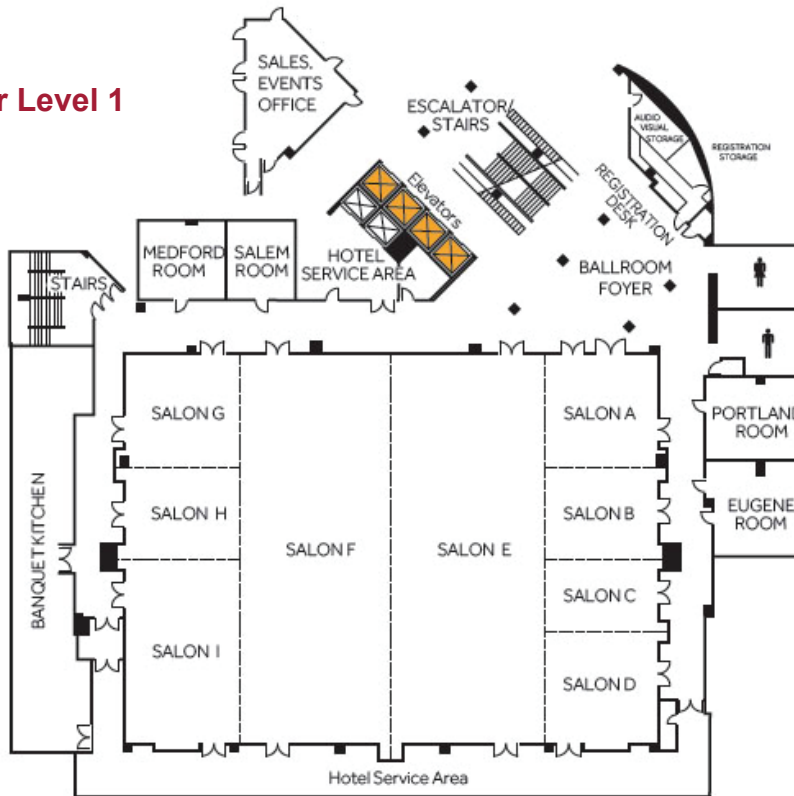
Kathie Stamper, Seminar Event Planner and Membership Coordinator | Dale Pickett, Administrative Assistant



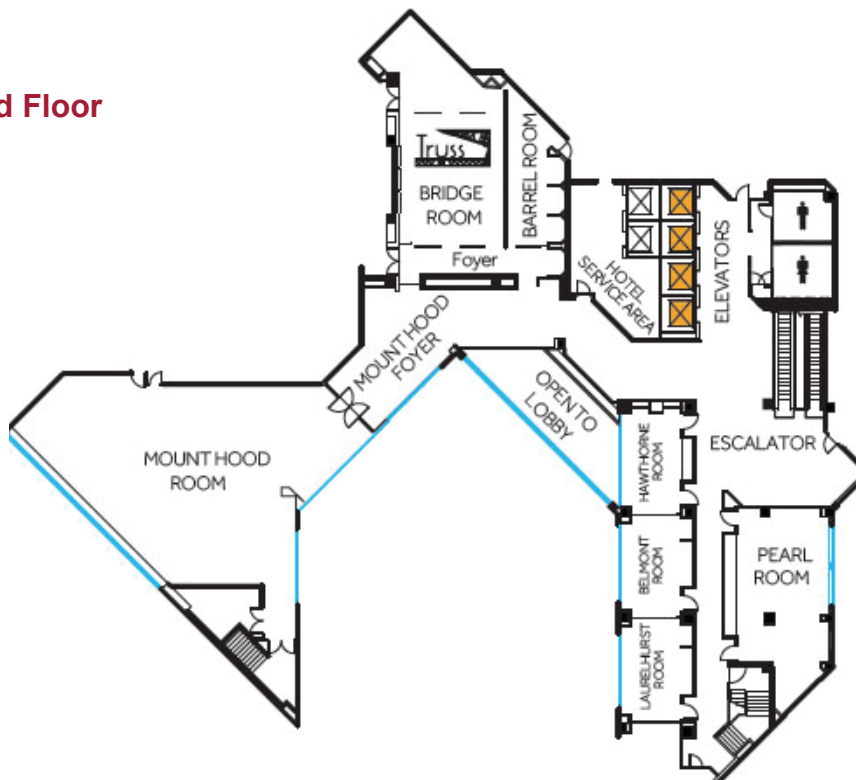
## INFORMATION ABOUT THE HOTEL AND LOCAL AREA

Located on the banks of the Willamette River, featuring views of Mount Hood, the Portland Marriott Downtown Waterfront is within walking distance to top downtown attractions. Meeting space for the NARA Licensing Seminar will be on the lower level Salons A-I.

### Lower Level 1



### 2nd Floor

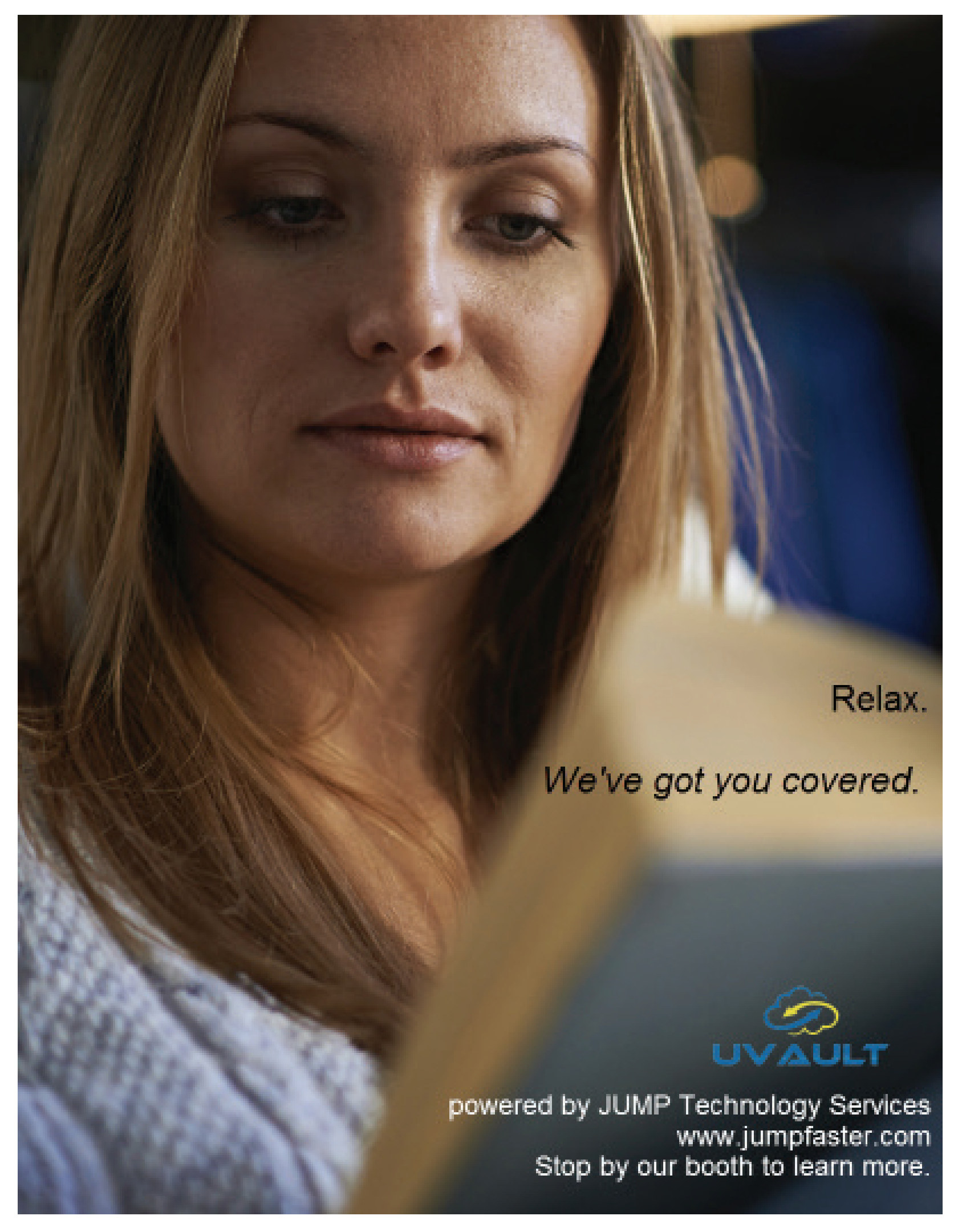


### Things To Do In Portland

Portland is an exciting city filled with lots of outdoor activities and attractions, seasonal events, shopping, restaurants and much more. While you are at this year's NARA seminar, don't miss out on the Portland Walking Tours, Hop-on Hop-off Trolley Tours, Pittock Mansion, Portland Art Museum, Oregon Museum of Science and Industry, Voodoo Doughnut, International Rose Test Garden, Pearl District, Stumptown Coffee, Lan Su Chinese Garden, and Powell's City of Books to name a few!

<http://www.naralicensing.org/things-to-do-in-portland>





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## SEMINAR NAME BADGES

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Badges must be worn to all conference events. All drink and event tickets, dietary request tickets and ribbons can be found in the envelope given to you at registration.

## HANDOUTS

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All handouts and presentations are provided by the presenters. Copies of these materials are posted as they become available at **[www.naralicensing.org](http://www.naralicensing.org)**.

## WI-FI

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NARA is pleased to offer complimentary wireless internet in the meeting space for our attendees. Please use **NARA2016** to access the internet.

## PROGRAM CHANGES

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Any workshop changes that have occurred after the printing of this program will be announced during the Opening Session, and information will be available at the registration desk.

## PHOTOGRAPHY

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Photographers will be present in almost all venues of the seminar. By virtue of your attendance at the event, 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 that the education sessions may not be video or audio-recorded by attendees.

## DISABILITY POLICY

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NARA wishes to ensure that 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

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Many attendees have continuing education requirements in their respective states and/or with their respective positions in the regulatory field. A certificate for clock hours is available in this program. Those who attend all sessions will be eligible to receive 13 ½ clock hours.

*Please note: The information presented and the opinions expressed in the education sessions do not necessarily reflect those of The National Association for Regulatory Administration. The National Association for Regulatory Administration does not endorse products or the services of individuals or companies exhibiting at this conference. NARA makes no claims as to the accuracy of exhibitors' information or the safety or quality of their products.*

A special thank you to NARA's 2016 Professional Development and Seminar Committee for their work on this year's program.

# 2016 NARA Licensing Seminar Agenda-at-a-Glance

## ***Sunday, September 18***

03:00 PM – 06:00 PM      Registration & Help Desk, Lower Level 1, Ballroom Foyer

## ***Monday, September 19***

07:00 AM – 04:00 PM      Registration & Help Desk, Lower Level 1, Ballroom Foyer  
07:30 AM – 05:00 PM      Exhibits Open  
07:30 AM – 08:30 AM      Coffee with Exhibitors, Salon E-F  
08:30 AM – 10:00 AM      Opening General Session, Salon E-F  
10:15 AM – 11:15 AM      Concurrent Breakout Sessions, Salons A-G  
11:30 AM – 01:00 PM      Lunch on Your Own/Naomi Haines Griffith Book Signing, Salon E-F  
  
01:00 PM – 02:00 PM      Concurrent Breakout Sessions, Salons A-G  
02:15 PM – 03:15 PM      Concurrent Breakout Sessions, Salons A-G  
03:15 PM – 03:45 PM      Afternoon Break, Salon E-F  
04:00 PM – 05:00 PM      Concurrent Breakout Sessions, Salons A-G  
06:00 PM – 08:30 PM      Welcome Reception and Silent Auction, 2nd Floor, Mount Hood Room

## ***Tuesday, September 20***

07:00 AM – 04:00 PM      Registration & Help Desk, Lower Level 1, Ballroom Foyer  
07:30 AM – 03:00 PM      Exhibits Open  
07:30 AM – 08:30 AM      Coffee with Exhibitors, Salon E-F  
08:30 AM – 10:00 AM      General Session, Bill Jensen, Salon E-F  
10:15 AM – 11:15 AM      Think Tank  
11:30 AM – 12:30 PM      Concurrent Sessions, Salons A-G  
12:30 PM – 02:00 PM      NARA Luncheon and Members' Meeting, Salon E-F  
02:00 PM – 02:30 PM      Bill Jensen Book Signing, Salon E-F  
02:45 PM – 03:45 PM      Concurrent Sessions, Salons A-G  
04:00 PM – 05:30 PM      Concurrent Sessions, Salons A-G

## ***Wednesday, September 21***

07:00 AM – 12:00 PM      Information & Help Desk, Lower Level 1, Ballroom Foyer  
07:30 AM – 08:30 PM      Morning Coffee, Salon E-F  
08:30 AM – 09:30 AM      Concurrent Sessions, Salons A-G  
09:45 AM – 10:45 AM      Closing Session, Salon E-F

## Welcome and Plenary Speakers



### Welcome, Senator Sara Gelser

Senator Sara Gelser was elected to the Oregon State Senate in 2015. She is Chair of the Senate Human Services and Early Childhood Committee and Co-Chair of the Oregon Women's Health and Wellness Alliance. She is the legislative appointee to the State Interagency Coordinating Council for Early Intervention and Early Childhood Special Education. She was a founding member of the Oregon Senior and Disability Caucus, and in 2010 was appointed to the National Council on Disability by President Barack Obama, with unanimous consent from the U.S. Senate.

Senator Gelser's legislative accomplishments include expanding Oregon's mandatory child abuse reporting law and strengthening protections for seniors and people with disabilities who are victims of abuse and neglect and reducing barriers for access to medical and support services for children with disabilities. In 2007, Sara spearheaded *Karly's Law*, which improves child abuse investigations across the state.

Prior to her legislative service, Representative Gelser worked as the Children with Disabilities and Family Support Coordinator for the Oregon Department of Human Services and as a parent educator for Linn-Benton Community College and the Oregon Parent Training and Information Center.



### Keynote Speaker, Naomi Haines Griffith

Naomi Haines Griffith is a true Southerner, growing up in Alabama and Mississippi. She holds a B.S. from the University of North Alabama, an M.A. from George Peabody College of Vanderbilt University and a Masters in Social Work from the University of Alabama. After teaching for several years, she worked in the North Carolina and Alabama child welfare systems from 1966-1984 when she became Executive Director of PACT, a pioneer child abuse prevention agency she helped to found. From 1994 to 1997, she served on the State Board of the Alabama Department of Human

Resources. She is presently president of her consulting company, Red Clay & Vinegar, based in Nashville, Tennessee.

Since 1988, Naomi Griffith has been a national speaker and consultant on child welfare issues, speaking at conferences throughout the United States and Canada. A well-known storyteller and family systems specialist, she uses humor and her own experiences to challenge and inspire audiences working with business, education, juvenile justice, mental health, child abuse prevention and family violence systems. She is the author of *Red Clay and Vinegar: Looking At Family Through the Eyes of a Southern Child* and co-author of *The Unkindest Cut: The Emotional Maltreatment of Children*. She recently completed her parenting curriculum – "*Parenting from the Heart*."





### **Keynote Speaker, Bill Jensen, Mr. Simplicity**

Bill Jensen makes it easier to do great work. He helps companies and teams double their productivity and pursue their passions. He has spent the past 25 years studying how work gets done. (Much of what he's found horrifies him.)

Bill is an internationally acclaimed thought leader who is known for extremely useful content, with a passion for making it easier for everyone to work smarter, not harder.

His first book, *Simplicity*, was the Number 5 Leadership/Management book on Amazon in 2000. His latest book, *Future Strong*, maps the tough choices each of us make to create our best futures. Bill holds degrees in Communication Design and Organizational Development. He is CEO of The Jensen Group. Among his clients are Bank of America, Merck, Pfizer, GE, L'Oréal Italia, Genentech, NASA, The World Bank, BBC, Philips Lighting, the US Navy SEALs, the government of Ontario, Singapore Institute of Management, Guangzhou China Development District and the Swedish Post Office.

Bill's personal life fantasy is to bicycle around the globe via breweries.



## Monday, September 19, 2016

### 8:30 AM – 10:00 AM Opening General Session

Salon  
E-F

#### Welcome to Portland!

Senator Sara Gelser, *Oregon State Senate*  
Clyde Saiki, *Oregon Department of Human Services*  
Dawn Woods, *Oregon's Department of Education*

#### Building Relationships for Success and Safety

Naomi Haines Griffith

Although out-of-home care is a critical part of the lives of millions of Americans, the essential role of the licensing professional is generally unknown to most people who purchase or receive these important services. As a rule, the average consumer assumes there is oversight, but does not realize the importance of the overall licensing process and the on-going monitoring that is required to ensure safety and quality care. This presentation will examine the unique "in-between" role of the licensing professional as it relates to the welfare of adults and children, as well as their families.

## Monday, September 19, 2016

### 10:15 AM – 11:15 AM Concurrent Breakout Sessions

Salon A

#### Strategic Positioning for the Future: Combining Accreditation and Regulation

**Presenter:** Susanne Matthiesen, *Managing Director, Aging Services, CARF International*

**Description:** This session will present examples of creative ways states, provinces and provider organizations are working together with an international accreditation organization to support quality of life for persons receiving services and foster meaningful oversight. 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.

**Track:** Adult Care

**Audience:** Administrators, Directors, Field Supervisors, Policy Specialists, Providers

**Salon B**

**Preventing Children's Exposures to Environmental Health Hazards in Early Care: Emerging Initiatives**

**Presenter:** **Hester Paul, MS**, *National Director, Eco-Healthy Child Care®, Children's Environmental Health Network*

**Description:** Many of our nation's youngest children spend 40+ hours every week in an early learning environment; they may routinely be exposed to a variety of environmental health hazards. The Children's Environmental Health Network in partnership with the National Association for the Education of Young Children, the Association for Early Learning Leaders, State Quality Rating Improvement Systems, The National Association for Regulatory Administration and the Environmental Law Institute are working to reduce children's exposures to environmental toxicants commonly found within child cares.

**Track:** Child Care, Environmental

**Audience:** Administrators, Directors, Field Supervisors, Policy Specialists, Providers

**Salon D**

**Introduction to CARES (Childcare Administration, Regulation & Enforcement System)**

**Presenter:** **Jeremy Lewis**, *Operations & Management Consultant, Florida Department of Children and Families*

**Description:** This session provides an overview of the development process for Florida's new child care licensing platform (CARES). It will include issues encountered while developing the new platform, what enhancements are currently under development and what our future goals are.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Policy Specialists, Providers





**Salon G****NARA Model Family Foster Home Licensing Standards:  
The Utilization and Integration of the Standards as Part of a  
Diligent Recruitment Plan**

**Presenters:** Donna Sabo, Behavioral Health Surveyor, Ohio Department of Mental Health and Addiction Services; Joyce Debolt, Consultant and Trainer; Ana Beltran, Generations United; Heidi Epstein, American Bar Association

**Description:** This workshop provides the rationale behind the standards, the methodology used and how your agency can use these standards within a recruitment plan. The workshop will discuss the rationale behind the development of the standards, the methodology used to conduct the research and include hands-on use of the Cross Walk Tool to assist regulators and providers to compare current state standards with the Model Standards to facilitate diligent recruitment.

**Note:** Please bring a copy of your state's family foster home rules regarding: eligibility, sleeping arrangements and capacity to utilize during the hands-on use of the Cross Walk Tool activity comparing your state standards with the Model Standards.

**Track:** Child Welfare

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

**11:30 AM - 1:30 PM**  
Lunch on Your Own

**11:30 AM - 1:00 PM**  
Naomi Haines Griffith will be  
available to sign books in Salon E-F



**Monday, September 19, 2016**

**1:00 PM – 2:00 PM Concurrent Breakout Session**

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**Salon A      Acuity-Based Staffing—Can It Work?**

**Presenters:** **Tom van der Veen**, *Interim Director, Office of Licensing and Regulatory Oversight, Oregon Department of Human Services*; **Ana Potter**, *Community Based Care Manager, Office of Licensing and Regulatory Oversight*; **Liz Dubois**, *Partner and Principal Consultant, Athena Group*

**Description:** Learn how Oregon's community-based care (assisted living and residential care facilities) is trying to help providers determine appropriate and accurate numbers of care givers needed for elders living in their facilities. Oregon does not specify staffing ratios. Instead, facilities are required to meet the scheduled and unscheduled needs. Oregon has contracted with Athena to create a software program that considers a number of factors that affect care of residents. This session will include an explanation of the process, factors included, and a demonstration on how the program is used.

**Track:** Adult Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Policy Specialists, Providers

**Salon B      Beyond the Inspection Checklist: Knowledge, Skills and Abilities for Successful Child Care Licensing Inspectors**

**Presenters:** **Michele Adams**, *Technical Assistance Specialist, National Center on Early Childhood Quality Assurance*; **Tara Lynne Orlowski, M.Ed.**, *President, The National Association for Regulatory Administration, National Center on Early Childhood Quality Assurance*

**Description:** This session, presented in conjunction with NARA, will provide a brief overview of the proposed Child Care Development Fund (CCDF), federal regulations regarding the licensure and monitoring of child care operations, and explore the key role licensing inspectors play in early care and education settings. The audience will have an opportunity to discuss licensor competencies and share successes and common challenges in establishing job qualifications and expectations, identifying types and reliable sources of licensor training, and developing strategies for ongoing professional development and mentoring.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Policy Specialists

## Salon D Working with Young Refugee Children and Their Families

**Presenter:** Tricia Doyle, RECE, Assistant Manager, CMAS, Childminding Monitoring, Advisory and Support (CMAS Canada)

**Description:** Learn the essential aspects of caring for refugee children and how a child care program should adapt to the needs of the refugee child. This session focuses on the impact of the refugee experience on the child and family, including culture shock and separation anxiety, and how programs can respond to those needs. It will also highlight practices like home language maintenance and gradual separation that can help ease the transition for parents and children.

**Track:** Child Welfare

**Audience:** Line Staff, Providers

## Salon G A Uniform System of Procedures that Creates a Consistent Application of Disciplinary Actions and Progressive Enforcement

**Presenter:** Mike Boland, Sr. Management Analyst Supervisor, DCF-Child Care Regulation

**Description:** Florida legislature requires statewide regulatory agencies to ensure the health and safety of children in care. This is accomplished through a system of licensure and onsite inspections. All providers must be treated equally as staff, make licensing standard compliance/noncompliance determinations, offer technical support, initiate progressive enforcement and administer disciplinary actions. The focus of this presentation will be to illustrate how Florida brought 130 licensing inspectors to consensus on how best to comply with these requirements.

**Track:** Adult Care, Child Care, Child Welfare

**Audience:** Directors, Field Supervisors, Legal, Line Staff, Policy Specialists





**Monday, September 19, 2016**

**2:15 PM – 3:15 PM Concurrent Breakout Sessions**

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**Salon A      Illegal Operations: How to Conduct a Successful Investigation of Providers Operating Without a License**

**Presenters:** **Sandi Wooters**, *Regional Director, Commonwealth of Pennsylvania, Department of Human Services, Bureau of Human Services Licensing*; **Patricia Adams**, *Regional Licensing Administrator, Commonwealth of PA/DHS/BHSL*

**Description:** The Commonwealth of Pennsylvania has seen an increase in providers operating illegal care facilities to vulnerable adults. This training will help regulators understand the techniques of an illegal operation investigation, how to conduct quick resident assessments, how to ensure the safe relocation of residents, the ongoing monitoring of known illegal operators and how to improve the cooperative involvement of federal, state and local agencies while focusing on prevention through the development of an inter-agency task force.

**Track:** Adult Care, Child Care, Intellectual Disability Regulator

**Audience:** Administrators, College/University, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

**Salon B      Playground Safety**

**Presenters:** **Deborah Gray**, *Licensing Supervisor, Office of Early Care and Learning, State of Colorado*; **Stefani Kniss**, *Licensing Supervisor, Office of Early Care and Learning, State of Colorado*

**Description:** Please join us for Playground Safety! Using the SAFE model, this training will focus on four critical components: supervision, age-appropriate design, fall surfacing and equipment maintenance to reduce the chance of death or debilitating injuries on playgrounds. Participants will learn how to identify and rank by severity potential playground hazards using the current Consumer Product Safety Commissions Standards for Public Playgrounds. The trainers will also discuss the new regulations Colorado child care licensing has put in place to reduce playground injuries in child care settings. The trainers both hold a current Certified Playground Safety Inspector certification and have been inspecting and evaluating a variety of playgrounds for more than ten years.

**Track:** Child Care

**Audience:** Administrators, Field Supervisors, Line Staff, Providers

**Salon D**      **Colorado's New Rules and Regulation to Promote Healthy Children and Safe Sleep Environments**

**Presenters:** **Kay Mikus**, *Child Care Licensing Supervisor, Office of Early Childhood, State of Colorado*; **Carin Rosa**, *Child Care Licensing Administrator, Office of Early Childhood, State of Colorado*

**Description:** Colorado recently passed new rules for child care centers for obesity prevention and now requires all centers to consult with a trained child care health consultant. Additionally, the Department of Early Care and Learning has collaborated with the Department of Public Health and Environment to create a centralized system that records each child's immunization history. Colorado also implemented all of the new Federal Safe Sleep standards into our current rules and regulations. Participants will gain insider knowledge on Colorado's pathway, struggles and success to achieve higher standards to support developing children and ensure safe environments.

**Track:** Child Care

**Audience:** Administrators, Field Supervisors, Line Staff, Policy Specialists, Providers

**Salon G**      **Choose Safe Places for Child Care**

**Presenter:** **Arthur Wendel, MD, MPH**, *Regional Representative, Agency for Toxic Substances and Disease Registry*

**Description:** Most states do not require a site-specific environmental assessment for child care centers; without an environmental assessment, centers could be unknowingly located in contaminated places that could harm children. Experience in states with programs that conduct environmental assessments indicate that potentially harmful exposures could be occurring at 2-5% of child care centers. ATSDR developed the Choose Safe Places for Child Care guidance manual to prevent exposure of harmful site-related environmental contaminants to children attending new child care centers. The manual provides a conceptual model for building a program to implement safer siting, and tools and resources for the implementation process.

**Track:** Child Care, Child Welfare, Environmental

**Audience:** Administrators, Directors, Field Supervisors, Legal, Policy Specialists, Providers

**3:15 PM - 3:45 PM**  
**Afternoon Break (Snack Provided)**  
**Salon E-F**

## Monday, September 19, 2016

### 4:00 PM – 5:00 PM Concurrent Breakout Sessions

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#### Salon A      **How to Search State Websites to Find Quality in Assisted Living**

**Presenter:** Thuy Nguyen, *Assistant General Counsel, A Place for Mom*

**Description:** A Place for Mom, Inc. (APFM), the largest senior living referral service in the U.S. and Canada, has assisted nearly 800,000 families in finding senior living options for loved ones. APFM helps educate consumers through the State Guide to Assisted Living Records & Reports. This guide is a one-of-a-kind directory of assisted living licensing websites that provides regulation standards and individual assisted living facility inspection summaries. A Place for Mom monitors state resources to ensure that communities are not only licensed, but remain in good standing with the relevant regulatory agencies, and performs license reviews and official violation audits of partner communities twice a year.

**Track:** Adult Care

**Audience:** Administrators, College/University, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

#### Salon B      **The Identification and Management of Contagious Conditions and Infestations in Communal and Congregate Environments**

**Presenter:** Margaret Martin, *Director, Clinical Education and Practice, Reliant Senior Care*

**Description:** What are bed bugs? Why are bed bugs a problem now? How can you tell if bed bugs are present? How can you prevent bed bugs from going home with you? Contagious skin conditions and bed bug infestations present a management problem in any communal or congregate environment. Learn how to identify and control these contagious conditions.

**Track:** Adult Care, Child Care, Child Welfare, Environmental

**Audience:** Administrators, Field Supervisors, Providers



## Salon D Impact of Federal Child Care Initiatives on State Health and Safety Standards and Monitoring Practices

**Presenters:** **Sheri Fischer**, *Resource Development Manager, National Center on Early Childhood Quality Assurance*; **Michele Adams**, *Technical Assistance Specialist, National Center on Early Childhood Quality Assurance*

**Description:** What was the impact of reauthorization of the Child Care and Development Block Grant in 2014, proposed Federal regulations and the release of Caring for Our Children Basics on the state licensing policies and requirements? This session provides an overview of national trends and provides new tools and resources to assist state licensing agencies in navigating these changes.

**Track:** Child Care

**Audience:** Administrators, College/University, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

## Salon G Child Care Licensing Focus Group

**Presenters:** **Judy Collins**, *National Center on Tribal Child Care Implementation and Innovation*; **Nina Johnson**, *National Center on Early Childhood Quality Assurance*

**Description:** This session provides an opportunity for anyone who works in or with the field of child care licensing to talk with their peers about the challenges in licensing and share their input on the resources, support, research or data that will help them to improve their work and the field of child care licensing as a whole. The input will be used by the National Center on Early Childhood Quality Assurance and its partners to understand the needs of licensors and help set the agenda for upcoming resources, TA, research and data.

**Audience:** Administrators, Directors, Field Supervisors, Policy Specialists, Providers





## Monday, September 19, 2016

### 6:00 PM – 8:30 PM Welcome Reception & Silent Auction

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#### 2nd Floor, Mount Hood Room

The 2016 Welcome Reception & Silent Auction will be held on the 2nd Floor in the Mount Hood Room. Admittance to the event is included in the registration fee. Please be sure to bring your name badge and drink ticket to the reception.

Proceeds for the items purchased during the silent auction support NARA's Norris E. Class Professional Development and Research Fund. If your bid is highest on any item(s), you may pay at the Silent Auction desk using check, cash or credit card. (Shipping costs are the responsibility of the buyer. Please contact the hotel business office for shipping information.)

Silent Auction items will be on display starting at 8:30 AM on Monday in the Exhibit Hall, and attendees may bid on the items from that time until the auction closes at the Welcome Reception.

## Tuesday, September 20, 2016

### 8:30 AM – 10:00 AM General Session, Bill Jensen

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#### Salon E-F

#### Are You Future Strong? The Future of Care and Well-Being Begins with You

What happens when marketplace, workplace and global disruptions happen faster than regulations can keep up? What are the biggest challenges you will face during the next five years... and how, exactly, will you keep up? How will you stay future strong, no matter what?

During this session, futurist, leadership consultant and master-simplifier Bill Jensen will share the secrets and crucial trends he's learned from leaders across the world.

Not only will Bill share top research findings that are a road map for the future, as well as practical How To tips — he'll also facilitate our own exploration and discussion about the future. Takeaways include:

- How to assess your current readiness
- Pushing yourself outside your current comfort zone
- Matching your passions with market needs
- Never losing sight of great care and care-giving, no matter what disruptions are thrown at you

Come prepared with your thoughts, your ideas, your questions... What are your dreams for the future of your work? How would you like to change the world? Let's begin ensuring that your vision for the future is part of your everyday To Dos. Come with passion, vision and ready to discuss... Leave thinking epic, being epic.

## Tuesday, September 20, 2016

### 10:15 AM – 11:15 AM Think Tank Sessions

Think Tanks are a designated space for you to collaborate and communicate with colleagues about important topics impacting your field and process what you are learning throughout the Seminar. These sessions are not facilitated but instead are designed to promote brainstorming and idea sharing.

- Think Tank: Adult Care, Salon A
- Think Tank: Child Care, Salon B
- Think Tank: Child Welfare, Salon D

## Tuesday, September 20, 2016

### 11:30 AM – 12:30 PM Concurrent Breakout Sessions

#### Salon A Standard Precautions and Infection Control

**Presenter:** Theresa Jarvis, Chief, Retired, Bureau of Health Facilities Licensing

**Description:** This session will identify how to provide a safe physical environment, the importance of sanitation, infection control and the use of standard precautions in human care settings. Common infection control problems including MRSA and VRSA will be addressed.

**Track:** Adult Care, Child Care, Child Welfare

**Audience:** Administrators, Field Supervisors, Line Staff, Providers

#### Salon B Getting on the Same Page

**Presenters:** Sharon Woodward, Director, S&D Instructional Services; Donna Hurley, Director, S&D Instructional Services

**Description:** Invariably, when talking with providers, two frequently raised issues are 'inconsistencies in what they are told' and the perception that "licensors often misuse their authority." This workshop provides successful strategies to assure consistent interpretation of rules and regulations. It will also offer realistic solutions to avoid the appearance of an inappropriate use of authority.

**Track:** Child Care

**Audience:** Administrators, Field Supervisors, Line Staff, Policy Specialists

**Salon D**

**A Balance of Blending and Specialization: Georgia Child Care Licensing Organizational Structure**

**Presenters:** *April Rogers, Child Care Services Director, Bright from the Start, Georgia Department of Early Care and Learning; Kristie Lewis, Assistant Commissioner of Child Care Services, Georgia Department of Early Care and Learning; Melissa Davis, Director of Quality Operations, Georgia Department of Early Care and Learning*

**Description:** Challenging, changing organizational structure in a child care licensing agency can provide opportunities for improving efficiency and maximizing employee potential. In this session, participants will learn how Georgia's Child Care Services Division developed a successful organizational structure based on a methodology that included both blending caseloads and creating specialty units. The presenters will describe how Georgia uses specialized workloads, a weighted formula to determine caseloads and creates systems focused on specific work in application processes, technical assistance and investigations. Participants will explore the challenges and benefits of this type of organizational structure and consider how lessons learned in Georgia might be applied to improve regulatory practices and increase the quality of licensed programs in their states.

**Track:** Child Care

**Audience:** Audience: Administrators, Directors, Field Supervisors, Line Staff

**Salon G**

**Playground Safety: Do Regulatory Requirements Make a Difference?**

**Presenters:** *Kim Bruce, Regional Manager, Tobacco Prevention and Control, Community Care Facilities Licensing, Island Health; Carla Kane, Practice Consultant, Tobacco Prevention and Control, Community Care Facilities Licensing, Island Health*

**Description:** Come see the results of implementing a new regulatory requirement for licensed child care facilities on Vancouver Island. The standard includes requirements related to play space design, education and injury prevention, supervision, materials and equipment, protective surfacing and maintenance. The impact of the 2007 standard on the rate and severity of play space injuries and the frequency of playground hazards in licensed child care facilities will be shared. In addition, information on injury parameters, such as the relationship of injury to age, gender and nature of injury will be discussed.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Line Staff, Policy Specialists, Providers

**NARA Luncheon & Membership Business Meeting  
12:30 PM - 2:00 PM Salon E-F**

Join us as we celebrate 40 years of NARA accomplishments and look toward the future at some of the exciting initiatives NARA will embark upon in 2017.

**2:00 PM - 2:30PM**

Bill Jensen will be available to sign books in Salon E-F.

## 40 YEARS - NARA MILESTONES

### 1976-1985

- 1976** Charter established for The Association for Regulatory Administration (ARA), the precursor of NARA, Tulane University
- 1977** Published first newsletter

### 1986-1995

- 1986** Changed name to Association for Regulatory Administration in Human Services (ARAHS)
- 1988** Published first ARAHS licensing curriculum
- 1989** Changed name to The National Association for Regulatory Administration (NARA)
- 1990** Extended membership into Canada
- 1991** Published *Propositional Statements in Defense of Licensing as Sound Public Policy for the Safeguarding of Children in Away-From-Home Care*
- 1992** Held first licensing seminar Raleigh, North Carolina
- 1993** Published *Licensing Workload Process Bulletin*
- 1994** Presented Best Rules Award to the state of Delaware for Family Child Care Rules
- 1995** Launched training and consulting services, Maryland
- 1995** Published *Code of Ethics for Regulators*

### 1996-2005

- 1997** Launched website
- 1997** Published Policy Paper by Harold Gazan, titled *Emerging Trends in Child Care Regulation*
- 1997** Published comparative report on Child Residential Facilities
- 1997** Published *Comparative Child Welfare Study: Residential Facilities and Day Treatment Programs*
- 1998** Published *Enforcement Research*
- 1998** Published comparative enforcement study titled *A Survey of Negative Enforcement Options and Practices*
- 1998** Presented Best Rules Award to the state of Maine for Assisted Living Rules
- 2001** Published position paper on the Privatization of Licensing
- 2001** Published *Comparative Report on the Frequency and Types of Human Service Licensing Inspections*
- 2001** Published *Case Against Privatizing Human Care Licensing*
- 2002** Representative on the Assisted Living Work Group convened by the US Senate Special Committee on Aging to develop recommendation for improving quality in assisted living
- 2002** Published *Regulating Dimensions of Quality in Early Care and Education*
- 2004** Launched Trainer-in-a-Box series
- 2004** Collaborated with the National Child Care Information Center (NCCIC) for the 2004 Child Care Licensing Study
- 2004** Published Joint Position Statement - Equal Protection and Quality Education for Every Child

### 2006-2016

- 2006** Launched the 2005 Child Care Center Licensing Study
- 2006** Published the NJ - Report to Department of Human Services, Office of Licensing, on Automated Licensing Systems
- 2006** Published the WA - Report on Effective Legal Proceeding to Ensure Provider Compliance



- 2009** Implemented the NARA webinar series to bring educational opportunities to licensors throughout the year
- 2009** Published two resources for licensing agencies: The NARA Vision Series, Part I: Recommended Best Practices for Human Care Regulatory Agencies, First Edition, and the Achieving the Vision Workbook enabling licensing agencies the ability to evaluate licensing programs against the best practices which characterize effective human care licensing programs
- 2009** Partnered with USM/Muskie School of Public Service to introduce four licensing courses (based on the NARA Licensing Curriculum) online. With the completion of the coursework, NARA awarded Credential (Level 1) to qualified candidates
- 2009** Met with the leaders in the Administration of Children and Families (ACF) and the Child Care Bureau, to provide information on licensing issues and needs
- 2009** Consulted on best practices in regulation and recommended content areas to be included in child care licensing rules to a legislative committee working on improving early care development policies and practices
- 2009** Advocated for legislation establishing the Early Learning Challenge Fund for comprehensive, collaborative early learning initiatives
- 2010** Launched a call to action for the federal government to set standards for meaningful regulatory requirements to ensure that current federal funds for child care and early education are buying beneficial care
- 2010** Initiated a Call to Action based on the research of Amie Lapp-Payne's research *Strong Licensing - The Foundation for a Quality Early Care and Education System* NARA's Call to Action
- 2011** Assisted 10 states and provinces in implementation of the key indicator systems
- 2011** Developed joint position paper with ECEC Building Pathways to Child Care Excellence
- 2011** Published Amie Lapp-Payne's research titled, *Strong Licensing: The Foundation for Quality Early Care and Education System: Preliminary Principles and Suggestions to Strengthen Requirements and Enforcement for Licensed Child Care*
- 2012** Published Tangential Speculation and the Regulatory Investigation
- 2013** Published Policy Paper by Ron Melusky titled *Abuse, Restraint, and the PICAR Method*
- 2013** Presented From Data to Outcomes with representatives from The Finance Project and the National Governor's Association for Best Practices at the NACCRRRA Policy Symposium
- 2013** Partnered with Rick Fiene and the Research Institute for Key Indicators, LLC (RIKI) to produce Key Indicator Systems
- 2014** Published the first Model Family Foster Home Licensing Standards with Annie E. Casey Foundation; The American Bar Association, Center on Children and the Law; and Generations United
- 2014** Published the Privacy, Security, and Choice - Cameras in Assisted Living Settings
- 2014** Partnered with the National Center on Child Care Quality Improvement (NCCCCQI) to apply best practices research within the states to protect children from physical harm and enhance learning and development
- 2014** Partnership with Children's Environmental Health Network
- 2015** Published Best Practices for Human Care Regulation and assessment tools, Best Practices for Human Care Regulation Self-Assessment Tool and Best Practices for Human Care Regulation Follow-Up Tool
- 2015** Developed the Survey of State Assisted Living Regulations to provide minimum standards for adult care licensing
- 2016** Instrumental in the passage of South Carolina's H.4510/R.203 which was based on the Model Family Foster Home Licensing Standards published by NARA in 2014



2001, Pittsburgh, PA



1995, Baltimore, MD



2005, Albuquerque, NM

### NARA Founding Members

Norris E. Class  
Lela B. Costin  
Edna H. Hughes  
Anne L. Leatherman  
Margaret Delaney Miller  
Gwen Morgan  
George M. Robinson  
Robert Sarver  
Nancy Travis

### NARA Presidents (1976-2016)

1976 – 1977	Margaret D. Miller
1978 – 1983	Anne L. Leatherman
1983 – 1986	David J. Beard
1986 – 1988	Clark W. Cate
1988 – 1990	Nicholas R. Scalera
1990 – 1994	Pauline D. Koch
1994 – 2000	Karen E. Kroh
2000 – 2003	J. Patrick Byrne
2003 – 2008	Judy L. Collins
2008 – 2011	Ann Ditty
2012 – 2014	Deborah Russo
2015 – 2016	Ron Melusky
2016 –	Tara Orlowski

## Tuesday, September 20, 2016

### 2:45 PM – 3:45 PM Concurrent Breakout Sessions

#### Salon A Background Checks and the Flagging System in Colorado

**Presenters:** Sefani Kniss, *Licensing Supervisor, Office of Early Care and Learning, State of Colorado*; Carin Rosa, *Child Care Licensing Administrator, Office of Early Childhood, State of Colorado*

**Description:** This session will take you through the required background check requirements and processes for child care facilities. The training will discuss the hows and whys of the flagging process for criminal background checks in Colorado. Benefits of the flagging process and the requirements that are followed to keep the system flowing will be incorporated into the session.

**Track:** Adult Care, Child Care, Child Welfare

**Audience:** Administrators, Legal, Line Staff, Policy Specialists

## Salon B Supporting Best Practices in Inclusive Child Care

**Presenter:** **Stephen Green**, *Assistant Director, Family Development and Resource Management, Texas A&M AgriLife Extension Service*

**Description:** Child care licensing staff play a valuable role in advising and providing technical assistance to the providers they monitor. In this session, we will focus on the results of a two-year initiative designed to provide training and technical assistance to child care providers who care for children with special needs. Specifically, we will discuss the strategies that have been successfully implemented to reach tens of thousands of providers in Texas and beyond with research-based training and resources that not only help them comply with minimum standards, but also enhance their knowledge and skills related to inclusive child care best practices.

**Track:** Child Care

**Audience:** Providers, Line Staff, Field Supervisors, Administrators, Policy Specialists, Director, Legal, College/University

## Salon D Creating a Regulatory System that Supports and Monitors Programs Across the Continuum of Care

**Presenters:** **Dawn Woods**, *Director of Child Care, Early Learning Division, Office of Childcare, Oregon Department of Education*; **Kathleen Hynes**, *Legal Administrator, Early Learning Division, Office of Child Care, Oregon Department of Education*

**Description:** The goal of Oregon's Child Care System is to create a system that ensures children's health, safety and optimal development to support young children to thrive. Approaching rule making within a policy framework supporting optimal child development and integrating the child care licensing approach into this policy framework requires the regulatory agency to approach child care licensing and compliance from a broad perspective. The reauthorization of the Federal CDBGD and the end of Oregon's Race to the Top Early Learning Challenge Grant has provided an opportunity for one state to continue creating a child care system that supports and monitors child care programs using a strength-based approach that promotes continuous quality improvement.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

**Salon G      CCDF Reauthorization Year 2: How Are States Meeting Child Care Licensing Requirements?**

**Presenters:** **Michelle Thomas**, *Senior Early Childhood Policy Advisor, TCC Software Solutions*; **Lisa Clifford**, *Indiana Office of Early Childhood and Out of School Learning*; **Dawn Woods**, *Oregon Early Learning Division*

**Description:** Panel discussion hosted by three state child care licensing representatives. The focus will be the strategies used and lessons learned in meeting the new licensing requirements of the CCDF Reauthorization.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists

## **Tuesday, September 20, 2016**

### **4:00 PM – 5:30 PM Concurrent Breakout Sessions**

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**Salon A      The Long and Winding Road: Revising Licensing Requirements**

**Presenters:** **Nancy von Barga**n, *Project Director, National Center on Early Childhood Quality Assurance*; **Simon Bolivar**, *Administrator, Child Care Licensing Program, Utah Department of Health Bureau of Child Development*; **Christel Michaud**, *Supervisor, Child Development Division, Vermont Department for Children and Families*

**Description:** Come explore the process and gain national and state perspectives on reasons for revisions, elements of model rules, doing your research, building support for revisions and implementation of new requirements. Revising licensing requirements is a critical element of a robust and effective licensing program. Whether in response to data, an incident or new state and federal regulations, the revision process can be an opportunity for improving children's care or a challenge to your personal and professional beliefs.

**Track:** Adult Care, Child Care

**Audience:** Administrators, College/University, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers



## Salon B Building the Supply of High-Quality Family Child Care

**Presenter:** Mary Beth Salomone Testa, *Policy Consultant, National Association for Family Child Care*

**Description:** Child care licensing is the foundation of quality. The details for family child care are crucial as we work to advance the profession, strive for continuous quality improvement and be reliable for the families counting on us. As states implement new CCDBG provisions and add their ideas and priorities, NAFCC is advocating for a strong, smart foundation that builds the supply of high-quality family child care and includes family child care in early care and education systems.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Line Staff, Policy Specialists, Providers

## Salon C Reducing Risks in Regulated Settings – "Gotcha" or "Let's Work Together?"

**Presenter:** Judith Colbert, *Consultant*

**Description:** Risk reduction is a major licensing goal. While identifying risks may seem relatively straightforward, assessing and responding are complex. Much of their complexity arises because risks may not be what they seem. They have underlying causes that are less visible but critically important to risk reduction. Adapting existing methods of injury analyses to regulatory processes, this session introduces tools for assessing risks and identifying the true causes of non-compliance. It looks beyond the initial "gotcha" impulse to catch providers, and forward to opportunities for understanding non-compliance and working with providers to respond positively and achieve genuine risk reduction.

**Track:** Adult Care, Child Care, Child Welfare

**Audience:** Administrators, Directors, Legal, Policy Specialists



## Salon D

### Georgia's New Integrated Enforcement and Compliance System

**Presenters:** **Rhonda Parker**, *Child Care Services Director, Bright from the Start, Georgia Department of Early Care & Learning*; **Elisabetta Kasfir**, *Assistant Commissioner for Federal Programs, Bright from the Start, Georgia Department of Early Care & Learning*; **Elizabeth Holland**, *Enforcement Unit Manager, Bright from the Start, Georgia Department of Early Care & Learning*

**Description:** Georgia's child care licensing division created a new licensing enforcement and compliance determination system based on a data-driven, research-based approach with stakeholder participation. This session will describe this new enforcement and compliance system and the process used to create and evaluate it. Included is a detailed overview of the development process, the mechanics of the system, examples of how it works and the different field tests undertaken before it was fully implemented. The legal implications and cost and benefits of the new system will also be discussed. While the system was developed for child care licensing, various regulatory and human care licensing fields could benefit from the knowledge gained during the process.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Policy Specialists

## Salon G

### A Canadian Perspective: Implementing Tiered Licensing in the Province of Ontario

**Presenters:** **Dana Green**, *Senior Policy Analyst, Ministry of Education, Ontario*; **Natasha Kabani**, *Senior Policy Analyst, Ministry of Education, Ontario*; **Dr. Richard Fiene**, *Research Psychologist, Research Institute for Key Indicators*

**Description:** Faced with growing caseloads for their child care inspectors, the province of Ontario recently implemented a "tiered" approach to allocating licensing resources. Under the new system, centers that have consistently demonstrated high levels of compliance (Tier 1 and 2) are rewarded with longer duration licenses and abbreviated inspections, while lower-performing centers (Tier 3) receive additional ministry oversight and support. In this session, you will learn about the data-driven tier assessment model, the methodology used to develop the abbreviated inspection checklist and early evaluation results.

**Track:** Child Care, Child Welfare

**Audience:** Administrators, Directors, Policy Specialists

## Wednesday, September 21, 2016

### 8:30 AM – 9:30 AM Concurrent Breakout Sessions

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#### Salon A

##### Adult Care Licensing Enforcement: Strategies of States and Provinces

**Presenters:** Tom van der Veen, *Interim Director, Office of Licensing and Regulatory Oversight, Oregon Department of Human Services*; Alfred Johnson, *Director, Bureau of Assisted Living, State of Wisconsin*; Sandi Wooters, *Regional Director, Commonwealth of Pennsylvania, Department of Human Services, Bureau of Human Services Licensing*

**Description:** A panel discussion of multiple state licensing regulators who will present the enforcement strategies utilized, permitted by law, to ensure the health and safety of the individuals served in licensed settings. The discussion will focus on the regulations governing states and provinces on the denials of initial license, provisional licenses, warnings, revocations, non-renewals, administrative fines, court appointed master, and settlement options. An open discussion on roadblocks to enforcement, risks, benefits and the appeals process while ensuring the health and safety of those served will also be included.

**Track:** Adult Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

#### Salon D

##### Colorado's Online Injury Reporting – Lessons Learned

**Presenters:** Kathi Wagoner, *Licensing Administrator, Colorado Department of Human Services, Office of Early Childhood, Division of Early Care and Learning*; Tanya Estrada, *Licensing Supervisor, Colorado Department of Human Services, Office of Early Care and Learning, Division of Early Care and Learning*

**Description:** Colorado was the first state to implement an online injury reporting system. After a year of online injury reporting, Colorado has collected data on the types of injuries that occur most often in child care and has implemented an informational campaign for child care providers with the goal of increasing injury reporting and decreasing preventable child injuries.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

**Salon E-F      New Opportunities and Challenges: A Conversation about Monitoring**

**Presenter:** Rachel Schumacher, *Director, Office of Child Care, ACF, DHHS*

**Description:** These are exciting times in early childhood monitoring. New requirements in the child care block grant provide an opportunity to revise and rethink child care licensing. At the same time Head Start monitoring is being overhauled. Come share your thoughts about the opportunities and challenges you see in your state with the Director of the Office of Child Care.

**Track:** Child Care

**Audience:** Administrators, Directors, Field Supervisors, Legal, Line Staff, Policy Specialists, Providers

**Salon G      From Community Systems to State Policy: Building Strong Communities of Licensed and License-Exempt Providers**

**Presenters:** Nina Johnson, *TA Specialist, National Center on Early Childhood Quality Assurance*; Char Goodreau, *Senior Technical Assistance Specialist, National Center on Early Childhood Quality Assurance*; Dawn Woods, *Director of Child Care, Early Learning Division, Office of Childcare, Oregon Department of Education*

**Description:** This interactive session will focus on how licensors and licensing agencies can support all provider populations, including both licensed and license-exempt. Participants will hear how Oregon has leveraged existing programs and initiatives to comprehensively support unique settings and populations using a racial equity lens. Participants will be encouraged to share their own experiences and strategies

**Track:** Child Care

**Audience:** Administrators, Field Supervisors, Policy Specialists





# Wednesday, September 21, 2016

## 9:45 AM – 10:45 AM Closing Session

Salon  
E-F

### Where Do We Go from Here?

**Presenter:** Tara Lynne Orlowski, M.Ed., *President, National Association for Regulatory Administration*

**Description:** The field of human care regulation is continuing to grow and be an integral part in protecting the adults and children in our communities. Annual Seminar is a time to grow professionally through the sharing of best practices, gathering information about trending issues trending issues in the regulatory field, and enhancing skills. This session will seek to answer the question, "Where do we go from here?" by working together to synthesize the information learned at seminar and what the fields needs.



### NARA's Key Indicator Systems

NARA can help you develop a licensing indicator system that increases the efficiency and effectiveness of an existing licensing system by refocusing the emphasis of the licensing process. NARA has assisted dozens of states and provinces in creating program-specific research, training and customized technical assistance for child care and residential care settings, older adult care settings and settings for persons with intellectual disabilities. Targeted measurement tools include: Key Indicator Systems, Risk Assessment, Differential Monitoring and Quality Indicator Systems.

Learn more about Key Indicator studies and projects at:  
<http://www.naralicensing.org/key-indicators>



**National Association for Regulatory Administration**  
**2016 NARA LICENSING SEMINAR**

**Clock Hour Certificate of Attendance**

Presented To

September 19–21, 2016  
Portland, Oregon

**Tara Lynne Orlowski,**  
Tara Lynne Orlowski, M.Ed., President

Please fill in the title of each workshop session you attend. Total possible clock hours are:

Monday: 5.5 | Tuesday: 6 | Wednesday: 2 | Entire conference: 13.5

Monday, September 19, 2016	Clock Hours
Plenary Session, Keynote Speaker, Naomi Haines Griffith	1.5
Session/Workshop Name: _____	1.0
Session/Workshop Name: _____	1.0
Session /Workshop Name: _____	1.0
Session /Workshop Name: _____	1.0
 Tuesday, September 20, 2016	
Plenary Session, Keynote Speaker, Bill Jensen	1.5
Think Tank Discussion Group Session: _____	1.0
Session /Workshop Name: _____	1.0
Session /Workshop Name: _____	1.0
Session /Workshop Name: _____	1.5
 Wednesday, September 21, 2016	
Session /Workshop Name: _____	1.0
Closing Session: _____	1.0



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## 25th ANNUAL LICENSING SEMINAR September 2017

Minneapolis, Minnesota

