



2021 **NATIONAL CONVENTION**



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EDITOR'S NOTE ON TERMINOLOGY:

Throughout our program you may see the term intellectual and/or developmental disabilities replaced with the acronym IDD.

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for innovation and drive
our business forward.



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Since 2003, **Therap**’s mission has been to equip your Chapter with the tools you need to focus on providing meaningful outcomes for the Individuals in your service. Please visit our booth to learn why Therap is the system of choice by over 95 Chapters of The Arc. therapservices.net/arc

Advocate – \$15,000+

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medisked.com

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TruFit provides inclusive, effective adaptive fitness solutions by offering Live Weekly Workouts, an Online Fitness Platform, Exercise Challenges with Rewards and Online Coaching. Developed in partnership with The Arc of San Diego, this program can easily be implemented into your chapter today. Find out more at App.GetTruFit.com gettrufit.com

Friend – \$5,000+



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ContinuumCloud offers a spectrum of cloud-based solutions intentionally designed for behavioral health and human services organizations. Our suite of solutions, including HR & payroll and EHR software, enables organizations to optimize operations and focus on their critical missions of providing high-quality care. continuumcloud.com



Elsevier's DirectCourse is the industry-leading online training curricula designed to educate and empower the direct service workforce to help others lead meaningful lives within their communities. To learn more, visit directcourseonline.com.



Dedicated to serving the needs of those in the behavioral health and addiction treatment communities, and others who have complex, chronic health conditions, **Genoa Healthcare®** is the largest provider of pharmacy, outpatient telepsychiatry and clinical services. With 20 years of experience, Genoa serves nearly one million individuals annually across the U.S. genoahealthcare.com



Founded in 2004, **Guardian** has 38 different pharmacy locations that allow pharmacy owners the local autonomy to serve the unique needs of people with disabilities. Guardian specializes in providing exceptional client services for individuals with I/DD in ICF communities, Home and Community Based waiver programs, and Behavioral Health Clinics. guardianpharmacy.com

Friend – \$5,000+



SpecialCare is a program developed by Massachusetts

Mutual Life Insurance Company (MassMutual) that provides access to information and resources to families with dependents who have a disability. Our mission is to help educate families and caregivers about the importance and steps in creating a life care plan to help provide a secure financial future.

massmutual.com/lp/specialcare



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SUNDAY

SEPTEMBER 26, 2021

12:00 P.M. – 4:00 P.M.

The Arc's Board of Directors Meeting (Invitation Only)

1:00 P.M. – 3:30 P.M.

Board Leadership Training Institute

Amy Coates Madsen, Standards for Excellence Institute, Maryland Nonprofits

We're pleased to bring back The Arc's Board Leadership Institute as an opportunity to support local and state chapter board members and strengthen the boards of chapters of The Arc. Join nationally recognized nonprofit organization management expert Amy Coates Madsen, Director, Standards for Excellence Institute, for an interactive learning session on board excellence. We will kick off the program with an entertaining mock board meeting, which will highlight pitfalls and challenges that many nonprofit boards face as part of their ongoing efforts. The program will also cover the most important aspects of governance from both the board and board member perspective.



This is an add-on event that can be purchased during the main registration process. If you've already registered and would like to attend this events, please reach out to Robin Powers at robin@cmig.com.

2:00 P.M. – 3:15 P.M.

Professional Development Seminar

Alonzo Kelly, Kelly Leadership Group, LLC

In times of uncertainty, it's very important that leaders understand where they are and where they want to be. When the pandemic hit, many leaders had to quickly learn how to reduce the negative impact of the crisis on their organization, setting in motion what felt like the continuous climbing of a mountain. Now that the crisis is slowing down, how do we climb down without hitting any trees and losing our breath? Alonzo Kelly will dive into effective strategies on how to slowly descend from the top of the mountain without hitting any obstacles. Where you were before the crisis is not where you're heading after the crisis. Attendees will receive materials and participate in a case study of how to move forward without going backwards.

In addition to the Professional Development Seminar, NCE has identified and is recommending sessions for attendees who aim to grow personally, professionally, and organizationally. Any session with a star next to its name is a recommended NCE Professional Development Seminar session. All attendees are welcome to attend.



This is an add-on event that can be purchased during the main registration process. If you've already registered and would like to attend this events, please reach out to Robin Powers at robin@cmig.com.

OPENING GENERAL SESSION

A Disability Revolution, and featuring Catalyst Awards

September 27th from 11:45 A.M. – 12:45 P.M.



Denise Sherer Jacobson,
Author and
Educator



James LeBrecht,
Filmmaker,
Sound Designer,
Author and
Disability Rights
Activist

In this session, we explore the award-winning documentary *Crip Camp: A Disability Revolution*, co-directed, produced, and written by Nicole Newnham and Jim LeBrecht. We will be joined by LeBrecht and author Denise Sherer Jacobson, who is featured in the film, served as the story consultant, and was a camper and camp staff. Crip Camp profiles a summer camp for young people with disabilities in upstate New York in the 1960s. The camaraderie and relationships built at Camp Jened laid the foundation for the disability rights movement of the 1970s and the eventual passage of the Americans with Disabilities Act in 1990. The session will also include the presentation of our 2021 Catalyst Awards, sponsored by Comcast NBCUniversal. Awards will be presented to corporate leader Sephora, and self-advocate Neli Latson, and his mother, Lisa Alexander.

BREAKOUT SESSIONS

1:00 P.M. – 2:00 P.M.

Building Collaborative Health Teams

Christine Schulte, AHRC Nassau; Uterano-Ferrar, The Arc Nassau

SUPPORTS AND SERVICES

INTERMEDIATE

The aim of this presentation is to encourage viewers to re-design the manner in which they deliver medical and behavioral health services within their organization to ensure that the program focuses not on regulatory compliance but instead on what matters most to people who receive supports and services from the program. The presenters will outline programming and tools that they have designed to facilitate a re-imagining of medical and behavioral health delivery in your organization. Transform your clinical programming from passive to inclusive and allow people supported to drive their own health services!

Emerging From COVID-19: Panel on Using Data to Transform Whole Person Services and Supports

Doug Golub, MediSked, LLC; John Nash, The Arc of North Carolina; Kevin Zingler, MARC Inc.

LEADERSHIP

BEGINNER

Sponsored by:  **medisked**

During this session, presenters will share data and stories from the public health emergency. Particular attention will be paid to COVID-19 immunizations for the IDD population based on geography, age, type of disability, residential setting, and timeliness from each state's phased priority dates for people with disabilities. The American Rescue Plan and the 10% Federal Medical Assistance Percentages (FMAP) bump provide a unique funding opportunity to help accelerate changes in home and community-based services (HCBS) policy for critical updates to services and supports, which will determine the trajectory for the future. The presenters will share lessons learned from the pandemic and its disparate effect on individuals with IDD along with their influence on planning for the future on topics including employment, moves to more integrated setting, the DSP workforce crisis, and self-direction.

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Grant Writing 101: The Basics and Beyond*

Dara Bacon, The Arc Tennessee; Ashley Coulter, The Arc Tennessee

DEVELOPMENT

ADVANCED

Now more than ever, nonprofits are looking for creative ways to expand their mission and increase funding. But how can we stand out when everyone has the same size megaphone? Is it possible to increase momentum when you have been in the same gear for a bit too long? Attend this session to review the basic steps for finding and applying for grants, as well as tips for storytelling and casting a vision that others will choose to support. Prepare to laugh, vocalize frustrations, be entertained, and acknowledge the challenges of grant writing. Together, we will brainstorm ways of recalibrating the writing process and learn to look at each opportunity through a different lens. You will leave this session with an outline for best grant writing practices, a blueprint for pursuing potential funding in your area, and a good dose of encouragement. Come hopeful and leave prepared and inspired!

The HCBS Access Act: Advocacy 70 Years in the Making*

Nicole Jorwic, The Arc; Claire Manning, The Arc

ADVOCACY

BEGINNER

Hear from The Arc's Policy and Advocacy staff about the HCBS Access Act, a bill that The Arc has been leading on that would make home and community-based services (HCBS) mandatory and eliminate waiting lists. Learn about the advocacy tools at your disposal, the path forward, and how you can help make this bill a law!

BREAKOUT SESSIONS

2:15 P.M. – 3:15 P.M.

Preparing First Responders for Behavioral Crisis

Nichole Pangle, The Arc of Northern Shenandoah Valley

ADVOCACY

INTERMEDIATE

Many families struggle with contacting first responders in the event of an emergency. The training that law enforcement receives may be on the complete opposite end of the spectrum of what will work to de-escalate a crisis with a person with a disability. This session will provide participants with the tools to work collaboratively with local first responders on how to best respond to a crisis situation. Participants will learn about de-escalation techniques, safety plans for other household members, home and support services, and more.

Strategic Response and Lessons Learned From COVID-19 for Future Crises*

Sarah Baier, AHRC New York City; Elizabeth Lynam, AHRC New York City;

Philip Proctor, AHRC New York City

SUPPORTS AND SERVICES

INTERMEDIATE

AHRC New York City was in the initial epicenter of the COVID-19 pandemic in the U.S. In this session, their strategic responses will be shared, including lessons learned, best practices, and effective tools so that we can be better prepared together and stem the impact of the next public health crisis. This session will deliver an operational approach and supporting tools that are adaptable and actionable for any provider organization. It will also cover a roadmap for effectively responding to the onset of a crisis situation to safeguard the health of individuals and staff, the quality of services delivered, and the sustainability of operations. The models presented in this session were used by state entities to inform policies, data collection requirements, and operational guidelines across New York State. AHRC New York City's rapid change in operational management and data collection strengthened its ability to advocate and influence the direction of state and local government responses.

The Benefits of Automatic Enrollment and Auto-Escalation

Tyrone Golatt, Mutual of America

LEADERSHIP

INTERMEDIATE

Sponsored by:  **Mutual of America**
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During this session, participants will learn and understand how to better help their employees get on the right track early to prepare for retirement. By automatically enrolling employees at a small pre-determined amount and gradually increasing savings annually, employees can start to plan for their retirement without stress. Employees can opt out if they choose, however, statistics have shown that more than 90% of the time participants do not opt out. These automatic enrollment and auto-escalation features help individuals by using their inertia to work for them as opposed to working against them when they are asked to "opt in." Additionally, employees who have a retirement plan account with an employer are usually more emotionally tied to that employer, which can help reduce turnover and increase retention.

The Impact of Inclusive Post-Secondary Education

Martha Haythorn, *The Arc Georgia*; Ashley McKeen, *Georgia Tech Excel*

SUPPORTS AND SERVICES

BEGINNER

In this session, Martha Haythorn will outline her experience in an inclusive post-secondary education (IPSE) program by narrating her experience starting with the decision to go to college. Martha will walk through the process of applying for college, enrolling, and transitioning out of high school and into the postsecondary education world. Martha will give a first-hand account of the mentorship program at her school and will talk about the unique peer support model that Georgia Tech Excel uses, which has created an opportunity for her to reach her goals in independent living, social life, academic enrichment, and career development. This session will end with a short workshop on preparing for college and choosing the school that is best for each individual.

3:30 P.M. – 5:00 P.M.

NCE AWARDS CEREMONY

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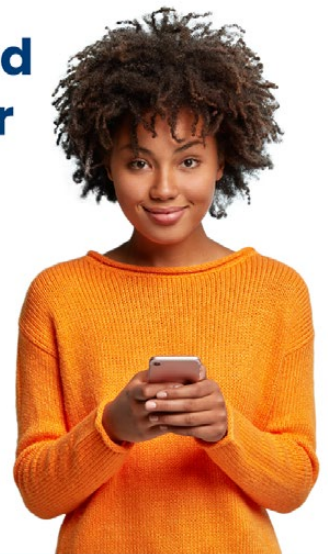
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TUESDAY

SEPTEMBER 28, 2021

BREAKOUT SESSIONS

10:00 A.M. – 11:00 A.M.

Access, Equity, and Inclusion: Sharing What Works

Liz Mahar, The Arc; Ariel Simms, The Arc

LEADERSHIP INTERMEDIATE

We want our advocacy and services to be accessible and inclusive of an incredibly diverse IDD community. We need to share information, create services, and host events that are welcoming to all. We also need to be equitable. This means working with and prioritizing the needs of underserved and marginalized communities, including communities of color, refugees, immigrants, the LGBTQIA+ community, religious minorities, older adults, and those who communicate in languages other than English. The Arc's network is powerful and can be a great source of innovation. In this interactive session, we will facilitate a knowledge exchange and elevate the work of chapters, self-advocates, and others working to center the experiences of those who are most marginalized in their communities.

Best Practices for Day Programs in Developing Successful Volunteer Opportunities*

Patti Colombo, Volunteer New York!

SUPPORTS AND SERVICES ADVANCED

Volunteer New York!, an affiliate of the Global Points of Light Network, will share key insights and best practices used to collaborate with local chapters of The Arc in supporting their community engagement goals and enhancing their volunteer programs for individuals they serve. Volunteer New York! receives private funding to connect young adults with IDD to volunteer opportunities where they build job readiness skills through volunteering. This program successfully pivoted to virtual support and remote opportunities throughout the pandemic, which kept individuals connected with the community when they were unable to be in the community. In this session, you will learn what action steps to take to build stronger connections to volunteer sites, build better community relationships, and promote positive messaging on the impact of volunteerism for your organization and community. You will also learn how chapters can benefit from community-wide days of service, corporate engagement, and board and leadership development programs.

Partnering With the Department of Education to Improve Outcomes for Students*

Jennifer Aprea, The Arc Tennessee; Theresa Nicholls, Tennessee Department of Education

SUPPORTS AND SERVICES

INTERMEDIATE

Jennifer Aprea, Director of Family Engagement in Special Education for The Arc Tennessee, and Theresa Nicholls, Assistant Commissioner of Special Populations for the Tennessee Department of Education, will talk about the Family Engagement in Special Education (FESPED) project they implemented in 2018 to improve outcomes for students with disabilities by empowering families to be fully involved in their child's special education journey. The FESPED project works with schools, families, and advocacy groups statewide to provide resources, trainings, networking events, and more as a way to build the bridge between schools and families. In this session, you will learn about how this project formed, how it was funded, and the many ways it has enabled collaboration to the benefit of all students!

The Arc of Colorado and arc Thrift Stores

Lloyd Lewis, arc Thrift Stores; Christiano Sosa, The Arc of Colorado

SUPPORTS AND SERVICES

INTERMEDIATE

In this session, we will describe the social enterprise business model fostered by arc Thrift Stores to maximize profits on behalf of their mission to enhance the lives of individuals with intellectual and developmental disabilities. This session will educate attendees on how this partnership works with the thrift stores directly funding the chapters of The Arc in Colorado to the tune of millions in funding annually. Presenters will describe in detail how the stores function and how they can be an amazing fundraising tool for other chapters across the state.

BREAKOUT SESSIONS

11:15 A.M. – 12:15 P.M.

Autism: Four Things Society Doesn't Talk About (But I Will)

Russell Lehmann, Speaker, Poet, Advocate

ADVOCACY

BEGINNER

In order to garner substantive awareness, which will lead to unconditional acceptance, we need to start talking about what's not talked about. Join Russell Lehmann as he provides captivating, profound, and educational insight into four areas of autism that are rarely talked about: intrusive thoughts (the trauma you will never know about); suicidal ideations; anger toward the outside world; and lack of empathy.



SAVE THE DATE | March 28-30, 2022

DISABILITY POLICY SEMINAR

Renaissance Washington, D.C.
Downtown Hotel

Direct Support Workforce and COVID-19 National Report*

Amy Hewitt, *Institute on Community Integration, University of Minnesota*; Joseph Macbeth, *National Alliance for Direct Support Professionals*; Jerry Smith, *Institute on Community Integration, University of Minnesota*

SUPPORTS AND SERVICES

INTERMEDIATE

The Institute on Community Integration and the National Alliance for Direct Support Professionals conducted a study with approximately 9,000 direct support professionals (DSPs) from across the country on their experiences of working during the COVID-19 pandemic. In this session, findings from an initial survey, a six-month follow-up, and a 12-month follow-up will be shared, describing the challenges faced by DSPs and the people they support and the underlying systemic problems that have had devastating effects on the direct support workforce. Topics will include the pandemic's impact on turnover and vacancy, hiring practices, staffing challenges, safety measures, DSP work life, and those exposed to and diagnosed with COVID-19. The disproportionate impact of COVID-19 on people from diverse racial and ethnic backgrounds will also be explored. Recommendations for what is needed moving forward to address future crises for DSPs and people receiving supports will also be provided.

Person-Centered Practices in a Post-COVID World

Jeff Case, *Therap Services, LLC*; Heather Daily, *Therap Services, LLC*

Sponsored by:  Person-Centered.
Data-Driven.

LEADERSHIP

BEGINNER

As we struggle to regain our lives, it is important to remember that so are the people who rely on support. This session will look at how person-centered practices can be used in your own life, across organizational culture, and to assist the people you support to live a meaningful and purposeful life. Coming out of a pandemic takes time and patience, but with careful planning, we can all regain a sense of purpose and connectivity and help those around us do the same, all while meeting HCBS compliance. Join Therap in exploring how to use the discovery process and other tools to unveil hidden potential in the lives of the people you support, as well as across your entire agency and communities.

Resiliency in the Remote Realm*

Aaron Stephens, *The Arc of Frederick County*

SUPPORTS AND SERVICES

INTERMEDIATE

The importance of embracing remote supports, using adaptive technology, and participating in the virtual world should not be viewed as a one-time experience for people with disabilities. Rather, individuals should continue to have opportunities to adapt to the times and demonstrate their resiliency in the remote realm, so they don't get left behind as society changes. Learn how The Arc of Frederick

County quickly established a robust offering of remote supports in partnership with people served and their families. You will also learn about The Arc of Frederick County's current plans and advocacy to continue offering braided in-person and remote supports at home, in the community, and at work so that people with disabilities have equal access in all communities.

BREAKOUT SESSIONS

12:30 P.M. – 1:30 P.M.

Building an Inclusive Arts Center*

Lori McCabe, The Arc Mid-Hudson – Cornell Creative Business and Arts Center; Shanna Nigro, The Arc Mid-Hudson – Cornell Creative Business and Arts Center

SUPPORTS AND SERVICES BEGINNER

This session will provide an overview of how The Arc Mid-Hudson developed a former sheltered workshop space into a welcoming community-based inclusive arts center. Attendees will learn about how the pandemic impacted strategic planning and programming and how classes and events were implemented. The pros and cons to virtual programming will be discussed, including expanding accessibility and geographical reach and learned best practices. Attendees will take away the positive impact that building an inclusive arts center can have on connecting people with and without disabilities, creating an equitable platform for community participation and reciprocal relationship building, opportunities for employment, and providing cultural arts education.

Fixing SSI: Repairing and Updating Our Safety Net

Bethany Lilly, The Arc

PUBLIC POLICY BEGINNER

For the first time in decades, Congress is considering updating the Supplemental Security Income (SSI) program. Join this session to learn what changes Congress is considering and how you can help make them a reality.

Leveraging Peer Support to Create Employment and Community Inclusion Opportunities*

George Brown, The Arc Tennessee; Heather Henderson, The Arc Tennessee; Carrie Hobbs Guiden, Amerigroup

SUPPORTS AND SERVICES INTERMEDIATE

Peer support is an under-utilized benefit in many home and community-based services programs. Yet research demonstrates that peer support is exactly what people with intellectual and developmental disabilities need to recognize their own potential for getting a job or living on their own. Amerigroup recognized that a strong peer support network would benefit people in the Employment and Community First CHOICES program and create employment opportunities for talented self-advocates. In this session, you will learn how Amerigroup is leveraging community partnerships with The Arc Tennessee and disABILITY LINK to address this need in Tennessee.

The Future Is Hybrid: Next Evolution of Event Fundraising

Jenna Jameson, OneCause; Steve Laush, OneCause

DEVELOPMENT

INTERMEDIATE

One thing we know is that event fundraising has changed and continues to evolve beyond COVID-19. Fundraisers are rethinking how they deliver compelling experiences, and they are looking to hybrid events with smaller in-person gatherings that also include remote supporters. Join us for a unique session that will dive into the world of event and virtual fundraising combining findings from recent research studies with lessons learned from the front lines of the largest global fundraising pivot. We'll explore hybrid event strategies to drive better engagement and higher impact with both in-person and virtual attendees.

1:45 P.M. – 3:15 P.M.

The Arc's Annual Business Meeting & Policy and Position Statement Update

The Arc's Annual Business Meeting is an opportunity for attendees to engage directly with The Arc's National Board of Directors. This year the highlight of the meeting will be the proposed Core Values and Guiding Principles for The Arc. For more information, including the agenda, visit the Annual Business Meeting page. [Convention.thearc.org/business-meeting](https://convention.thearc.org/business-meeting)



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In the 2020 election, disability voter turnout increased by 1.7 million people.

**LET'S KEEP THE
MOMENTUM GOING!**



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3:30 P.M. – 4:30 P.M.

Advocacy Power Hour

Grace Francis, The Arc's National Sibling Council; Chloe Rothschild, The Arc's National Council of Self-Advocates; Ric Nelson, The Arc of Anchorage; Juan Guerrero, The Arc; Claire Manning, Advocacy & Mobilization, The Arc; Liz Mahar, Family & Sibling Initiatives, The Arc

For over 70 years, The Arc has been fighting for people with disabilities to live independently with the right supports and lead the same kind of life as everyone else. People with disabilities and their families want access to a life in the community, no matter the level of supports necessary to make that happen. But when they try to find what they need, too often the system fails them.

In this "power hour," we will gather to share our stories and learn more about the resources available to self-advocates and siblings so they can advocate for services to thrive in the community. Knowledge is power and it's important to learn about the resources you will need to be better advocates!

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WEDNESDAY

SEPTEMBER 29, 2021

BREAKOUT SESSIONS

12:00 P.M. – 1:00 P.M.

Building Inclusive and Equitable Makerspaces: Making the Case for Accessibility

Amelia Anderson, Old Dominion University; Abigail Phillips, University of Wisconsin-Milwaukee

LEADERSHIP BEGINNER

In this session, presenters will discuss ways to make the case for incorporating accessibility into makerspaces to administration, colleagues, and the public. This presentation is based on an ongoing grant-funded study investigating how public libraries can construct more inclusive and accessible makerspaces for everyone, but particularly for individuals with disabilities. While the focus may be on makerspaces, this work and presentation translates to other spaces where accessibility is missing, yet greatly needed. A focal point of this session will be to equip attendees with the skills and language needed to justify the creation, management, and promotion of such a space.

Health Advocacy Services

Jennifer Dresen, The Arc San Francisco; Kristen Pedersen, The Arc San Francisco

SUPPORTS AND SERVICES ADVANCED

For years, health care has been moving toward telehealth as its main system for non-emergency service delivery. When COVID-19 made leaving home a health risk, telehealth became the optimal procurement method for providers. However, benefitting from telehealth medical care requires patients to have basic digital proficiency and access to technology, both barriers for persons with intellectual and developmental disabilities (IDD). The session will detail The Arc's telehealth access and delivery strategy and will include an overview of health advocacy services: pairing adults with IDD with a health advocate who accompanies them to medical appointments, facilitates communication with their medical team, supports compliance with and comprehension of medical directives, transmits health history, and coordinates services among multiple specialty providers. Successful methods to increasing participants' access to technology and facilitating digital learning courses will be discussed along with a guide to The Hub, an online learning platform created as a solution to social isolation and to offer virtual classes.

Self Advocates Practicing Leadership During A Pandemic: Kansas Style

Stephanie Sanford, Self-Advocate Coalition of Kansas; Colin Olenick, Self Advocate Coalition of Kansas; Phillip McGruder, Self Advocate Coalition of Kansas

ADVOCACY

INTERMEDIATE

The Self-Advocate Coalition of Kansas' collaboration with the Kansas Leadership Center dates back several years. Self-advocates in Kansas have attended leadership trainings at KLC and, as a result, have exercised leadership increasingly throughout the state. KLC has embraced this partnership from the beginning, welcoming accessibility audits and requests for plain language. Join SACK self-advocates in this session to discuss how this partnership has flourished. In December 2020, the State of Kansas hired the Kansas Leadership Center to conduct an Action Plan across the state to attempt to reduce the incidence of COVID-19 throughout the holidays. Once vaccines became available another effort was undertaken - Voices on Vaccination. In each case, KLC reached out to SACK for inclusion of the voices of self-advocates and individuals with disabilities. And Kansas self-advocates didn't disappoint!

Systems Change Advocacy*

Elizabeth Gary, Northshore Families Helping Families; Ashley McReynolds, The Arc of Louisiana

ADVOCACY

BEGINNER

This presentation will focus on the importance of systems change advocacy. Presenters will explain what systems change advocacy is and share the successes of advocacy efforts in Louisiana through The Arc of Louisiana. With self-advocates, family members, and providers advocating together, the opportunities are endless.

CLOSING GENERAL SESSION

Federal Public Policy Update: What Is Happening in Congress?*

ADVOCACY

BEGINNER

1:15 P.M. – 2:15 P.M.

Join this session to hear from members of The Arc's Public Policy team on the American Rescue Plan, the recovery legislation, and what we expect for the rest of the 117th Congress.



JULIE WARD

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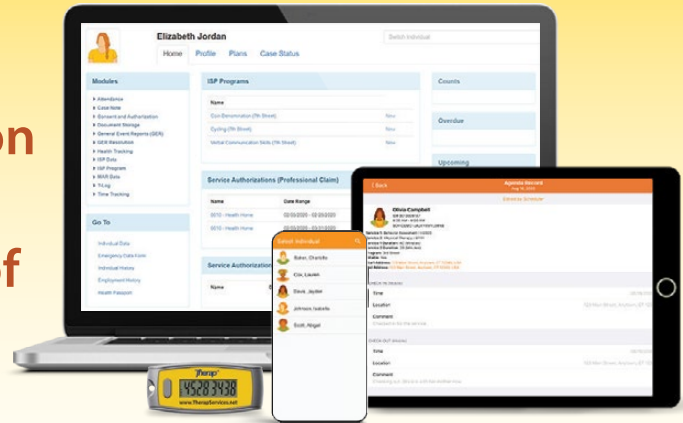
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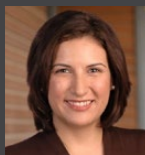
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