

REGISTRATION BROCHURE

**Rehabilitation and Community Providers Association
Presents**



STRIVE *to*
THRIVE
RCPA 2025

JOINTLY PROVIDED BY

CONTENTS

*****Information listed in this brochure may change; please visit the Conference website for the most current details*****

CONTINUING EDUCATION	3
WELCOME MESSAGE FROM RICHARD EDLEY	5
ESSENTIALS	6
SCHEDULE AT A GLANCE	7
KEYNOTE SPEAKERS	8
PLENARY SESSIONS	10
EVENT HIGHLIGHTS	11
CARELON CONNECTIONS HALL	12
WORKSHOPS	13
THANK YOU TO OUR SPONSORS (to date)	33
HOTEL INFORMATION	37
REGISTRATION FORM	38



Find us on Facebook



Connect to us on LinkedIn



Follow us on X (formerly Twitter)
@paproviders

**Tweet about your conference
experience with #rcpaconf**

CONTINUING EDUCATION

The Rehabilitation and Community Providers Association is proud to serve its members by offering continuing education credits in conjunction with Drexel University College of Medicine, Behavioral Healthcare Education.



OVERALL OBJECTIVES

At the conclusion of the program, participants will be able to:

- Review national and state initiatives regarding human services;
- Describe issues and solutions regarding the workforce shortage;
- Identify services that can be provided through the use of technology; and
- List strategies to prepare for Value-Based Payment models.

WHO SHOULD ATTEND

Registrants who will benefit from the 2025 conference workshops include:

- | | | |
|--|--------------------------------------|---|
| • CEOs / Executive Directors | • County Government Employees | • Quality Assurance / Risk Management / Compliance Officers |
| • Chief Nursing Officers / Nurses | • Financial Officers | • Psychiatrists |
| • Clinicians / Counselors / Social Workers | • Human Resource Professionals | • Psychologists |
| • Consumers / Advocates | • Medical Directors | • State Government Employees |
| • COOs / Vice-Presidents / Senior Managers | • Occupational / Physical Therapists | • Supervisors / Managers / Program Directors |

CE REGISTRATION/DOCUMENTATION

Each CE type costs \$50 (no additional fee for ethics) and should be included on the conference registration form along with all associated license numbers or using the Continuing Education form that will be sent to you following registration.

RCPA ensures that a formal validation of CE credits is sent to those who register and complete paperwork. The certificates will be generated through Drexel University and/or RCPA and will be sent to the email address indicated on returned documentation. Other questions regarding CE program offerings can be addressed to staff via email at rcpaconf@paproviders.org.

DREXEL UNIVERSITY COLLEGE OF MEDICINE, BEHAVIORAL HEALTHCARE EDUCATION

Behavioral Healthcare Education (BHE) was established in 1980 with contractual funding from what is now the Pennsylvania Office of Mental Health and Substance Abuse Services. The purpose of its creation was to turn clinical knowledge from biological and programmatic research into information and skills that are directly useful to practitioners in the behavioral health fields, particularly those working with persons in the public and Medicaid managed care arenas who have serious and persistent mental disorders. Since that time, BHE has added expertise in the areas of substance use disorders, intellectual/developmental disabilities, and child and adolescent diagnoses and treatment. The mission of the Division of Behavioral Healthcare Education is to support behavioral health practitioners in providing high quality services to people of all ages. We fulfill this mission through delivering continuing education, consultation, technical assistance, and conferences, using evidence-based and promising practices, research findings, and program and policy advances.

CONTINUING EDUCATION

Over 90 hours of continuing education*

**Includes session recordings made available post-conference*

STATEMENTS OF ACCREDITATION

National Events

APA (Psychologists): Drexel University College of Medicine/Behavioral Healthcare Education is approved by the American Psychological Association to sponsor continuing education for psychologists. Drexel University College of Medicine maintains responsibility for this program and its content. Drexel University College of Medicine/Behavioral Healthcare Education is approved by the American Psychological Association to sponsor continuing education for psychologists. This program is offered for a maximum of **TBD** credit hours. Drexel University College of Medicine maintains responsibility for this program and its content.



CEU (IACET): Drexel University College of Medicine, Behavioral Healthcare Education is accredited by the International Accreditors for Continuing Education and Training (IACET) and offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. IACET is recognized internationally as a standard development organization and accrediting body that promotes quality of continuing education and training. Drexel University College of Medicine, Behavioral Healthcare Education is authorized by IACET to offer **TBD** CEUs for this program.

Pennsylvania Events



CPRP: Drexel University College of Medicine/BHE is approved by the Psychiatric Rehabilitation Association (Provider #107) to sponsor continuing education for Certified Psychiatric Rehabilitation Practitioners. Drexel University College of Medicine/BHE maintains responsibility for the program and its content. This program is being offered for up to **TBD** hours of continuing education.

LSW/LCSW/LPC/LMFT (PA SBSWE Licensed Social Workers in Pennsylvania): Drexel University College of Medicine is a preapproved provider of continuing education for Social Workers and Clinical Social Workers. This program is being offered for up to **TBD** hours of continuing education.

PA Educators Act 48: Drexel University College of Medicine, Behavioral Healthcare Education is recognized by the Pennsylvania Department of Education to offer continuing education credits under Act 48 guidelines. Drexel University College of Medicine, Behavioral Healthcare Education adheres to Act 48 Continuing Education Guidelines. PA educators will receive a maximum of up to **TBD** hours of credit for attending this program.

PSNA (PA Nurses): Drexel University College of Medicine, Behavioral Healthcare Education is approved as a provider of nursing continuing professional development by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This program is being offered for up to **TBD** hours of continuing education.

PCB (PA Certified Addictions Counselor): Drexel University College of Medicine, Behavioral Healthcare Education will award a maximum of **TBD** PCB Approved Hours of Education for this program. Our program is certified by the Pennsylvania Certification Board, Provider # 133.



HRCI (HR Certification Institute): This Program is approved for **TBD** (General) recertification credit hours toward aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®). For more information about certification or recertification, please visit the HR Certification Institute website at <http://www.hrci.org/>.

The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.



SHRM (Society for Human Resource Management): RCPA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. This program has been submitted to SHRM for review for up to **TBD** PDCs for the SHRM-CPSM or SHRM-SCPSM.

Please note that in the preceding credit statements if "a maximum of" means just that, since credit is awarded according to the number of actual sessions attended during the conference. Signed validation forms attest to the number of sessions attended.

Welcome Message from Richard Edley



Welcome to the 2025 RCPA Conference — *Strive to Thrive!* We are looking forward to a great week at the Hershey Lodge.

In addition to promoting effective, efficient, and high-quality health care, RCPA and its members are actively influencing state and federal decision-makers. As the health care landscape continues to evolve, including a critical workforce shortage and tighter fiscal resources, we strive to implement innovative and integrative changes. You are invited to participate in a high-quality, multi-faceted program that is designed to provide you with learning and networking opportunities.

This conference features more than 60 workshops, many of which will be recorded for participants to view after the event, in addition to previously recorded sessions available on the app, and qualify for over 90 continuing education credits. Caramel Connections Hall, open Wednesday and Thursday, allows participants to meet with cutting edge businesses to support your services, along with opportunities to interact with colleagues, promote creative thinking, and inspire change. Noteworthy keynote and plenary speakers include:

- DHS Secretary Valerie Arkoosh will present on current critical issues for human services providers, trends in the field, and upcoming DHS initiatives.
- Karen Weeks from Shine at Work® kicks off the conference with *Building Organizational Culture and High-Performing Healthy Teams*.
- Judge Victor Reyes (ret.) is presenting on *Applying Resilience and Mindfulness to Enhance Leadership* on Wednesday morning. Prior to sessions that morning, he invites any early birds to join him for Gentle Yoga and Breathing in the Confection Lobby.
- Michael Cohen of Duane Morris LLP returns, presenting a fast-paced and business-focused session to ensure that our workplaces are as comfortable as possible, for as many as possible, as much of the time as possible.
- Mohini Venkatesh, Chief of Staff at the National Council for Mental Wellbeing, and Donna Martin, Vice President of State Partnerships and Innovation at ANCOR, will present on and discuss the latest news on federal issues that impact our members and services we provide.
- Kory Shrum, a *USA TODAY* bestselling author of more than 30 books, a national speaker, and the host of *A Well Cared For Human* and *Who Killed My Mother?* podcasts. After her mother's murder, Kory became determined to understand why her own path had diverged so drastically from her mother's, despite experiencing generational trauma and abuse. Kory will close out the conference, presenting *Rediscovering You: How to Reconnect, Recharge, and Rise*.

A variety of creative workshops and networking opportunities will also be available at this year's event. A number of sessions will focus on supervisory and management skills, workforce development, leadership, data collection, integrated care solutions, telehealth, and trauma-informed support. Providers will discuss innovative ways to address mental health and addiction challenges, medical complications, brain injuries, challenging behaviors, and intellectual and developmental disabilities, including the needs of children and the elderly.

Throughout the week, DHS Deputy Secretaries and other staff from the administration will join us to provide updates on the activities of their department and future forecasts.

This event would not be possible without the support and assistance of our sponsors, exhibitors, advertisers, and presenters, along with the RCPA Annual Conference Committee. With your participation, this year's conference is sure to be a success. We look forward to seeing you all!

A handwritten signature in black ink, appearing to read 'Richard Edley'.

Signature
Richard S. Edley, PhD
President/CEO

ESSENTIALS

Workshop Etiquette

When attending workshops, participants are asked to silence phones and other personal communication devices. Please be respectful of presenters and colleagues and step outside of the room if you must respond to a phone call.

September in Pennsylvania provides a variety of weather, making it difficult to maintain constant temperatures comfortable for every participant. Room temperatures may vary throughout the conference center and adjusting temperatures in large meeting rooms takes time. A light sweater or jacket is helpful when rooms become too cool.

Workshops and Plenary Sessions

Executives, leaders, supervisors, financial managers, clinicians, and direct support staff will all find something of benefit from the 2025 conference workshops. More than 60 workshops, four keynotes, and two plenary sessions are scheduled. Descriptions for all events are in this brochure. The Conference Committee has devoted considerable time and effort in developing these workshops, addressing the various systems of care and the environment where services are provided, and offering skills seminars to enhance services provided by mental health, substance use disorder, intellectual and developmental disabilities, children's, brain injury, medical rehabilitation, physical disabilities and aging, and other human service agencies.

Wireless Internet

RCPA has secured wireless Internet access for our guests in the Conference Center. This sponsorship opportunity is still available. Please contact [Carol Ferenz](#) for sponsorship information.

Annual Conference Mobile App

RCPA is offering a mobile app again this year, **sponsored by Millin**. The password is **rcpaconf**. The mobile app will be made available within a week prior to the start of the conference.

Photo Release

By registering to participate in this event, you consent to interview(s), photography, audio recording, video recording, and its/their release, publication, exhibition, or reproduction to be used by RCPA and its representatives. You release RCPA, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication and use of interviews, photographs, computer images, and video and/or sound recordings. You also waive all rights you may have to any claims for payment or royalties and any right to inspect or approve any photo, video, or audio recording taken by RCPA or the person or entity designated to do so by RCPA.



SCHEDULE AT A GLANCE

Monday, September 8

RCPA PAC Golf Outing to be held at Colonial Golf & Tennis Club, 4901 Linglestown Rd, Harrisburg, PA 17112

- 11:00 am Golf Outing Registration and Lunch
- 12:00 pm Golf Outing Shotgun Start
- 8:00 pm – 11:00 pm RCPA Hospitality Suite (Hershey Lodge)

Tuesday, September 9

- 7:30 am – 9:30 am Coffee Break
- 8:00 am – 4:30 pm Registration
- 9:15 am – 10:30 am Keynote Speaker: Building Organizational Culture and High Performing Healthy Teams, Karen Weeks
- 10:30 am – 10:45 am Coffee Break
- 10:45 am – 11:15 am Plenary Session: State of the State, DHS Secretary Valerie Arkoosh
- 11:30 am – 12:30 pm Boxed Lunch
- 12:30 pm – 2:00 pm Workshop Session A
- 2:00 pm – 2:15 pm Coffee Break sponsored by **Inglis**
- 2:15 pm – 3:45 pm Workshop Session B
- 3:45 pm – 4:00 pm Refreshment Break sponsored by **Inglis**
- 4:00 pm – 5:30 pm Workshop Session C
- 5:30 pm – 7:30 pm Welcome Reception sponsored by **OneWell Health Care**
- 8:00 pm – 11:00 pm RCPA Hospitality Suite, Entertainment by Rich Fehle, acoustic guitar

Wednesday, September 10

- 6:30 am – 7:30 am **Gentle Yoga and Breathwork (All Levels)**
- 8:00 am – 4:30 pm Registration
- 8:00 am – 9:30 am Breakfast Buffet
- 9:00 am – 10:15 am Keynote Speaker: Applying Resilience and Mindfulness to Enhance Leadership, Judge Victor Reyes (Ret.)
- 10:15 am – 10:30 am Coffee Break sponsored by **Corporation for Independent Living (CIL)**
- 10:30 am – 12:00 pm Workshop Session D
- 12:00 pm – 1:30 pm Association Awards Luncheon
- 1:30 pm – 3:00 pm Workshop Session E
- 3:00 pm – 6:00 pm Carelon Connections Hall Opening Reception
- 8:00 pm – 11:00 pm RCPA Hospitality Suite

Thursday, September 11

- 7:30 am – 9:00 am Breakfast in Carelon Connections Hall
- 7:30 am – 2:00 pm Carelon Connections Hall Open
- 8:00 am – 3:45 pm Registration
- 9:00 am – 10:15 am Keynote Speaker: The EEOC is NOT Messing Around: Harassment Prevention in 2025 and Beyond, Michael Cohen
- 10:15 am – 10:30 am Carelon Connections Hall Coffee Break
- 10:30 am – 12:00 pm Workshop Session F
- 12:00 pm – 1:45 pm Carelon Connections Hall Luncheon / Prize Giveaways
- 1:45 pm – 3:15 pm Workshop Session G
- 3:15 pm – 3:30 pm Coffee Break
- 3:30 pm – 5:00 pm Workshop Session H
- 5:30 pm – 7:30 pm Dinner on Your Own
- 7:30 pm – 11:00 pm RCPA Hospitality Suite, Entertainment DJ and Photo Booth

Friday, September 12

- 8:00 am – 9:00 am Registration
- 8:00 am – 10:00 am Breakfast Buffet
- 9:00 am – 10:30 am Plenary Session: National Outlook: The Turbulent Landscape of 2025/26, Donna Martin and Mohini Venkatesh
- 10:30 am – 11:30 am Keynote Speaker: Rediscovering You: How to Reconnect, Recharge, and Rise, Kory Shrum
- 11:30 am – 12:00 pm Travel Snacks sponsored by **Berks Counseling Center**

KEYNOTE SPEAKERS

Keynote • Tuesday, September 9, 9:15 am – 10:30 am

K01 | Building Organizational Culture and High Performing Healthy Teams

Presenter: Karen Weeks, MS, SPHR, Founder of Shine at Work

Track(s): LD

Room: TBD



Being a leader is hard work. Being a leader in the health care industry can come with its own set of stresses and rewards, for your team and for you, especially with all the changes that are happening these days. How can you create an organizational culture that supports people's wellbeing? Building trust with others to focus on driving results can enable you to evolve your organization's culture and make sure you have the right people in the right roles for the future. In this presentation, we will dive into leveraging your superpowers as a leader including empathy, active listening, vulnerability, communication, and transparency with your team and yourself to develop a high performing and healthy team.

Keynote • Wednesday, September 10, 9:00 am – 10:15 am

K02 | Applying Resilience and Mindfulness to Enhance Leadership

Presenter: Judge Victor Reyes, Retired Judge, Master Life Coach

Tracks: BI, CH, DEI, EL, HR, IDD, LD, MR, MH, PDA, SUD, VR

Room: Red Ballroom



Living in a mindful manner increases our awareness of what is happening around us and places us in a better position of accessing our innate wisdom. This session explores what it means to be mindful, the research supporting this concept, and tools that leaders can easily access to help them stay focused while maintaining a sense of calmness. We will also discuss stressors that are inherent in the work and the tools that may lead a more balanced, healthier life. Stress and secondary trauma are realities which affect us on a gross and subtle level. Recognizing that fact begins the process of healing and developing lifelong tools so that we can better serve our communities.

WORKSHOP TRACK LEGEND

BI – Brain Injury
CH – Children's Services
CO – Compliance/Risk Management
DEI – Diversity, Equity, & Inclusion
ET – Ethics
EL – Executive Level (CEOs, CFOs, COOs)
FM – Financial Management
HRF – Health Reform
HR – Human Resources

IDD – Intellectual/Developmental Disabilities
LD – Leadership
MR – Medical Rehabilitation
MH – Mental Health
PDA – Physical Disabilities & Aging
SUD – Substance Use Disorder
TH – Telehealth
VBP/R – Value-Based Purchasing/Reimbursement
VR – Vocational Rehabilitation/Employment

Keynote • Thursday, September 11, 9:00 am – 10:15 am

K03 | The EEOC is NOT Messing Around: Harassment Prevention in 2025 and Beyond

Presenter: Michael Cohen, JD, Duane Morris LLP

Tracks: BI, CH, CO, DEI, EL, HR, IDD, LD, MR, MH, PDA, SUD

Room: Red Ballroom



The EEOC has made clear that preventing workplace harassment is a meaningful priority for 2025 and beyond. The federal agency's 2024 Workplace Guidance to Prevent Harassment has changed the game. As a result of the Guidance as well as the massive changes we have seen, the workplace (both in-person and remote) has become even more complicated and, in many instances, even more open to claims of harassment, discrimination, and retaliation. Given the current realities, we are seeing a proliferation in workplace harassment complaints. And, as we (hopefully) all appreciate, no organization is immune! As potential targets, therefore, we must be ready! As employees and organizational leaders, we are the key to ensuring that our workplaces are as comfortable as possible, for as many as possible, as much of the time as possible. In addition to discussing the traps into which we fall regarding their own conduct, this fast-paced and business-focused session will address the importance of bystander responsibility and taking care of each other.

Keynote • Friday, September 12, 10:30 am – 11:30 am

K04 | Rediscovering You: How to Reconnect, Recharge, and Rise

Presenter: Kory Shrum, MFA, Bestselling Author, Podcast Host

Tracks: BI, CH, DEI, EL, HR, IDD, LD, MR, MH, PDA, SUD

Room: Red Ballroom



The health care and human services fields are facing unprecedented challenges. Staffing shortages are stretching providers thin, making work-life balance feel impossible. Anxiety levels are rising, and many professionals feel more disconnected than ever. When your role is centered on caring for others, it can be easy to sacrifice your own well-being — until the cost becomes too great. In this empowering keynote, Kory deconstructs the most common self-care myths that keep providers stuck in cycles of stress, exhaustion, and disconnection, revealing why traditional approaches to wellness often fail. Through a practical framework, attendees will learn how to cultivate sustainable self-care practices that not only reduce anxiety and burnout, but also strengthen resilience, enhance professional fulfillment, and foster deeper connections in both work and life.

***Special Thanks to Our
Conference Committee
for Their Hard Work
and Dedication!***



PLENARY SESSIONS

Plenary • Tuesday, September 9, 10:45 am – 11:15 am

P01 | State of the State

Presenter: DHS Secretary Val Arkoosh, MD, MPH

Tracks: BI, CH, DEI, EL, HRF, IDD, MR, MH, PDA, SUD, TH, VBP/R, VR
Room: TBD



Secretary Arkoosh will lead a discussion about current critical issues for human services providers, DHS initiatives for workforce development, and updates regarding Performance-Based Contracting for IDD services. She will also discuss the PA perspective on value-based payments and telehealth, and any other priorities for DHS, as well as upcoming initiatives for 2026.

Plenary • Friday, September 12, 9:00 am – 10:30 am

P02 | National Outlook: The Turbulent Landscape of 2025/26

Presenters: Donna Martin, MEd, CAE, Vice President, State Partnerships & Innovation, ANCOR
Mohini Venkatesh, MPH, Chief of Staff, Strategic Leadership, National Council for Mental Wellbeing

Tracks: BI, CH, DEI, EL, FM, HRF, IDD, MH, PDA, SUD, TH, VBP/R, VR
Room: Red Ballroom



RCPA's national partner associations ANCOR and the National Council for Mental Wellbeing will share their insights on national trends in policies and workforce. This year, we have seen an unusual amount of federal rules and policies changing, and it remains a challenge for organizations to stay current. Discussion will include a review of trends across the states in dealing with the challenges faced every day. We will also discuss the increasing use of technology in service delivery and the implementation of new payment methodologies, workforce trends, implementation of the HCBS Settings Rule, and the use of 14(c).



EVENT HIGHLIGHTS

Tuesday, September 9

WELCOME RECEPTION • 5:30 pm – 7:30 pm

Room: Blue Ballroom

You are invited to join the RCPA Board of Directors, staff, and your colleagues for the Welcome Reception. The reception features hors d'oeuvres and beverages, and offers a valuable first networking opportunity with colleagues, speakers, and other guests. Conference Committee members and RCPA staff are on hand to answer questions, make introductions, and provide directions and tips for an enjoyable week.



Wednesday, September 10

New this year!

GENTLE YOGA AND BREATHWORK (All Levels) • 6:30 am – 7:30 am

Room: Cocoa Terrace Patio

Join our Wednesday morning keynote speaker, Judge Victor Reyes (Ret.), in the Confection Lobby (lower level). You will be led through some very simple bodily movements and proven breathwork practices to reduce stress buildup, center your mind, and create a sense of calm. These techniques are great tools to use each morning, driving to work, or before bedtime. We will be using chairs or you may bring a towel (or yoga mat) if you wish to sit on the floor.

Wednesday, September 10

ASSOCIATION AWARDS LUNCHEON • 12:00 pm – 1:30 pm

Room: Red Ballroom

Please join us for lunch and hear about the association's highlights of the year and recognition of our special guest being honored for leadership. The awards luncheon includes commentary by RCPA President/CEO Richard S. Edley, PhD.

Monday September 8 – Thursday September 11

HOSPITALITY SUITE

8:00 pm – 11:00 pm Monday – Wednesday

7:30 pm – 11:00 pm Thursday

Room: Cocoa Terrace

Relax and unwind, catch up with colleagues, and enjoy some social time at the RCPA Hospitality Suite!

Tuesday, September 9 • 8:00 am – 7:30 pm

Wednesday, September 10 • 8:00 am – 6:00 pm

Thursday, September 11 – 8:00 am – 11:30 am

SILENT AUCTION

Room: Registration Area

We are excited to once again host the RCPA silent auction, benefiting the RCPA PAC. RCPA continues to raise funds for the RCPA PAC, to provide financial support to state legislators who have demonstrated a strong, consistent, and positive interest in our issues and priorities. Place your bids for some great prizes and support the RCPA PAC!



CARELON CONNECTIONS HALL

CONNECTIONS HALL HOURS

Wednesday, September 10 • 3:00 pm – 6:00 pm

Thursday, September 11 • 7:30 am – 2:00 pm

CONNECTIONS HALL OPENING RECEPTION

Wednesday, September 10 • 3:00 pm – 6:00 pm



On Wednesday, we hope you will join the Conference Committee, RCPA staff, and board members in the 2025 Caring Connections Hall. Connections Hall is where to find innovations and solutions for all of your business needs. Play the game for the chance to win some exciting prizes, including a grand prize of \$1,000 while you are there! Sponsorship still available for this reception; please contact [Carol Ferenz](#) for details.

BREAKFAST IN CONNECTIONS HALL

Thursday, September 11 • 7:30 am – 9:00 am

Please enjoy breakfast in the Connections Hall with the RCPA 2025 vendors. Without these vendors, this conference would not be possible. Sponsorship still available for this event; please contact [Carol Ferenz](#) for details.



LUNCHEON AND PRIZE GIVEAWAYS WITH EXHIBITORS

Thursday, September 11 • 12:00 pm – 1:45 pm



Participants are invited to connect with vendors to discuss business opportunities and enjoy lunch during this event. Take one last opportunity to meet with our participating exhibitors. During exhibit hours, many vendors provide guests with the opportunity to participate in drawings for special prizes. Sponsorship still available for the luncheon; please contact [Carol Ferenz](#) for details.

WORKSHOPS

The views expressed in our conference workshops do not necessarily reflect those of RCPA staff or members.

Session A • Tuesday, September 9, 2025, 12:30 pm – 2:00 pm

W01 | Office Of Developmental Programs Policy Updates and Forecast for 2026

Presenter(s): Kristin Ahrens, MEd, Office of Developmental Programs

Track(s): EL, IDD, VBP/R, VR

Room: Crystal A

Join the Dep. Secretary for a conversation about the progress with implementation of the 1915 waiver, allowing for selective contracting and performance-based contracting, as well as other current policy initiatives in PA.

W02 | How To Survive a Payer Billing Audit — Straight From an Auditor's Mouth

Presenter(s): Paul B. Stanalonis, BS, Stanalonis & Associates, LLC

Track(s): CO, EL, MH, SUD, TH

Room: Wild Rose AB

This session will be held with a Compliance Consultant who completes audits for Medicaid MCOs. He will discuss exactly what he is looking for when conducting a medical record audit.

W03 | Leadership and Emotional Intelligence Part I

Presenter(s): John Amato, MEd, Familylinks, Inc.

Track(s): EL, LD

Room: Magnolia AB

Tune into the importance of emotional intelligence and interpersonal relationships in the workplace. Connecting with colleagues and employees on a genuine level is a direct result of high emotional intelligence and leads to better working relationships. Find out how self-awareness, social awareness, self-management, and social skills influence the way people handle themselves and their relationships. Attendees will also discover how these strengths play a bigger role than cognitive intelligence in determining success in life and in work, as studied by Daniel Goleman, author of Emotional Intelligence and other writings on this subject.

W04 | Thriving Through Performance Development

Presenter(s): Alison Bolick, MBA, PHR, SHRM-CP, CPTM, Merakey
Richard Lewis, BA, Merakey
Drew Albert, CPTM

Track(s): HR, LD

Room: Empire A

Performance development is more than just a yearly assessment of an employee's performance. It is a holistic approach to growth and development accomplished by setting measurable, attainable goals that are aligned with the company's strategy. These are achieved by providing regularly scheduled administrative supervisions that are focused on supporting the employee. The foundation of this process is thoughtful administrative supervisions, where employees and managers engage in meaningful conversations that help build relationships, assist with professional career development, and ensure alignment with the mission and values of the organization. This is also where employees are reminded of the significance of their contributions to the success of the company. We will discuss the process including: Administrative Supervision, Annual Kick-off, Business Goals, Personal Development Plans, Mid-Year Performance Assessment, Talent Review and Succession Planning, and the Year-End Performance Review.

W05 | Research to Practice: Using an Evidence-Based Digital Tool to Improve Executive Function Among Students

Presenter(s): Jessica Rose-Malm, MA, BrainFutures
Bruce Wexler, MD, Department of Psychiatry, Yale University School of Medicine

Track(s): MH
Room: Empire B

Executive function skills such as focused attention, self-control, working memory, and cognitive flexibility are crucial drivers of youth mental health and well-being. ACTIVATE™, a digital cognitive training program for school-age children, is a scalable, low-cost, evidence-based intervention with a ten-year track record of significantly strengthening youth executive function skills. In this workshop, ACTIVATE™ founder Dr. Bruce Wexler and BrainFutures Project Director Jessica Rose-Malm will explain the program's foundation in neuroscience, describe its strong evidence of impact, and highlight a successful community-school partnership project implementing ACTIVATE™ with 1,550 children in Howard County (Maryland) Title 1 public schools. Participants will experience the ACTIVATE™ computer exercises and participate in supplementary physical activities that engage the same critical brain systems through whole body movement.

W06 | Building a Team-Based Culture: Not Your Average Team Approach

Presenter(s): Bonnie Triebig, MS, Berks Counseling Center
Chris Axford, MEd, LPC, Berks Counseling Center
Leslie Guzman, CMA, Berks Counseling Center

Track(s): CH, CO, EL, HRF, LD, MH, SUD, TH
Room: Empire C

So you think you know team-based approaches? Since Berks Counseling Center's entry into the world of integrated models of care and CCBHC, the transition has propelled us into a team-based culture. In this presentation, Berks Counseling Center will share the power of the team in relationship development, community collaboration, clinical practice, and organizational growth and development. We will share the exciting yet sometimes stressful process of implementing and sustaining team-based initiatives throughout the organization. We will provide real world examples of team-based approaches in action, including how the initiatives helped optimize data-driven care, care delivery, expansion, problem resolution, and workforce challenges. We will share the struggles, how we overcame challenges, and lessons learned.

W07 | Care Navigator: Helping the Community Transition Home After Inpatient Hospitalization

Presenter(s): Holly Karalus, MSW, LSW, Merakey
Kristy Templin, LCSW, Merakey
Mary Pyle, BSW, Merakey

Track(s): MH
Room: Magnolia C

Join us as we review the first year of results using a Care Navigator at the Merakey Stevens Center. We will review the benefits of this concept for the individuals served and how we integrated this service into our system of care. We will then discuss the successes of the programs and areas we needed to pivot. We will also share data around social determinants of health and referrals made for individuals served by the Care Navigator.

W08 | The Final Rule on 42 CFR Part 8: One Opioid Treatment Program's Adjustments to the New Regulations and Q&A

Presenter(s): Elizabeth Ward, MS, LPC, Penn State Health, Advancement in Recovery, The Pennsylvania Psychiatric Institute

Sarah Kawasaki, MD, Penn State Health

Track(s): SUD

Room: Magnolia D

"The Final Rule" has removed the 2.5 hour monthly minimum requirement for counseling at Opioid Treatment Programs (OTP). Additionally, it has made permanent the pandemic-era regulation relaxations on take-home dose amounts per patient per month. Ensuring patient safety and patient-centered care has been the cornerstone of one OTP's experience with the changes in central Pennsylvania. This workshop will focus on how an OTP has balanced the changes while keeping patients engaged in treatment. The speakers will discuss their revised take-home policies, treatment plans, and modalities of engagement, and answer any questions workshop participants may have in implementing their changes. The aim of the workshop is to show how we can promote both clinic sustainability and patient autonomy.

Session B • Tuesday, September 9, 2025, 2:15 pm – 3:45 pm

W09 | The Role of Culture in Merger & Acquisition Strategy and Success

Presenter(s): Karen Carloni, LCPC, NCC, I Am Boundless

Jennifer Riha, MC, I Am Boundless

Track(s): EL

Room: Crystal A

This presentation offers insight on culture as a driver of the success or failure of organic growth as well as Merger & Acquisition activities. The data suggests that between 70–90% of nonprofit mergers fail. Attendees will learn how the competing values framework can be used to assess the current organization and that of the merger partner to predict likely barriers to successful merger and the likely effect on the overall organization once the organizations are integrated. Discrepancies between the desired culture and the dominant culture will be examined as they pertain to post-merger growth orientation. Attendees will come away from the presentation with suggested strategies and tactics to close culture discrepancies and promote growth.

W10 | A Systemic Focus for Treating Homicide-Suicide Behaviors

Presenter(s): Jennifer Benjamin, PhD, LPC, Philadelphia Child & Family Therapy Training Center

Pinky Patel, LMFT, Philadelphia Child & Family Therapy Training Center

Track(s): CH, CO, MH

Room: Wild Rose AB

Homicide-suicide incidents most commonly occur within families, with offenders often experiencing childhood adversity, legal issues, and involvement in conflictual family dynamics. This workshop focuses on co-assessing life-threatening behaviors. Presenters will highlight the critical role of engaging families in relational change while prioritizing safety and response planning. Participants will explore practical approaches to assessment and intervention, with an emphasis on creating collaborative and relationally-focused plans to mitigate risks. Through video-recorded roleplays, attendees will see the application of these strategies in real-world scenarios, including assessment processes, caregiver involvement, and natural supports being used in a response plan. This workshop provides the tools needed to address complex family dynamics and foster safety and healing in high-risk situations.

W11 | Leadership and Emotional Intelligence Part II

Presenter(s): John Amato, MEd, Familylinks Inc.

Track(s): EL, LD

Room: Magnolia AB

Tune into the importance of emotional intelligence and interpersonal relationships in the workplace. Connecting with colleagues and employees on a genuine level is a direct result of high emotional intelligence and leads to better working relationships. Find out how self-awareness, social awareness, self-management, and social skills influence the way people handle themselves and their relationships. Also, discover how these strengths play a bigger role than cognitive intelligence in determining success in life and in work, as studied by Daniel Goleman, author of Emotional Intelligence and other writings on this subject.

W12 | Whether We Realize It or Not, FASD Affects Us All

Presenter(s): Gordon R. Hodas, MD, PA Office of Mental Health and Substance Abuse Services
Kimberly Pape, Southwest Behavioral Health Management, Inc.

Track(s): CH, IDD, MH

Room: Empire A

It is essential that mental health providers, system partners, children and families, and communities recognize Fetal Alcohol Spectrum Disorders (FASD), which is 100% preventable, as a significant public health challenge that affects us all. With a prevalence much greater than autism, FASD impacts children and families across all systems. Without identification and informed intervention, systems fail, resulting in higher levels of care, frustration for everyone, and additional expenses. Children and families typically experience stigma, blame, and trauma. FASD identification and developmentally appropriate responses, building on strengths and capabilities, are urgently needed. Informed by both lived and professional experience, Ms. Kim Pape addresses common FASD-related myths and the need to address FASD through a team approach. Dr. Gordon Hodas discusses potential "red flags" of unrecognized FASD. Once FASD is identified, it is the environment rather than the child that needs to change. Effective service systems are responsive, supportive, and persistent.

W13 | Health Equity for People With IDD in the Community

Presenter(s): Melissa A. DiSipio, MSA, FAAIDD, Philadelphia Coordinated Health Care (PCHC)

Track(s): HRF, IDD

Room: Empire B

The Robert Wood Johnson Foundation (RWJF) defines "health equity" as everyone having a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education, housing, safe environments, and health care. Historically, people with intellectual and developmental disabilities (IDD) have lacked many of these stated items or were deemed "inappropriate" to receive adequate services in comparison to the general population. This presentation will describe the important role of health equity and analyze the ways people with IDD have struggled and succeeded in the areas of health equity as well as describe future challenges.



W14 | The Power of Peers and Partnership: Response to Substance Use Crisis

Presenter(s): Hailey Davis, MHA, Access Services
Alvin Wang, Montgomery County Department of Public Safety
Ivan Rosa, CRS, CPS, Access Services
Jon Serbin, Montgomery County Department of Public Safety
Moira Tumelty, LPC Access Services

Track(s): MH, SUD

Room: Empire C

The Montgomery County Overdose Response Team is a partnership comprised of paramedics from the Department of Public Safety and CRS/CFRS from Access Services. This program utilizes the partnership to respond to overdoses across Montgomery County and support individuals in coping after an overdose event as well as navigating recovery options. MCORT directly supports initiatives to decrease overdose rates through responding to live calls to offer support, providing Narcan and Narcan training to local community providers and residents, providing test strips, and responding to any substance use related crisis where our team can directly intervene and offer connections to resources. This presentation will describe all of the key elements of program operation, engagement strategy, and partnership that make this collaboration successful. Attendees will be able to take these elements of data analysis, partnership building and implementation, peer driven engagement, and resource navigation to shape and build their own projects in this space.

W15 | Promoting Staff Engagement and Growth Culture

Presenter(s): Tara Karbner, LCSW, Magellan Behavioral Health of Pennsylvania, Inc.
Erin Reilly, LCSW, MBA, Magellan Behavioral Health of Pennsylvania, Inc.

Track(s): LD

Room: Magnolia C

Join us in a discussion on practical strategies that actively engage employees to foster deep connections with their work, develop a culture of trust that drives program success, and promote clear pathways for career growth within the organization. Discussion will focus on practical methods of engagement and leadership development, utilizing people-first strategies such as personal strength assessments, communication pathways, feedback loops, and skill building. This training is ideal for leaders seeking concrete methods of engagement to drive program success that enables high trust/high-performing cultures with strong talent pipelines, resulting in a more engaged, dynamic workforce.

W16 | Organizational and Individual Benefits of Becoming Technology First

Presenter(s): Nathan Gerhard, MBA, Keystone Human Services

Track(s): IDD, LD, PDA

Room: Magnolia D

With the implementation of Performance-Based Contracting in Pennsylvania, the use of technology in services has been pushed to the forefront for provider agencies of all tier levels. This session will share the experience of one provider who began its Technology First movement in 2018. Beyond the use of Electronic Health Records and Electronic Medication Administration Records, this session will highlight how those organizational moves spun off not only operational efficiencies but also a move to utilize enabling technologies as a natural support for people receiving services. This presentation will highlight the successes and challenges of becoming a Technology First provider, the quantitative impacts experienced on the service and individual levels, and case study examples of how technology has increased the independence of people receiving services.



Session C • Tuesday, September 9, 2025, 4:00 pm – 5:30 pm

W17 | Empowering Change Through Leadership, Workforce Development, and Innovation

Presenter(s): William Rizzo, Quantum Strategies
Mark Walker, Dame Leadership

Track(s): EL, HR, LD

Room: Crystal A

Aligned with the RCPA 2025 Conference's theme of fostering success through innovation and resilience, this workshop is designed for CEOs, Senior Executives, and Senior HR leaders. "Empowering Change Through Leadership, Workforce Development, and Innovation" provides strategic insights into driving organizational transformation. Led by an expert in leadership and organizational development, the session will focus on implementing strategies to inspire change and achieve organizational growth. Participants will explore workforce development best practices to enhance employee engagement and productivity. The workshop will also address strengthening employee motivation and retention strategies to build a committed, high-performing workforce. This proposal is crafted to align with the RCPA 2025 Conference's theme of promoting workshops that are engaging sessions that provide essential knowledge for attaining success through innovative leadership.

W18 | Growing Through Connection: Managers Leading With Heart, Building Relationship-Driven I/DD Services

Presenter(s): Omar Abdullah, PhD, Baroco Corporation

Track(s): EL, HR, IDD, LD

Room: Wild Rose AB

In this session, we will explore how building authentic relationships within your teams and with referral sources and community partners drives growth and leadership within I/DD organizations. As managers evolve into leaders, fostering strong connections with staff, clients, and external partners is key to creating sustainable, heart-centered businesses. Participants will gain practical strategies for building a culture of trust, collaboration, and empathy that enhances team engagement, service outcomes, and organizational growth.

We will discuss how leaders can leverage relationships with referral sources and community partners to increase visibility, create collaborative opportunities, and build a network that fuels business development. By focusing on heart-centered leadership, we will strengthen leadership and drive service success. Join us for an interactive session with actionable tools to develop impactful leadership practices and strengthen external partnerships in the I/DD space.

W19 | Creating a Trauma-Informed Workplace in a Tri-Pillared Organization

Presenter(s): Ashley Murry, PsyD, Chimes
Nicole Brown, MS, LPC, Chimes

Track(s): CH, ET, EL, HR, LD, MH, VBP/R, VR

Room: Magnolia AB

In recent years, the understanding of trauma and its effects on individuals has gained significant attention in various sectors, including behavioral health, healthcare, education, non-profits, and corporate environments. This presentation aims to demonstrate how a trauma-informed workplace is developed in a multi-faceted organization. Emphasizing the importance of recognizing and responding to the impact of trauma on employees across the organization, the presentation focuses on how a trauma-informed environment empowers individuals within the organization. Participants will learn about the core principles of a trauma-informed approach, including safety, transparency, open communication, a foundation of trust, peer support, collaboration, empowerment, and cultural humility. The presentation will also demonstrate how these principles are integrated into workplace policies, practices, and culture to foster an environment that promotes healing and resilience.

W20 | Enhancing CCBHC Effectiveness: Four Essential Tools for Success

Presenter(s): Cleopatre Paulvin, LPC, Merakey
Susan Baptista, LSW, Merakey

Track(s): HRF, MH

Room: Empire A

This presentation will equip participants with four proven tools designed to enhance the effectiveness of Certified Community Behavioral Health Clinics (CCBHC). Rooted in the principles of whole-person care, these tools were developed through hands-on experience within a thriving CCBHC and improved outcomes. Beyond introducing these tools, the session will include real-world case studies that demonstrate their tangible impact. Presenters will also delve into the process behind developing these tools and provide practical guidance for participants to implement them in their own clinics. By the end of this session, attendees will leave with actionable insights and strategies to empower individuals to thrive in their communities.

W21 | Turning Internal Communications Objectives Into Action

Presenter(s): Bruce Cohen, MHA, Community Services Group
Jessica Wolfe, 51group

Track(s): EL, HR, LD

Room: Empire B

Effective internal communication is critical for building a committed workforce and fostering organizational success. This session will guide attendees through an actionable approach to transforming communication objectives into implementable strategies. We will explore how to conduct listening sessions for authentic employee feedback, use survey data to identify key opportunities for improvement, and develop targeted action plans to drive measurable change. Attendees will learn how to apply these findings and activities to enhance engagement, retention, and organizational alignment. By integrating these methods, leaders can create a culture of transparency, trust, and continuous improvement. This session is ideal for organizations looking to refine their internal communications, strengthen workforce commitment, and navigate industry changes with clarity and confidence.

W22 | Quality Improvement Strategies to Adopt State-Wide Policy Change in Substance Use Disorder Treatment

Presenter(s): Rebekah Sedlock, DSW, LCSW, Community Care Behavioral Health Organization
Jeff Thomas, MHS, LPC, CAADC, White Deer Run Allenwood

Track(s): HRF, SUD

Room: Empire C

To increase access and quality of substance use disorder (SUD) treatment, Pennsylvania implemented a state-wide policy change in 2021 to adopt the American Society of Addiction Medicine (ASAM) guidelines, with provider review of alignment to ASAM Criteria two years later. In support, Community Care Behavioral Health Organization facilitated a Learning Collaborative (LC) with 15 SUD providers to enhance clinical practices and documentation, with the ultimate goal to improve recovery services for Medicaid-enrolled individuals. The bi-monthly LC utilized several effective quality improvement processes, including assessment to ASAM requirements through provider-led reviews of their own charts. As a result, providers improved their ASAM Alignment Confirmation Review scores, expanded clinical documentation in four key areas, and reported improved confidence in their ability to provide quality care within the ASAM requirements. Attendees will learn successful strategies in the adoption of this policy change.

W23 | PA Navigate: Connecting Pennsylvanians to Needed Social Services

Presenter(s): Carly Pasinski, MSN, RN, ClinicalConnect HIE
Laura A. Mosesso, BS, ClinicalConnect HIE
Cassandra Donat, BS, UPMC

Track(s): CH, DEI, HRF, IDD, MH, PDA, SUD

Room: Magnolia C

Our program focuses on Pennsylvania's new statewide closed-loop resource and referral tool, PA Navigate. Supported by PA DHS and powered by Find Help, PA Navigate gives providers the ability to connect their patients with social services and gives social service agencies the ability to receive and update referrals. PA DHS has made grant funding available for providers and agencies interested in technically integrating their existing systems with PA Navigate. Our program will share details about this grant opportunity and the need to work with State Health Information Exchanges. PA Navigate, which is live today, makes social data as sharable as clinical data is, breaking down walls between providers and across the care continuum while supporting efforts to improve outcomes for individuals, families, and communities.

W24 | AI in Action: Empowering Better Care and Financial Health

Presenter(s): Alan Ortego, BA, Netsmart
Alan Yagoda, BS, MS, Netsmart

Track(s): FM, LD

Room: Magnolia D

Automation is reshaping human services by streamlining clinical documentation, strengthening financial sustainability, and optimizing processes. In this session, industry peers will share real-world examples of how automation is supporting their mission. Behavioral health, substance use treatment, rehabilitation, and children's health communities can unlock efficiencies through automation. Discover how AI-powered tools are helping organizations tackle administrative burdens, facilitate data accuracy, and optimize workflows — allowing clinicians to focus more on care and less on paperwork. We will also explore the financial benefits of automation, from revenue cycle enhancements to maximizing reimbursement opportunities. Whether you are looking to improve workforce capacity, enhance service delivery, or strengthen your bottom line, this session will provide actionable insights to help you harness automation for long-term success.

Session D • Wednesday, September 10, 2025, 10:30 am – 12:00 pm

W25 | The Shift of Trust: Reduce Turnover and Create a Culture of Collaboration

Presenter(s): Brittany Stinson, MSA, OBM, Seeding Greatness

Track(s): ET, EL, HR, LD, MH

Room: Crystal A

Extra “meetings after the meetings,” interdepartmental slack, and constant work-arounds are a thing of the past when organizations make the Shift of Trust. Trust is fundamental to a successful workplace, fostering collaboration, communication, and confident decision-making. Through engaging stories and actionable insights, attendees will learn strategies to rebuild trust from the inside out — starting with themselves — and extend that trust to colleagues and teams. By the end of this presentation, participants will walk away with practical tools to foster a culture of trust that enhances accountability, reduces burnout, and drives stronger organizational outcomes.



W26 | Solving the DSP Hiring Crisis: Strategies for Recruitment and Retention Success

Presenter(s): Zachary Hyre, BS, Health Hyre
Chris Houy, BS, Allium Staffing

Track(s): HR

Room: Wild Rose AB

The demand for Direct Support Professionals (DSP) is at an all-time high, but recruitment and retention remain significant challenges. This session will equip HR professionals, hiring managers, and agency leaders with effective strategies to attract and keep top talent. Attendees will gain insights into why traditional hiring methods fail, explore innovative recruitment solutions, and learn retention techniques that foster employee commitment. Through case studies and industry best practices, participants will walk away with actionable steps to improve hiring outcomes and create a sustainable workforce. By focusing on engagement, career development, and workplace culture, this workshop provides practical solutions to address the DSP hiring crisis head-on.

W27 | The Benefits of Measurement-Based Care and Its Economic Impact on Return on Investment

Presenter(s): Simon Weisz, JD, Greenspace Health
Karen Kleeman-Jones, LCSW-C, Catholic Charities of Baltimore
Lissette Saavedra, MS, PhD, RTI International

Track(s): CH, EL, MH

Room: Magnolia AB

Catholic Charities of Baltimore, Greenspace, Community Behavioral Health (BH) Association of Maryland, and RTI partnered on a project to assess the ROI of measurement-based care (MBC). Greenspace will provide an overview of MBC and research supporting its effectiveness in practice. Catholic Charities of Baltimore will share insights from their MBC implementation, including lessons learned. RTI will present findings from an analysis that integrated MBC data collected through Greenspace with CRISP data. This evaluation assessed the impact of MBC on meaningful BH outcomes for ~5,300 adults and youth. Findings showed that adults receiving MBC were more likely to visit the emergency department (ED) or be hospitalized for any reason within six months. However, they were significantly less likely to have a BH-related ED visit, while youth receiving MBC had a lower likelihood of a BH-related hospitalization compared to those who did not receive MBC.

W28 | Staff Experience of Safety in a Civilian Crisis Response Program

Presenter(s): Claire Ryder, DHSc, The Fourth Branch Institute

Track(s): MH, SUD

Room: Empire A

Civilian crisis response is a model of emergency response to behavioral health crises in which unarmed behavioral health workers respond to 911 calls without police. As communities explore adopting such models, they must consider the physical safety of civilian responders who would be managing crises instead of law enforcement. This study focuses on the staff experience regarding physical safety when responding to 911 behavioral crises. This study focused on crisis workers and clinicians in the New Orleans Mobile Crisis Intervention Unit (MCIU). The results from this study, coupled with other work in the field, should help municipalities considering these models feel more confident in adopting a civilian crisis response approach to public safety for behavioral health crises called into 911.



W29 | Life Sharing for Children With Medically Complex Conditions

Presenter(s): Barbara Dyer, MS, Citizen Care
Jen Dayton, MA, Citizen Care
Tracy Olivani, BS, Citizen Care

Track(s): CH, IDD

Room: Empire B

In August 2023, Citizen Care started building a life sharing program to broaden our scope of services. As part of that process, we decided to support children with complex medical needs (MCC Life Sharing). This session will explore what steps we took to get our MCC program up and running. We will identify the resources needed for implementation as well as the barriers we faced and the strategies we used to mitigate barriers. Our hope is that, by the end of our session, we can help other providers feel confident that they, too, can successfully include this vital, life changing service in their program offerings.

W30 | Leveraging a Multidisciplinary Team in the Development and Delivery of Treatment Outcomes

Presenter(s): Amanda Verrastro, MSW, LSW, Pyramid Healthcare
Ken Richter, DO, CPE, DFAPA, IBDCD, Pyramid Healthcare
Christine Vigna-Volker, MS, LPC, Pyramid Healthcare

Track(s): EL, LD, VBP/R

Room: Empire C

Effective treatment outcome development and delivery requires a collaborative, multidisciplinary approach that integrates clinical expertise with technology, data analytics, and operational support. This training explores how organizations can leverage a multidisciplinary team (MDT) through the facilitation of a panel discussion — including IT, Electronic Medical Records (EMR) specialists, data analysts, and clinical medical staff — to enhance the accuracy, efficiency, and impact of treatment outcome processes. Attendees will learn best practices for integrating evidence-based tools into EMR systems, utilizing analytics to track and interpret outcome data, fostering cross-functional collaboration, and applying insights to improve treatment planning and client care. By aligning technological capabilities with clinical strategies, organizations can streamline data-driven decision-making, enhance service delivery, and drive meaningful program improvements to optimize client outcomes.

W31 | Updates and Discussion With the Office of Long-Term Living

Presenter(s): Juliet Marsala, MBA, MS, Office of Long-Term Living

Track(s): BI, EL, PDA

Room: Magnolia C

Join OLTL Deputy Secretary Juliet Marsala for a presentation regarding department-based updates, objectives, and priorities for FY 2025/26. This interactive session will provide opportunities for attendees to engage with OLTL leadership in advancing long-term services and supports for Pennsylvanians.



W32 | Technology First: A Journey, Not Just a Destination

Presenter(s): Patrick Lane, MDiv, Tech First SHIFT
Gregg Kelinson, MBA, BS, VP of Quality and Innovation, KenCrest
Karen Latimer, ATP, Director of Enabling Technologies, KenCrest

Track(s): BI, CH, EL, IDD, LD, PDA

Room: Magnolia D

Why consider a Technology First transformation? It is no secret that technology is a part of daily life for almost everyone. In this session, you will hear from Technology First PA providers and Tech First SHIFT how technology solutions can empower people supported by your organizations to live with less help from others and with more self-determination. While supporting person-centered planning is paramount, addressing staffing shortages, HCBS Final Rule compliance, and operational efficiencies are often happy by-products of technology solutions.

Session E • Wednesday, September 10, 2025, 1:30 pm – 3:00 pm

W33 | Whole Brain Living: Reflective Reacting as a Means of Achieving a Wiser Result

Presenter(s): Judge Victor Reyes, Healing Judges

Track(s): BI, EL, HR, IDD, LD, MR, MH, PDA

Room: Crystal A

This session offers an introduction to Whole Brain Living (WBL) and its practical application for our personal and professional lives. WBL is a powerful system for understanding and managing emotions, particularly in high-stress situations. This workshop focuses on identifying the different parts of the brain responsible for various behaviors and values and how these "characters" influence interactions, especially within the demanding context of law enforcement. Participants will learn to identify their own dominant "characters," understand how they interact, and acquire the "Brain Huddle" technique for emotional regulation and improved decision-making in challenging encounters.

W34 | Expanding Revenue Beyond Medicaid: New Funding Strategies for I/DD Providers

Presenter(s): Terence Blackwell Jr., MS, L-BCBA, SAS, EM&M LLC

Track(s): CO, EL, FM, HRF, IDD, LD, MH

Room: Wild Rose AB

As Medicaid funding remains stagnant, behavioral health and I/DD providers must explore innovative ways to diversify revenue streams. This session will uncover non-traditional funding opportunities that can enhance financial sustainability while staying true to your organization's mission. Drawing from real-world examples and decades of experience, this presentation will cover: identifying viable alternative funding sources at the federal, state, and municipal levels; assessing alignment with your organization's goals and services; and navigating the steps to secure new revenue streams. Attendees will gain practical insights into securing government contracts, grants, and partnerships that can strengthen financial resilience and reduce reliance on traditional Medicaid funding.



W35 | Dual Diagnosis Treatment Team: An Integrated Community Treatment Model for Dually Diagnosed Individuals

Presenter(s): Frank W. Koerber, PhD MS, MS, LBS, LPC, NADD-CC, Merakey
Anthony DeStefano, MA, MBA, NADD-DDS, Merakey

Track(s): IDD, MH

Room: Magnolia AB

Dual Diagnosis Treatment Teams (DDTT) address the need for mental health services for individuals with intellectual disabilities. This approach is designed to enhance skills and provide the least restrictive supports necessary for individuals to live fulfilling lives within their communities. The model is person-centered, recovery-oriented, trauma-informed, and utilizes shared decision-making along with evidence-based practices. Crisis services are delivered by staff who are familiar with both the individual and their caregivers, ensuring support is available at any time of day, seven days a week. Program outcomes indicate improvements in hospitalizations, emergency service use, involvement with the justice system, and overall cost savings. Participants will learn about the integrative approach used to support individuals with intellectual and developmental disabilities (IDD) and serious mental health diagnoses, describe the outcomes achieved, and identify effective supports utilized in home and community-based settings.

W36 | Generative Listening: A Transformative Approach to Developing Inclusive Leadership

Presenter(s): Kirsten Yurich, MA, BCBA, LBA

Track(s): LD

Room: Empire A

The future of leadership faces unprecedented challenges, particularly in disability services, with 61% of executives feeling unprepared for strategic challenges. Only 12% of companies express confidence in their next-tier leadership team. Traditional leadership development approaches no longer suffice for the new workforce and diverse leaders who are emerging in powerful positions.

Generative Leadership (GL) offers tools to navigate modern complexities and shape the future. One key tool, Generative Listening™, enhances influence through specific listening practices that energize people and possibilities. Organizations skilled in this practice gain competitive advantages, spending less time reacting to challenges and more time actively creating their ideal future.

W37 | Innovations in Family Engagement to Improve Experience and Outcomes

Presenter(s): Nina Wall, MSS, LSW, Woods System of Care

Track(s): BI, CH, EL, IDD, MH, VR

Room: Empire B

Woods System of Care serves 50,000 people across Pennsylvania and New Jersey and has a long history of providing comprehensive services for individuals with intellectual disability and autism who have complex needs. Caregivers struggle to navigate complex and fragmented service systems while dealing with the challenges of daily life that all families experience. Woods has developed a robust family engagement strategy designed to support and empower families at every stage of the lifespan. Join us to learn about the Woods approach to family engagement that integrates education, emotional support, and system navigation. The presentation will offer an overview of the positive impact of this strategy and how we are building for the future.



W38 | Using Video Monitoring Effectively to Promote Safety

Presenter(s): Tom Shurer, MA, MS, Devereux Advanced Behavioral Health
Samantha Landeck, BSBA, Devereux Advanced Behavioral Health
Ross Kenworthy, Devereux Advanced Behavioral Health

Track(s): CO
Room: Empire C

This presentation will explain our organization's decision to invest in an advanced video monitoring system as well as describe the implementation process and ongoing use of the system to enhance safety in children's residential and educational programs. This session is designed for organizations that have not yet invested in video monitoring to understand the value of the investment. It is also designed for organizations that have invested in video monitoring systems and wish to optimize the use of their investment. We will discuss key aspects of managing video review processes as well as how to use data from the video reviews to identify risk/safety trends.

W39 | Building Sustainable Community Advisory Councils for Impactful Legislative Advocacy

Presenter(s): Jim Wallis, MC, Chimes International
Steve DaRe, MBA, BS, Chimes International
Juliet Marsala, MBA, MS, Office of Long-Term Living, Department of Human Services

Track(s): EL, IDD, MH, SUD
Room: Magnolia C

Over the past decade, the role of social service agencies and their staff, clients, and community stakeholders utilizing and participating in proactive grassroots advocacy at State and Federal levels on policy issues has become critical for the success of agencies and their respective missions. This session examines current and historical trends in effective advocacy. Participants will be challenged to examine how macro level advocacy can and will impact the day-to-day practice, policy, and funding streams of an agency at a micro level. At the end of the session, participants will have a better understanding of the advocacy model and the specific key components for them to implement such a program in their respective agencies.

W40 | Janus: A Reimagining of Mental Health Housing and Support

Presenter(s): Adam Krizanik, LPC, Chartiers Center
Janelle Webb, MHA, CPRP, Chartiers Center

Track(s): MH
Room: Magnolia D

Janus is a voluntary, recovery-oriented program that focuses on the four pillars of recovery: health, home, purpose, and community. By using an integrated enhanced team approach to permanent supportive housing, Janus increases community connectivity and refines independent living skills. The Janus program has adopted a "whatever it takes" mentality to address client needs using Blended Service Coordination, skill building (Mobile Psychiatric Rehab), and crisis management. By the time an individual exits Janus programming, they are equipped with the skills to live successfully and independently in their community.



Session F • Thursday, September 11, 2025, 10:30 am – 12:00 pm

W41 | Leadership Gold – How to Be a Leader Worth Following

Presenter(s): Ed Krow, SPHR, CCP, SHRM-SCP, Ed Krow, LLC

Track(s): EL, LD

Room: Crystal A

What is the quickest way to evaluate how well you are leading your team? How do you lead the toughest person in the room? Good leadership always makes a difference. It can turn organizations around and positively impact the lives of thousands. Learning more about leadership will make a difference in you, and you will make a difference in the lives of others.

W42 | Behavioral Health Treatment in Pennsylvania: Where We Are, Where We Are Going

Presenter(s): Jennifer Smith, BSBA, Office of Mental Health and Substance Abuse Services
Kelly Primus, MS, Department of Drug and Alcohol Programs

Track(s): CH, EL, HRF, MH, SUD, TH, VBP/R

Room: Wild Rose AB

OMHSAS Deputy Secretary Jen Smith and DDAP Deputy Secretary Kelly Primus will discuss the state of behavioral health treatment services in Pennsylvania, focusing on progress in meeting key objectives, challenges in providing services, and the future.

W43 | Trauma-Informed Care Works: Striving and Thriving in a Forensic Program

Presenter(s): Angela Chew, LCSW, Dickinson Center, Inc.

Track(s): MH, SUD

Room: Magnolia AB

This presentation will review of the development of a Forensic LTSR program using a trauma-informed model from the beginning. It delves into the processes, the successes, and challenges of the program and shares data collected along the way with adult males experiencing serious mental illness, co-occurring substance abuse, and criminal justice involvement. The presentation will share anecdotal stories and provide some foundational tools to establish a trauma-informed forensic program.

W44 | The Cutting Edge of the Neuroscience of Music: Clinical Applications in Neurorehabilitation

Presenter(s): Brian Harris, MA, MT-BC, NMT/F, MedRhythms

Track(s): BI, MR

Room: Empire A

This presentation will highlight the cutting edge neuroscience of music and specifically how this research can be applied to treat patients living with neurologic injury and disease. The presentation will include lecture, video examples, and interactive demonstrations to highlight how music can be used to improve movement, language, and cognitive goals, as well as how recent advancements in technology can aid in music's clinical application.



W45 | Use of Self: Integrating Awareness, Recognition, and Mindfulness Into Everyday Practices at Your Organization or Agency

Presenter(s): Kayla Tandarich, CMW, BS, Wesley Family Services
Robert Anderson, MSW, Wesley Family Services

Track(s): CH, LD, MH

Room: Empire B

This presentation and workshop sampling aims to inspire and transform participants' comprehension of employing oneself as an intervention tool in everyday practices. Through innovation and excellence, we will discuss how to encourage your program to utilize tools to increase sustainability and promote empathy within your organization. By establishing a solid foundation grounded in self-awareness, we can deliver services within a framework that fosters non-bias and empathy in our agency relationships. We can further refine our skills by cultivating stronger connections through vulnerability, and by integrating compassion and gratitude into our practices, we can engage in self-reflection that encourages ongoing development program wide. Through immersive mindfulness, we can strengthen our resilience and improve our capacity to manage challenging situations and emotions by staying present and attentive. Additionally, we can enhance our self-regulation by utilizing straightforward tools for emotional management that will assist leaders in supporting their organizations through a myriad of applicable approaches.

W46 | Building Centralized Procurement for Decentralized Behavioral Health Organizations

Presenter(s): Rich Rinaldi, MBA, PMP, Devereux Advanced Behavioral Health
Thaedra O'Neil, Devereux Advanced Behavioral Health

Track(s): FM, LD

Room: Empire C

As a large, disparate organization focused on behavioral health and IDD services, we recognized opportunities for more effective and efficient procurement. With executive leadership, consultative support, and the right people to do the work, we identified the strategic and tactical steps to obtain buy-in from local operating units on this new process and achieve \$800,000 in cost improvements during year one. During this presentation, we will share the steps we used to transform our procurement process and how it can be adapted to small, medium, and large organizations.

W47 | Addressing Healthcare and Transportation Barriers for Vulnerable Populations

Presenter(s): Aytekin Oldac, MBA, OneWell Health Care
Charles Nightlinger, OneWell Health Care
Kristin Burns, RN, OneWell Health Care
Jasmine Brown, Uber Health

Track(s): IDD

Room: Magnolia C

Individuals with intellectual and developmental disabilities (IDD) face significant barriers in accessing non-medical transportation and healthcare services, limiting their independence, employment opportunities, and community participation. High transportation costs, inefficient routing, and limited availability contribute to these challenges. Additionally, gaps in nursing support within home and community-based services (HCBS) increase hospitalization rates, injuries, and long-term care placements. This session explores cost-reduction strategies, such as optimizing transportation networks, leveraging technology, and integrating ride-sharing services. It also evaluates nursing needs in HCBS to enhance preventative care and reduce emergency interventions. By addressing both healthcare and transportation barriers, this approach promotes greater independence for the IDD population. Solutions focus on expanding funding flexibility, enhancing staff training, and fostering community partnerships to create sustainable models that improve access to competitive employment and essential services.

W48 | Technology, Human Capacity, and an "Everyday Life" in Employment

Presenter(s): Susan Lautenbacher, PhD, Lark Enterprises, Inc.
David Freshcorn, BS, Lark Enterprises, Inc.
Christian Sumner, AAS, Lark Enterprises, Inc.

Track(s): BI, IDD, MH, VR

Room: Magnolia D

Technology embedded with artificial intelligence is making a difference in the residential and social lives of individuals with diverse abilities. The construct of social models of disabilities in the area of person-environment fit challenges us to examine the utilization of this same technology in the world of employment. Lark has moved to incorporate technology with artificial intelligence into social enterprises to facilitate the capacity of the individuals we support in complex work. This decision has led to our individuals meeting levels of success in contract fulfillment that have allowed for the elimination of our dependence on our 14(c) certificate. Furthermore, the individuals can fulfill contracts promptly, freeing them up to spend more time in community-integrated employment or social endeavors. This presentation examines Lark's journey.

Session G • Thursday, September 11, 2025, 1:45 pm – 3:15 pm

W49 | Mastering Difficult Conversations to Build Thriving Cultures

Presenter(s): Chris Wong, LMHC, ACC, Leadership Potential

Track(s): EL, HR, LD

Room: Crystal A

In a 2024 Gallup poll, only 31% of employees are engaged with 17% of the workforce identifying as actively disengaged. Building a thriving, engaged workplace culture is not simply nice to have; it is necessary to remain competitive and achieve your mission. The biggest strategy to do that is also the thing that most workplaces and leaders struggle with – navigating difficult conversations. Whether addressing resistance, performance issues, or cultural change, you will gain tools to de-escalate tension, build trust, and drive meaningful outcomes. Through real-world scenarios, you will discover how to balance empathy with accountability, overcome common leadership pitfalls, and create a psychologically safe environment through open dialogue. By the end of the session, you will leave with actionable techniques to transform difficult conversations into opportunities for collaboration and growth.

W50 | Imposter! Ethical Practice, Competence, and Being a "Good Enough" Practitioner Part I

Presenter(s): Lindsay Martin, PhD, LPC, NCC, Drexel University College of Medicine

Track(s): ET

Room: Wild Rose AB

Do you ever feel the weight of imposter syndrome in your role as a practitioner? Are you constantly striving to reach an unattainable standard of expertise, battling the fear of inadequacy? The process of becoming a proficient clinician demands extensive education, training, and continual development, yet the relentless pursuit of perfection often leads to burnout and undermines the quality of care provided.



W51 | Best Practices in Implementing Artificial Intelligence in Behavioral Healthcare

Presenter(s): Dennis Morrison, PhD, Eleos

Track(s): CO, EL, LD, MH

Room: Magnolia AB

In the past several years, AI in behavioral health has gone from an oddity to a mainstream application. Many organizations have either implemented an AI product, chosen one but not implemented, or are considering doing so. This session will review what Implementation Science says about best practices for AI implementations and also feedback from real-world behavioral health organizations that have successfully implemented AI.

W52 | A Review and Discussion About the Funding Available for Brain Injury Services in PA

Presenter(s): Bridget Lowery, MS, CBIST, Lowery Consulting Services

Track(s): BI, MR, PDA

Room: Empire A

This presentation will review some of the various funding options available in Pennsylvania for providing services to individuals with a brain injury. It will review the differences between the funders, what services various funders offer, qualifications needed for admission, and the order in which they must be accessed.

W53 | Empowering Neurodivergent Professionals: Supporting Disability Disclosure and Workplace Success

Presenter(s): Stina Borth, MA, Keymaker Services

Track(s): BI, DEI, EL, FM, HR, IDD, MH, PDA

Room: Empire B

This session focuses on navigating the complexities of disability disclosure in the workplace, particularly for neurodivergent professionals. We will explore ADA protections, employer responsibilities, and the impact of disclosure on job performance and workplace relationships. Participants will learn how to guide employees and employers through the disclosure process and create an environment where neurodivergent employees can thrive. By the end of the session, attendees will have the tools to effectively co-navigate disclosure, accommodations, and professional growth.

W54 | From Recognition to Intervention: Addressing Anxiety-Related Challenges in Individuals With Intellectual Disabilities

Presenter(s): Frank W. Koerber, PhD MS, MS, LBS, LPC, NADD-CC, Merakey

Track(s): IDD, MH

Room: Empire C

Williams et al. (2023) report that the incidence of mental health difficulties in individuals with intellectual disabilities (ID) is greater than that in the general population. Anxiety-related issues are the most common. Acton et al. (2023) report that anxiety-related difficulties may affect as many as 40% of individuals with ID. There is also evidence that anxiety difficulties may increase throughout a person's lifespan. Anxiety in people with ID may escalate due to negative life events they experience and can be an underlying cause of behavioral challenges such as self-injury, aggression, and property damage. Additionally, anxiety can significantly affect quality of life and limit opportunities for social and recreational engagement. Understanding how to recognize and treat anxiety in individuals with ID can improve their quality of life. This presentation will discuss current research and the presenters' clinical experiences to illustrate potential symptoms of anxiety experienced by these individuals. Furthermore, evidence-based interventions to support these individuals will be presented alongside clinically appropriate methods for measuring and analyzing symptoms for progress monitoring.

W55 | Where Did All the Meth Come From? Strategies and Tactics for Dealing With the Next Epidemic

Presenter(s): Mark G. Fuller, MD, Carelon

Track(s): MH, SUD

Room: Magnolia C

Along with the alarming number of annual drug overdose deaths, methamphetamine related ones have increased by 300%. The recent penetration of methamphetamines into all sectors of the population has resulted in an unprecedented number of overdoses and demand for treatment. Methamphetamine is an addictive and potent central nervous system stimulant with powerful effects on the human mind. Unlike opioids and alcohol, methamphetamine use disorder has no FDA approved pharmacologic treatment. As individuals suffering from this disorder flood into treatment settings, many clinicians find themselves unprepared to implement effective treatment strategies. This workshop will address the factors behind the current epidemic while identifying the most effective treatment and policy strategies for addressing this crisis.

W56 | Beyond Metrics: Leading With Connection in a Data-Driven World

Presenter(s): Timothy Dunsmore, MBA, MS, Devereux Educational Strategies and Solutions

Track(s): EL, FM, HR, LD, MH, VBP/R

Room: Magnolia D

Technological advancements, KPIs, and operational optimization are essential tools for efficiency and scalability. However, these tools alone do not create meaningful, sustainable outcomes. This training will explore the critical balance between innovation and human connection, emphasizing that leadership is not just about managing metrics but about fostering trust, safety, and engagement among staff, stakeholders, and clients.

Session H • Thursday, September 11, 2025, 3:30 pm – 5:00 pm

W57 | Future-Proofing Leadership: Succession Planning for Health & Human Services

Presenter(s): Shawna Simcik, BA, MA, Keystone Partners
Lisa Smith, MEd, BS, Keystone Partners

Track(s): EL, HR, LD

Room: Crystal A

In a sector defined by constant change, workforce shortages, and evolving regulations, sustainable leadership is more critical than ever. Join Keystone Partners for a dynamic session designed specifically to equip CEOs, CFOs, COOs, CHROs, and Executive Directors with actionable strategies to identify, develop, and retain future leaders-ensuring your organization's resilience and continuity.

W58 | Imposter! Ethical Practice, Competence, and Being a “Good Enough” Practitioner Part II

Presenter(s): Lindsay Martin, PhD, LPC, NCC, Drexel University College of Medicine

Track(s): ET

Room: Wild Rose AB

Do you ever feel the weight of imposter syndrome in your role as a practitioner? Are you constantly striving to reach an unattainable standard of expertise, battling the fear of inadequacy? The process of becoming a proficient clinician demands extensive education, training, and continual development, yet the relentless pursuit of perfection often leads to burnout and undermines the quality of care provided.

W59 | Independence and Wellness Through Employment

Presenter(s): Barbara Duffy, MSW, ACRE, Inglis Community Services
Christine Weikel, BA, CESP, ACRE, Inglis Community Services
Olalekan Ogungbeni, BS, ACRE, Inglis Community Services

Track(s): DEI, IDD, MH, PDA, VR

Room: Magnolia AB

Employment enables Americans to contribute to their communities and build self-reliance. For individuals with disabilities, securing fulfilling work can be challenging. Inglis employs a person-centered job-finding approach that aligns with an individual's interests, vision, and skills. Our employment engagement process emphasizes job attainment, personal independence, and quality of life, incorporating assistive technology when beneficial. This session explores strategies for person-centered employment readiness, navigating job opportunities beyond traditional entry-level roles, and adopting a whole-person approach. We address the importance of natural support systems, physical and mental health, and daily living activities (ADL) in achieving success in competitive employment.

W60 | Cognitive Rehabilitation Therapy (CRT): Developing Tools to Empower Individuals With TBI Throughout the Rehabilitation Process

Presenter(s): Stefani Eichelberger, MSW, LCSW, CBIS, CESP, Community Skills Program, a Division of Success Rehabilitation, Inc.

Krista Compas, BS, CBIS, Success Rehabilitation, Inc.

Track(s): BI

Room: Empire A

This session will explore how to improve cognitive skills that have been altered due to a brain injury and have presented challenges to daily living. An overview of CRT will be provided, including a discussion of CRT methods and strategies, and the settings where CRT may be applied. We will address how to provide CRT throughout the rehabilitation process. We will highlight approaches to setting short- and long-term goals and the importance of identifying realistic goals to empower individuals with brain injury to reach desired outcomes. Through case studies and discussion, conference attendees will feel empowered to use CRT techniques.

W61 | Understanding Peer Support From a Clinical Perspective

Presenter(s): Kathy Quick, DSW, LSW, CPS, CPSS, CRS, CFRS, Pennsylvania Mental Health Consumers' Association (PMHCA)

Kevin Puskaric, CPS, CPSS, CRS, CFRS, Pennsylvania Mental Health Consumers' Association (PMHCA)

Track(s): MH, SUD, VR

Room: Empire B

This workshop will be an interactive exploration of the juxtaposition of Behavioral Health Professionals and Peer Professionals and how the two services can mutually benefit the individuals receiving services. Participants will engage in discussion and activities and develop an understanding of the peer profession, how to work with peer services in a treatment team, and how to make appropriate peer referrals.



W62 | Transformative Triage: A Multidisciplinary Approach to Crisis Intervention and Client-Centered Care

Presenter(s): Abby Naeve, LCSW, Pyramid Healthcare
Jackie Jendrewski, RN, Pyramid Healthcare

Track(s): MH, SUD

Room: Empire C

Effective crisis intervention demands a collaborative, multidisciplinary approach that integrates medical, clinical, and environmental factors to support the whole person. This session will explore best practices in crisis triage, highlighting how medical and behavioral health professionals can utilize clinical and medical data and work together to deliver timely, person-centered care. Participants will gain practical strategies for assessing immediate needs, coordinating multidisciplinary interventions, and addressing social determinants that influence crisis stabilization and long-term recovery. Using case studies, interactive discussions, and evidence-based frameworks, this training will provide actionable tools to improve client outcomes, reduce crisis recidivism, and build a more responsive, compassionate system of care.

W63 | Empowering Independence: Transforming Lives With Remote Support — A Provider's Journey Through Person-Centered and Agency Perspectives

Presenter(s): Heather Lewis, Mainstay Life Services
Kimberly Sonafelt, MS, LPC, CADC, Mainstay Life Services
Desiree Allen, Mainstay Life Services

Track(s): IDD

Room: Magnolia C

The growing demand for accessible and inclusive support has driven innovative providers to leverage technology to better serve people with disabilities. This session will showcase the journey of Mainstay Life Services as they embraced remote support technologies to empower the people they support, enhance care delivery, and foster independence. Through real-world examples, this session will explore the challenges, solutions, and outcomes of implementing technologies. Attendees will learn how these advancements have transformed the lives of people supported and redefined the way support services are delivered.

W64 | Moving Beyond Training: Strategy-Based Approaches to Decreasing Behavior Incidents

Presenter(s): Michelle Stagmer, MA, MEd, BCBA, JKM Training, Inc.
Christopher Rahn, EdD, JKM Training, Inc.

Track(s): LD

Room: Magnolia D

Crisis and Behavior Management should never be just a training; it should be a daily practice focused on the safety and de-escalation at all levels of care. Learning how to support your team through supervision, skill building, incident response, and after-incident is foundational to prevention and response. This training will focus on how leaders can take their crisis management programming to the next level.

RECORDED SESSIONS

Preconference webinar recordings and recorded conference sessions will be posted in the mobile app and on the [Conference website](#) when available.

THANK YOU TO OUR SPONSORS (to date)

PLATINUM



GOLD



THANK YOU TO OUR SPONSORS (cont'd)

SILVER



greenspace

Magellan
HEALTHCARE®



THANK YOU TO OUR SPONSORS (cont'd)

BRONZE



THANK YOU TO OUR SPONSORS (cont'd)

SUPPORTING



Extended Care
3.5 RESIDENTIAL DRUG & ALCOHOL TREATMENT



PATRON



HOTEL INFORMATION



Photo courtesy of Hershey Entertainment & Resorts Company.

Hershey Lodge | 325 University Drive, Hershey, PA 17033 WELCOMES... Rehabilitation and Community Providers Association

LODGING ARRANGEMENTS must be made directly with Hershey Lodge. Reservations can be made [online](#).

Guests who prefer to make reservations by phone may call **855-729-3108** and ask for the room block for RCPA Conference 2025 at Hershey Lodge, September 7–12, 2025. Their reservations team is available seven days a week from 8:00 am – 8:30 pm to assist you.

Be sure to indicate that you are an RCPA Conference participant to receive the discounted rates. The room block cutoff date is **Monday, August 11, 2025**. After the cutoff date, rooms and/or group rate may no longer be available.

- Our group rate is \$209.00 per room per night plus 11% taxes, for a total of \$231.99 per room per night, taxes included.
- Credit cards are charged a one night's advance deposit including tax at time of booking a room reservation.

Important notes about the link:

- This link must be shared exactly as is with your group. If you click on the link and then copy a URL from the browser, the link will not work for group attendees.
- Internet Explorer is no longer supported; you and your group should not use IE in conjunction with the group link.
- You can also scan the QR code below via the camera on your smartphone. It will then direct you to a link.



Cancellation Policy

- Any cancellation made within two (2) days prior to arrival will be charged one night's room & tax to the individual's account.
- Additional questions? Contact Carol Ferenz, Conference Coordinator, [via email](#).

2025 RCPA Conference *Strive to Thrive* September 9 – 12 • Hershey Lodge

[Use this link](#) for quick, convenient online registration!

REGISTRATION FORM

PAYMENT MUST BE INCLUDED WITH REGISTRATION. The form must be completed in its entirety and submitted with payment. Continuing Education (CE) payment **MUST** be included with this registration form. **Registrations submitted without full payment are not complete and individuals will not be registered.**

Quick and secure credit card registration is available from the [RCPA conference website](#). Registering online saves processing time and instantly confirms your place at conference. Online registration closes **Friday, August 29**. Registrations with credit card information included may be faxed to the office until **Friday, September 5**. Registration and payment for the RCPA conference is accepted on-site at the Hershey Lodge and Conference Center, provided space and materials remain available.

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Special Accommodations Required: _____

CONFERENCE ATTENDANCE

☐ Full Conference (Tuesday–Friday)

☐ Tuesday Only ☐ Wednesday Only ☐ Thursday Only ☐ Friday Only

Early Bird Rates (Through August 8, 2025)

	Full	One Day (T, W, or Th)	Friday	Presenter
Member	\$ 500	\$ 375	\$ 275	\$ 400
Non-Member	\$ 615	\$ 410	\$ 325	\$ 515

Regular Rates (After August 8, 2025)

	Full	One Day (T, W, or Th)	Friday	Presenter
Member	\$ 590	\$ 440	\$ 325	\$ 490
Non-Member	\$ 720	\$ 480	\$ 380	\$ 620

CONTINUING EDUCATION (CE)

The fee is \$50 for each CE type. Ethics certificates are free with the purchase of another CE type and are not considered a separate CE type. Pre-payment is recommended, but on-site payments will be accepted.

REGISTRATION FORM (cont'd)

Please enter appropriate rate in the calculation field below. Member rates are available to those individuals who work for an RCPA member organization that has paid its 2025/26 membership dues.

FEE CALCULATIONS

\$ _____ Conference fee (from previous page)

\$ _____ CE fee (add \$50 per CE type, if desired; ethics certificates are not a separate fee)

\$ _____ **Total Due**

CANCELLATIONS

No refunds will be issued after September 5. Substitutions are permitted. Please notify RCPA, Attn: [Allison Brognia](#), prior to September 5, of substitutions.

PAYMENT METHOD

Paying with MasterCard or Visa? Consider using our quick and secure online registration to save processing time and instantly confirm your place at conference!

☐ Check

☐ MasterCard ☐ Visa ☐ Discover

Card Number _____ - _____ - _____ - _____

Expiration Date _____ CVV _____ Billing Zip Code _____

Cardholder Name _____

Cardholder Signature _____

ON-SITE REGISTRATION

Registration and payment for the RCPA conference is accepted on-site at the Hershey Lodge and Conference Center, provided space and materials remain available.

Questions regarding registration or other components of the conference should be directed to [Allison Brognia](#), Conference Registrar.

Remit registration and payment to:

Rehabilitation and Community Providers Association
Attn: Allison Brognia, Conference Registrar
777 E Park Dr, Ste G4
Harrisburg, PA 17111
Fax 717-364-3287