



MOVING AGENCIES TOWARD EXCELLENCE



17th Annual Conference

MAXimizing the Possibilities: *Building the Future Together*

Date: March 30, 2022 | 8:45 am to 3:30 pm | Cost: \$25

Location: Wherever you are comfortable; Virtual via Zoom

[CLICK HERE](#) to Register Online



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MOVING AGENCIES TOWARD EXCELLENCE

A MESSAGE FROM MAX

WELCOME TO THE 17TH ANNUAL MAX ASSOCIATION CONFERENCE

“MAXimizing the Possibilities: Building the Future Together”

Raise your hand if you are stressed to the MAX with all the upheaval and change in the world and in our field. Sometimes life seems to be unwinding in front of our eyes. The turmoil in both our personal and professional lives has led many to burnout. Some of that change can be attributed to COVID. But not all. There are forces in our field that impact how we do our jobs. Change is always hard. It requires us to adapt to new ways. But change can also be good. It can provide new opportunities and better ways of doing things.

Today, MAX wants to talk to you about those changes. Give you information about what those changes are, where they are coming from, how they impact your organization and ultimately your job. Hopefully, this will give you a better awareness and knowledge of external forces that cause change to both your organization and the work you do. But we will not leave you there. Let's get real! CHANGE, no matter how good the results may be, IS STRESSFUL.

So today, MAX wants to give you some ways to deal with that stress. You will learn many valuable tools to help you keep things in perspective and lessen your stress. Hopefully, you will take at least one, and maybe a few, ways home with you so you can live a more stress-free life.

This year the conference is virtual, so you can enjoy it from wherever you are comfortable. As always, we are also here to honor our heroes. Our front-line staff who did a phenomenal job keeping people safe and happy in the face of a pandemic. The lunch hour will be dedicated to them through our Service Excellence Award Ceremony.

Finally, I want to give a big shout out to the MAX Conference Committee who is bringing this conference to you today. The committee overcame our own challenges. We hope you enjoy the results of our efforts. And of course, a huge thank you to all of our awesome presenters.

2022 MAX CONFERENCE COMMITTEE

Tina Jorett (Committee Chair), *Access Services*

Dwayne Gilliland, *Indian Creek Foundation*

Julie Agnew, *LifePath*

Karen Parenti, *Special Friends Foundation*

David Thom, *SafeInHome*

Kayleigh Tizzard, *Access Services*

Amanda Hundley, *ARC Alliance*

Sincerely,

Diane Conway, Ph.D.
Executive Director

Our 2022 Speakers



WAVERLY ALSTON

For over a decade Waverly Alston Jr. has worked within the human services field. He currently works at Special Friends Foundation as lead Live-in Direct Support Professional.

His passion to share his life with those whom he serves has given him a range of opportunities to integrate his education and experiences into his life's work. His leadership abilities have been demonstrated in various capacities throughout his career; however, Waverly loves providing direct service to the individuals that he serves and considers it an honor. Waverly earned a master's degree in Organizational Leadership from Lancaster Bible College. Outside of his day job, he enjoys his time as a recording musician, speaker, and minister.



MARIAN BALDINI

Marian Baldini is the CEO and President of KenCrest, a human services and early learning provider throughout Pennsylvania, Connecticut, and Delaware. A unwavering advocate for the equality and inclusion of people with disabilities, as well as access to early education for all, Marian has over 40 years of leadership in executive planning, administration, academia, and director support in the human services sector. She has been recognized by Philadelphia Business Journal as one the "Most Admired CEOs" (2019) in the region, as well as a "Woman of Distinction" (2015); one of Main Line Today's "Power Women" in 2021; and most recently recognized by Lutheran Services of America (LSA) for her leadership as their first ever Paragon Award recipient in 2022.



STEPHANIE BIGNALL

Stephanie Bignall is a Lead Practitioner with Starting Point - Access Services, a Mobile Psych Rehab Program serving adults. She has been with the Starting Point program for 2+ years and has thoroughly enjoyed every moment of it. In January of 2020, she earned her Bachelor's degree in Behavioral Science along with Certificates in Emotional Intelligence and Leadership, Child Advocacy, and Community Engagement. She has worked as a Residential Behavioral Assistant at Upper Bay Counseling and Support Services in Elkton, MD. Currently, she is pursuing a Master's degree in Human Services, and will be graduating this spring. She has a genuine passion for people, for mental health advocacy and the helping professions.

Our 2022 Speakers



MARK DAVIS

Mark Davis serves as the President and CEO of the Pennsylvania Advocates and Resources for Autism and Intellectual Disabilities. He also serves as President and CEO of the Center for Disability Information (CDI). CDI is dedicated to using data to transform the lives of people with disabilities. Mr. Davis is actively involved with the American Network for Community Options and Resources (ANCOR), serving as co-chair of the Alternative Payment Model Workgroup and as a member of the Government Relations Advisory Committee. Mr. Davis has over thirty years of executive and management experience within the human services industry. Prior to PAR, he served as president of the Ohio Provider Resource Association (OPRA), and helped design and implement innovative system reforms for Ohioans with intellectual and developmental disabilities. Mr. Davis collaborated with state and national stakeholders to ensure system sustainability and fully supported both providers and the individuals they support. As part of his role at OPRA, he was co-chair of Advocates for Ohio's Future, a broad-based health and human services coalition of almost 500 organizations. Mr. Davis earned his BS in early and middle childhood experience from The Ohio State University and his MS in counseling from Youngstown State University.



RICHARD S. EDLEY, PhD

Richard S. Edley, PhD, is the lead executive for the Rehabilitation and Community Providers Association (RCPA) in Pennsylvania, one of the largest state trade associations in the country representing providers of mental health, drug and alcohol, intellectual and developmental disabilities, children's brain injury, medical rehabilitation, and physical disabilities and aging services.

Prior to leading the association he was President and CEO of PerformCare/Community Behavioral HealthCare Network of Pennsylvania (CBHNP), a national, full-service, behavioral health managed care organization. Recently, Dr. Edley was named to the Board of Directors of the National Council, a Washington DC based organization representing behavioral health providers and associations throughout the country. He also is a member of the PA Medical Assistance Advisory Committee (MAAC) and numerous other state task forces.

Dr. Edley holds master's and doctorate degrees in clinical psychology from Emory University. He was an intern and post-doctoral fellow at McLean Hospital, where he held a faculty appointment at Harvard Medical School, Department of Psychiatry.



JESSICA FENCHEL

Jessica Fenchel has been providing therapy, oversight and leadership in community behavioral and school programs since 2000. She has a Master of Arts in Clinical Counseling Psychology from LaSalle University and extensive training and experience in crisis work, program start up/staff development, nonprofit management, and teamwork. In addition, Jess received additional training in behavioral intervention through the University of North Texas and completed a certificate in trauma from the Global Trauma Recovery Institute.

Jess serves as Vice President of Behavioral Health at Access Services. She was key in the development and startup of several innovative programs, including Mobile Crisis, Justice Related Services Case Management, and Homeless Street Outreach. She has developed partnerships with telehealth, law enforcement, drug and alcohol providers and other behavioral health providers to respond to community needs. Jess is a master trainer in QPR, leads in several community-level workgroups, serves as a board member for Montgomery County NAMI, and serves as President of the MAX Association Board.

Our 2022 Speakers



SARA SHERMAN

As a sought-after problem solver in the I/DD community, Sara Sherman helps providers, governments, and organizations solve their most challenging problems once and for all. With decades of experience in all aspects of the developmental disabilities system, Sara teaches practical, implementable, and repeatable steps that produce measurable and sustainable results to ensure those problems stay gone for good.

Sara has been organizing people and work for decades. Her intuitive business sense is spot on, and she gets to the root of agency issues quickly. Sara quickly developed a niche for implementing new initiatives, and bringing agencies back from the brink of shut down due to regulatory non-compliance. She has a firm handle on the management skills needed to lead large teams through intense and demanding changes.

Sara holds a bachelor's degree in Public Relations and master's in Public Administration. She has served people with disabilities in the areas of residential services, community employment, case management, housing, project management, incident investigation, services and supports, vocational rehabilitation, state policy development, provider oversight, compliance audits, and more!

When not presenting and teaching, Sara can be found promoting her Amazon best seller: *The Single Mom's Guide to Getting a Degree: How to Hit the Books, Raise the Kids, and Keep Your Sanity*, traveling, hanging out with her grandson, or running her non-profit foundation.



ADREAN TURNER

Adrean Turner, CEO and Founder of Turner Coaching, Training & Consulting, LLC, is an Executive Leadership Coach, Author, Keynote Speaker, and Professional Development Trainer. Adrean partners with entrepreneurs and leaders across every industry, local and state governments, academic institutions, and nonprofit organizations to empower and motivate them for greater success. Some of her clients include IKEA, Taco Bell, Penn State Health, the National Institutes of Health, Bimbo Bakeries, Carpenter Technologies, First Energy and AstraZeneca. Her syndicated podcast, *FIT for Success: Fearless, Inspired, Transformed*, has led to an Amazon bestselling book and a *FIT for Women TV* on Berks Community Television.

Adrean is highly regarded as an international speaker and global mentor advocating for career life balance and gender diversity in the workplace. Her work has been cited in *Business Weekly*, *Forbes*, *Girl Boss* and the *Los Angeles Times*. In addition, Adrean is recognized as one of 500 leaders on *Brainz Magazine's* 500 Global 2021 list for entrepreneurial success, achievements and dedication to helping others.

Driven by her passion to teach and reach, Adrean enjoys her role as adjunct faculty at Alvernia University and in 2021 she received the University's Bernadine Legacy Award for her work with women and female students.

Adrean is also passionate about serving her community which she does especially through the TriCounty Community Network (TCN). For the past six years Adrean has coached and trained thousands of professionals and served hundreds and hundreds of people in her role as Trainer.

Conference Schedule

8:45 – 9:00Register/Sign in

9:00 – 9:05Welcome and Opening Statement:
Diane Conway, CEO MAX Association
Tina Jorett, MAX Conference Chair

9:05 – 10:00.....KEYNOTE PANEL

“Understanding how government impacts services and ultimately your job”

- ▶ **Mark Davis, CEO, PAR** (Pennsylvania Advocacy and Resources for Autism and Intellectual Disability)
- ▶ **Richard Edley CEO, RCPA** (Rehabilitation and Community Providers Association)

10:00 – 10:15.....Break: Networking, Fun and Games

10:15 – 11:00.....MORNING BREAK OUT SESSIONS

“Why my organization has had to change and what this means for me”

- ▶ **SESSION A: Marian Baldini, CEO, KenCrest**
- ▶ **SESSION B: Jessica Fenchel, VP of Behavioral Health, Access Services**

11:00 – 12:30.....Awards/Lunch/Door Prizes

- ▶ **11:00 to 11:30** –Lunch Break
- ▶ **11:30 to 12:30** – Awards Ceremony; Fun and Games

12:30 – 1:00.....Personal Story #1: **Waverly Alston, DSP Special Friends**

1:00 – 1:15Break: Fun and Games

1:45– 2:00.....Personal Story #2: **Stephanie Bignall, Starting Point - Access Services**

1:00 – 1:15Break: Fun and Games

2:00 – 2:45PRESENTATIONS

- ▶ **SESSION #1: Adrean Turner:** Stress Management
- ▶ **SESSION #2: Sara Sherman:** How to keep calm when the world around you is collapsing

Morning Keynote Description:

Since the federal government provides about half the funding for your organization, there are rules attached to that money that your organization must follow. The other half of the funding comes from the State of Pennsylvania with their own set of rules.

The presenters will guide you through these rules and how they have changed the way your organization is and ultimately your job. Participants will learn:

- ▶ National/federal changes in the (ID or BH field).
- ▶ National/federal trends.
- ▶ Reasons for these federal changes/trends.
- ▶ Understanding why states and providers must comply with federal regulations.
- ▶ Understanding the impact this has had on services in the state of PA.
- ▶ Some state rules that have occurred in the past two years.

Morning Break Out Description

There have been tremendous challenges and changes in the past two years within both Intellectual Disabilities and Behavioral Health Services. These two breakout sessions will explain those changes and the effect on ID and BH organizations. Through these sessions, participants will be able to better understand the bigger picture of the daily changes in their work. Each session will give the audience:

- ▶ Understanding of the importance of new state rules that impact your organization.
- ▶ Understanding how your organization has had to change to comply with the new state rules.
- ▶ Understanding the benefits of these new state rules.
- ▶ Understanding the challenges for your organization to comply with these new rules.
- ▶ Understanding how these new rules have changed your role and your job.
- ▶ Understanding the staffing crisis and the impact on your organization and services.

Choose Session A or B

Session A for ID staff

- ▶ Presenter: **Marian Baldini** (CEO – KenCrest)

Session B for BH staff

- ▶ Presenter: **Jessica Fenchel** (Vice President of Behavioral Health - Access Services)

Personal Stories:

Intellectual Disabilities

Hear from Waverly Alston, a DSP who has been in the field and has experienced many changes over the past several years. Listen to the impact it has had on him professionally and personally and his methods to manage all the change.

Behavioral Health

This presentation from Stephanie Bignall will give you some insight into the changes in the Behavioral Health field. The speaker will talk about:

- ▶ Her current role in the BH system.
- ▶ Changes she has seen since entering the field.
- ▶ How she felt about the changes.
- ▶ Results of those changes for the individuals receiving services.
- ▶ Lessons learned from the changes.
- ▶ How she has coped with the changes.
- ▶ Tips for handling those changes.



PRESENTATIONS

Sara Sherman presents:

How to Keep Calm When the World Around You is Collapsing

For many of us, the last year or two has put us in survival mode mainly because of things out of our control. No one can stay in survival mode forever. The high level of stress causes burn out and health issues. This presentation will give you the some tools to deal with that collapsing world around you. Some things you will learn

- ▶ Identify, cure, and even prevent burnout.
- ▶ Navigate these constantly changing waters and help your individuals to do the same.
- ▶ Shift your focus to what you can actually control... and then control it.
- ▶ Capitalize on the good that is happening... add to that good, and improve everyone's mental health at the same time.
- ▶ Implement effective and intuitive operational strategies for peak performance now...and into the future.

Use these easy to implement solutions to create calm, focus, and clarity during this challenging time.

Adrean Turner presents:

De-stress!!!!

Eighty percent of workers feel stress on the job and 26% said they were "often or very often" burned out or stressed by their work. This impacts our overall well being, and our ability to be our best selves. Join this session to discover:

- ▶ Impact of stress on the mind and the body.
- ▶ Stress triggers and what to do.
- ▶ Strategies to be more resilient and accomplish your goals.

