

2026 IACP Annual Conference

Session Schedule Detail

October 27-29, 2026



TUESDAY OCTOBER 27

10:30am- 11:45am	Leadership Cohort
12:00pm- 4:00pm	Exhibitor Set Up
12:00pm-2:45pm	Conference Registration Check-In
12:30pm- 12:45pm	Welcome
12:45pm - 2:15pm	Keynote: Juan Bendana Make Confidence Your Competitive Advantage - With engagement at a 10-year low, organizations don't need more strategies, they need people with the confidence to take action and perform under pressure. In a world where expectations are rising and motivation is dropping; most leaders struggle to stay engaged with their goals. Unlocking the next level of performance requires more than just ambition; it demands action. Confidence isn't just a feel-good trait—it's your organization's ultimate competitive edge.
2:15pm - 2:30pm	Break
2:30pm - 3:30pm	Gary Jones "The New Privacy Rule and What it Means To You"
2:30pm - 3:30pm	Justin Hope – Eide Bailly From Data to Decisions: Turning Financial Information into Timely Insight Nonprofit leaders face growing financial pressure — yet too often, the data they need to act is scattered, delayed, or hard to interpret. This session explores how the evolution of data tools and practices is changing the way organizations turn financial information into clear, timely insight. From dashboards and forecasting to automation and AI, we'll look at how the right combination of technology and strategy can remove decision bottlenecks and empower leadership to act with confidence. Walk through a real-world nonprofit case study to see how aligning data, governance, and decision-making can drive faster, clearer outcomes — without unnecessary risk or experimentation. • C-Suite/Leadership

TUESDAY OCTOBER 27

2:30pm - 3:30pm

Ed Makowski – NOSS (Night Owl Support Systems)

with Kalie Moore – REM Iowa, Charles Hoffman - Crest and Mike Mellon – Imagine the Possibilities

Remote Support: Iowa Providers Innovate Service and Efficiency

A panel discussion with three IACP members who are leaders in long-term disability care. Kalie Moore of Sevita/REM Iowa, Charles Hoffman of Crest Services/ABHM, and Mike Mellon with Imagine the Possibilities will discuss the process of launching service and successes, challenges and efficiencies they've documented since service adoption. Each representative brings a distinct provider perspective based on where their organization is in the process of implementing and expanding Remote Supports, including how the model contributes to flexibility, efficiency, and long-term operational planning. Conversation will discuss initial concerns of colleagues, care teams, and family members. Topics will include how the service creates long-term organizational stability, improves staff scheduling, stress levels and turnover, and the experiences of supported individuals using Remote Supports.

- Quality Assurance/Compliance
- C-Suite/Leadership
- Social Workers

2:30pm - 3:30pm

Dennis Morrison, PhD – Eleos Health

Ethical Use of Artificial Intelligence in Behavioral Healthcare

This session will review the relevant research and discuss the ethical use of AI and how Augmented Intelligence has different ethical considerations than “artificial intelligence”. We will review the positions of four professional guilds (American Psychological Association, American Psychiatric Association the American Counseling Association and the National Association of Social Workers) regarding ethical use of AI in clinical practice. The legal versus ethical issues of AI will be discussed especially regarding informed consent and clients' rights to opt out of AI usage in their care. The value of developing an organizational policy on Artificial Intelligence will also be discussed.

- Frontline Supervisors
- Therapists
- Peer Specialists
- Quality Assurance/Compliance
- C-Suite/Leadership
- Social Workers

TUESDAY OCTOBER 27

2:30pm - 3:30pm

Jeff Morris – Forge Synergy Consulting, LLC

Clarity in the Gray

Today's leaders are expected to make decisions, create alignment, and move their organizations forward despite increasing complexity, competing priorities, and imperfect information. Yet many organizational challenges are not caused by a lack of effort or expertise—they stem from assumptions, unclear ownership, and misunderstood expectations. This session explores practical strategies for creating clarity in an industry where leaders are increasingly asked to make decisions without perfect information. Participants will learn how assumptions create misalignment, why alignment is not the same as agreement, and how leaders can improve decision-making by clarifying ownership, expectations, and accountability. Attendees will leave with actionable tools they can immediately apply within their teams and organizations.

- Frontline Supervisors
- Therapists
- Peer Specialists
- Quality Assurance/Compliance
- C-Suite/Leadership
- Social Workers

2:30pm - 3:30pm

Nicholas Neibauer – Optimae Life Services

Your Perception is Your Reality

"Your Perception is Your Reality" is designed to create a more positive and stress-free life for leaders in the workplace through learning the negative effects our own perception has on our daily lives and obtaining tools to navigate our perception and reality. The attendees will gain education through scientific studies and personal experiences to showcase that the majority of our fears and stress are created in our minds and how these perceptions inhibit our ability to live a more peaceful life. Attendees will have opportunities to process with peers through breakout sessions and have open discussions with the trainer.

- BCBA & BCABA
- C-Suite/Leadership
- Crisis Services/Assertive Community Treatment
- DSPs
- Frontline Supervisors
- Human Resources
- Peer Specialists
- Quality Assurance/Compliance
- Therapists
- Social Workers

3:30pm - 3:45pm

Break

3:30pm - 3:45pm

Iowa Total Care Panel Session

Justin R. Schieffer, Senior Director

Meghan Klier, Senior Manager of Care Management

Lizzy Weber, Senior Manager of Care Management

Lori Palm, Senior Manager of Long-Term Services and Supports-Operations

Tori Reicherts, Senior Manager, LTSS Quality

Laura Butzke, Director, Long Term Services and Supports

TUESDAY OCTOBER 27

3:45pm - 4:45pm

Brad Schroeder – Trivium Life Services
with Hannah Smith – Trivium Life Services

Come and Knock on Our Door: The Fundraising Trifecta

Major gifts do not happen simply because an organization has a need. They happen when donors feel confidence: confidence in the mission, the plan, and the people leading it. In this practical and energizing session, participants will explore the “fundraising trifecta” of CEO, board chair, and development leader alignment. Using real-world examples, discussion, and take-home tools, attendees will learn how to activate leadership roles, reframe urgent needs into compelling opportunities, and equip board members to open doors, build trust, and advance philanthropic revenue strategies that help community-based providers meet the moment.

- C-Suite/Leadership

3:45pm - 4:45pm

Kaylee Vette – PDCM Insurance
with Meg Sernett – PDCM Insurance

Balancing Care and Compliance: Managing Mental Health in the Workplace

This presentation discusses the critical intersection of mental health awareness and HR compliance in the workplace. Attendees will learn how to identify potential mental health concerns among employees, respond with empathy and confidence, and apply appropriate support strategies. The session will also cover essential legal considerations, including FMLA and ADA, helping leaders ensure compliance while creating a supportive work environment.

- Frontline Supervisors
- Human Resources

3:45pm - 4:45pm

Alec Fowler – Giv.
with Danny Laneri – Giv.

Resilience on Purpose: Building Organizations That Outlast Uncertainty

This interactive session explores how leaders are using data, dashboards, and emerging AI tools to help agencies not only keep up, but thrive. Presenters from Giv. share how to identify KPIs that actually matter, automate what drains capacity, and embed practices that can turn data into a driver of resilience, sustainability and belonging. Participants will leave with practical templates, a KPI guide, and a “data huddle” framework—and the confidence that regardless of their size, budget, or systems, they can take meaningful steps today that build strength for tomorrow.

- Frontline Supervisors
- DSPs
- C-Suite/Leadership

TUESDAY OCTOBER 27

3:45pm - 4:45pm

Jen Bauer 'JB' – ShiftAbility

with Jacqueline Brock – ShiftAbility and Danette Tolan – Hope Haven, Inc.

Scaling the Future: Remote Supports Done Right

Presentation on Remote Supports and how ShiftAbility can support agencies to become their own remote support provider. Danette from Hope Haven will then discuss her experience working with ShiftAbility and how they have been able to scale remote supports within their organization.

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3:45pm - 4:45pm

Barb Kleist – University of MN Institute on Community Integration

Data tells a story: Turning Story into Workforce Strategy

Effective change begins with a clear understanding of your current workforce and how data plays a critical role in shaping strategic solutions to reduce costly turnover and strengthen retention. This session will illustrate how data can be leveraged to drive meaningful action at the employer level, inform policy and practice decisions, support workforce planning, and identify targeted and effective solutions. Actionable tools and resources will be shared to demonstrate how organizations can use workforce data to tailor their approach based on their unique challenges and strengths to drive effective recruitment and retention efforts. Examples of successful data-driven initiatives will be provided, highlighting the positive impact of integrating workforce data into decision-making, and the implementation of sustainable strategies.

- Frontline Supervisors
- Human Resources
- DSPs
- C-Suite/Leadership

4:45pm- 6:30pm

Exhibitor Reception & Silent Auction

WEDNESDAY OCTOBER 28

8:00am- 9:00am

Registration Check-In

7:15am- 8:30am

Breakfast with Exhibitors

WEDNESDAY OCTOBER 28

8:30am - 9:30am

Dr. Holly Stevenson – Optima Life Services

Cookies, Currents and the Complexities of Leadership

In this dynamic and emotional presentation, Dr. Stevenson provides participants with tangible tools to avoid being a "cookie thief", both at home and at work. Attendees will leave empowered to avoid making snap judgements, appreciate the complex and untold stories of everyone and with a refreshed understanding of how our anchors help us navigate the chaos of today's world.

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8:30am - 9:30am

Christina Smith – Community Support Advocates

Finding Opportunity in Chaos: Using Mindset, Community, and Culture to move from Surviving to Thriving

This presentation equips participants to pivot from survival to success by leveraging mindset, community, and culture. It first identifies how continuous disruption impacts teams and communities. Next, it uses real-world examples to demonstrate how collective resilience and supportive cultures cut through uncertainty. Finally, it outlines actionable tools to drive positive transformation.

- Human Resources
- DSPs
- C-Suite/Leadership
- Social Workers

8:30am - 9:30am

Jackie Pelland – Slingshot25

with Courtney Smock – Slingshot25

Stop Killing Accountability

Did you know that out of 562 large (mostly U.S.) companies, 29% have accountability listed as a corporate value? (It's on the poster)! Both leaders and employees desire accountability in the workplace, and when it's present, there are positive impacts on employee engagement. So, WHY are so many lamenting over the lack of it in their organizations? The reality is that corporate culture kills accountability in many (AVOIDABLE) ways.

- Frontline Supervisors
- Human Resources
- Quality Assurance/Compliance
- C-Suite/Leadership

WEDNESDAY OCTOBER 28

8:30am - 9:30am

Steve Evans - Netsmart

Meeting the Moment: A Practical Readiness Model for Technology, Workforce, and Operational Change

Community-based service organizations are being asked to modernize more rapidly while navigating workforce shortages, funding pressures, compliance expectations, technological changes, and evolving service needs. This session introduces a practical readiness model leaders can use before launching major initiatives such as EHR optimization, documentation redesign, AI adoption, compliance improvements, workflow standardization, or quality programs. Participants will learn how to identify adoption risks early, align leadership and frontline teams, clarify ownership, and turn change efforts into manageable action plans. The session will include real-world examples, discussion prompts, and a simple readiness checklist attendees can adapt for their own organizations.

- Frontline Supervisors
- Human Resources
- Quality Assurance/Compliance
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- Social Workers

8:30am - 9:30am

Fran Haas – Nyemaster Goode, P.C.

Priority Shift: What Employers Need to Know About EEOC Enforcement

We are mid-way through the second Trump administration, and can now identify new trends and claims that are becoming more prominent. While the law has not changed, employers' risk profile has. This presentation will help participants understand the change and implement tools to mitigate risk.

- Human Resources
- C-Suite/Leadership

WEDNESDAY OCTOBER 28

8:30am - 9:30am

Dr. Jodi Tate – University of Iowa Hospitals and Clinics

with Amy Volman – Munroe-Meyer; University of Nebraska, Malory Smysor – Parks and Recs; Iowa City & Bri Swope – Sport and Human Physiology, University of Iowa

Moving the Needle: Creative Strategies for Better Nutrition and Increased Physical Activity in Individuals with IDD

Individuals with intellectual and developmental disabilities (IDD) experience disproportionately high rates of poor nutrition, obesity and physical inactivity. This session will examine contributing factors, including biological influences, medication side effects, particularly psychotropic medications associated with weight gain—and significant social, environmental, and systemic barriers. Participants will gain practical, creative strategies to address these disparities by supporting healthier eating habits, increasing physical activity, and improving access to leisure opportunities. Additionally, the session will describe strategies to advocate appropriate healthcare that addresses the unique wellness needs of individuals with IDD. Attendees will leave with actionable tools to promote overall wellness and enhance quality of life.

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9:30am - 10:00am

Break with Exhibitors

10:00am - 11:00am

10:00am - 11:00am

Molly Mackey – LEAdERNship Institute

Healing Leadership - Building Trauma-Informed Principles into Leadership Practices

Imagine infusing your work environment with trauma-informed empathy, where curiosity replaces judgment and questions foster deeper understanding. This session will guide you in applying the six key principles of trauma-informed care to transform your workplace dynamics, enhance relationships, and build a more supportive and resilient team. Discover how this approach can revolutionize your workplace interactions and promote a culture of compassion and trust.

- Frontline Supervisors
- Therapists
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- Social Workers

WEDNESDAY OCTOBER 28

10:00am - 11:00am	Brianna Jacque – Cottingham & Butler Not Business as Usual: Meeting the Moment by Balancing Cost, Care, and Culture in Employee Benefits Employee benefits are no longer business as usual. Rising costs, shifting workforce expectations, and increasing complexity are forcing organizations to rethink their approach. This session will explore the key trends shaping today's benefits landscape and help leaders create internal alignment on strategy, cost management, and employee experience. Attendees will gain practical, actionable insights to balance cost, care, and culture while improving transparency and regaining control. • Human Resources • C-Suite/Leadership
10:00am - 11:00am	Angela Martensen – Imagine the Possibilities, Inc. with Cassie Foxen – Imagine the Possibilities, Inc. Beyond Outings: Building Belonging Through Ownership Stop planning activities. Start creating belonging. See how shifting from "What are we doing today?" to "Where do I belong?" has transformed community experiences through ownership, person-centered thinking, and creative partnerships. Walk away with real-world ideas, practical tools, and an action plan to take back to your team. • Frontline Supervisors • Human Resources • Peer Specialists • DSPs • Quality Assurance/Compliance • C-Suite/Leadership • Social Workers
10:00am - 11:00am	Daleigh Tallent - IntellectAbility Rising to the Challenge: Reducing Health Disparities, Improving Outcomes, and Lowering Healthcare Costs for People with IDD Understanding the Disparity, Using Data to Drive Prevention, From Reactive to Proactive Care, and the Value of Prevention • Frontline Supervisors • DSPs • Quality Assurance/Compliance • C-Suite/Leadership

WEDNESDAY OCTOBER 28

10:00am - 11:00am	Claudette Little - Mosaic The Practice of Person Centered Active Supports Are you actively supporting those in service or just getting tasks done? This presentation on The Practice of Person Centered Active Supports will dive into proven ways to help individuals with disabilities engage in their own lives. We will explore the Four Essentials of the Active Supports Model and embark on hands-on activities to emphasize skill building. Through this, you will learn how to move from passive care to active participation, which can increase confidence and reduce frustration. By being involved in their everyday lives, individuals lead a meaningful life and be at the center of their day. • Frontline Supervisors • Therapists • Peer Specialists • DSPs • Social Workers
11:00am - 12:30pm	Awards Ceremony Community Builders, Direct Support Professional, Peer Specialists, Advocacy of the Year and Executive of the Year
12:30pm - 1:45pm	Lunch
1:45pm - 2:45pm	Plenary
2:45pm - 3:15pm	Break with Exhibitors
3:15pm - 4:15pm	Legislative Matters Impacting IACP Members
3:15pm - 4:15pm	Gary Jones – Midwest Compliance Associates “If you stay ready you don’t have to get ready” • Frontline Supervisors • Quality Assurance/Compliance • C-Suite/Leadership
3:15pm - 4:15pm	Cody Brickman – Gallagher with Matt Wilson – Gallagher Better Data, Better Decisions: Insurance Loss Trending and Benchmarking How to use industry, and organization specific benchmarking data to understand the impact on premium to help manage cost drivers, and to make wise coverage purchase and strategic decisions. • Human Resources • Quality Assurance/Compliance • C-Suite/Leadership

3:15pm - 4:15pm

Laura Young – Converge Health Iowa

with Robin Trush – Converge Health Iowa

Whole-Person Data for Whole-Person Care: What Iowa's Health Information Exchange Means for BH, SUD, and Disability Providers

Behavioral health, SUD, and disability providers know their clients and the value of whole-person care. What they, and the traditional medical community, lack is whole-person data. Iowa's Health Information Exchange is changing that -- but only if providers understand what it is, what it offers, and how to participate. This session delivers a practical three-part framework: what the HIE is and how it works, why it matters for BH, SUD, and disability service providers specifically, and how patient consent under 42 CFR Part 2 can be architected to protect individual privacy while enabling compliant data sharing.

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3:15pm - 4:15pm

Courtney Smock – Slingshot25

Lead Change Without BURNING Your Culture

Change initiatives are meant to move organizations forward, but too often, they leave employees exhausted, disengaged, and resistant. In this session, Slingshot25 explores why even positive organizational changes can unintentionally damage culture and morale. Attendees will gain practical insights into the human side of change, uncover the most overlooked drivers of burnout and resistance, and learn how to lead transformation in a way that strengthens trust, engagement, and culture instead of burning it down.

- Frontline Supervisors
- Human Resources
- C-Suite/Leadership

WEDNESDAY OCTOBER 28

3:15pm - 4:15pm	Brett Talbot, PhD – Videra Health Keeping Care Human: A Practical, Honest Look at AI in Community Services As a psychologist, I've sat with clients and had to make care decisions without all the information I wished I had. I've also spent years building AI tools, so I've seen where they genuinely help and where they get in the way. AI is moving into our field fast, and most of us are caught somewhere between excitement and unease. In this session I'll offer an honest look at what's working today, what isn't, and how to bring these tools in without losing the human connection at the heart of good care. We'll talk through privacy, equity, and oversight, and where the technology is heading. You'll leave with a framework and the questions to judge any tool for yourself. • BCBA & BCABA • C-Suite/Leadership • Crisis Services/Assertive Community Treatment • DSPs • Frontline Supervisors • Human Resources • Peer Specialists • Quality Assurance/Compliance • Therapists • Social Workers
4:15pm - 5:00pm	Dessert & Prizes with Exhibitors

THURSDAY OCTOBER 29

6:30am - 7:30am	Morning Miles with Midwest Compliance Associates (MCA)
7:30am - 9am	Breakfast
9:00am – 10:00am	Legislative Matters Impacting IACP Members
9:00am – 10:00am	Dr. Holly Stevenson – Optima Life Services Overcoming Imposter Syndrome: From Feeling Like A Fraud to Thriving "Imposter syndrome" has become a buzzword in the recent years, but what is it, how do we know if we have it, and how can we overcome it? This session will talk through what this phenomenon is, the different types of imposter syndrome, as well as providing tools for how to overcome it in ourselves and our team members. We will also discuss the difference between imposter syndrome and a lack of belonging. • BCBA & BCABA • C-Suite/Leadership • Crisis Services/Assertive Community Treatment • DSPs • Frontline Supervisors • Human Resources • Peer Specialists • Quality Assurance/Compliance • Therapists • Social Workers

THURSDAY OCTOBER 29

9:00am – 10:00am

Matt Flowers – Mutual of America

From Division to Dialogue: Advocacy That Builds Bridges

With years of relationship management experience in business, Matt has learned that playing the long game has its rewards. In advocacy, the parallel is clear: meaningful change doesn't happen overnight. It begins with understanding and trust. This session explores how to build purposeful but authentic relationships with local and state government representatives, even with those that cross political divides. He'll discuss how to approach perceived opponents with empathy, shift mindsets over time, and foster collaboration rooted in shared purpose. Advocacy is not about winning arguments; it's about building bridges and opening minds, that's when we get to change more lives.

- Human Resources
- C-Suite/Leadership

9:00am – 10:00am

Abbey Ferenzi - Iowa Primary Care Association

Navigating Change Together: Supporting Systems, Partners, and People in Iowa's Redesigned Behavioral Health System

Iowa's behavioral health system is evolving, creating new opportunities to improve access, coordination, and outcomes for individuals and families. This session will provide an overview of Iowa's redesigned Behavioral Health Service System, the role of the Behavioral Health Administrative Services Organization (BH-ASO), and Iowa's Behavioral Health System Navigation model. Participants will learn how system navigation helps connect individuals, families, providers, and community partners to behavioral health services while complementing existing support systems. Through real-world examples and discussion, attendees will explore opportunities to strengthen partnerships, improve coordination, and better support individuals with behavioral health and co-occurring needs.

- BCBA & BCABA
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- Social Workers

9:00am – 10:00am

Josie Drummond – SafeInHome

with Scott Steele – SafeInHome and Ben Kadolph – SafeInHome

Meeting the Moment: Improving Outcomes by Changing Conditions, Not People

As providers navigate workforce shortages, growing service demands, and rising expectations for person-centered care, it's time to ask a different question: What if better outcomes come from changing conditions rather than changing people? This session introduces a practical framework for redesigning supports to improve independence, strengthen service delivery, and expand organizational capacity. Through real-world case examples and operational outcomes, participants will discover practical strategies to rethink support delivery, improve outcomes, and respond to today's workforce and service challenges while remaining rooted in person-centered practices.

- BCBA & BCABA
- Frontline Supervisors
- Peer Specialists
- C-Suite/Leadership
- Social Workers

THURSDAY OCTOBER 29

9:00am – 10:00am	Griffith Young – SETWorks AI Readiness: Preparing Your Team for Adoption AI isn't just about tools—it's about people. Disability service organizations often face unique challenges when adopting new technology, from staff hesitancy to compliance concerns. This session focuses on how to assess your organization's readiness for AI, prepare staff for change, and build a culture of curiosity rather than fear. Using case studies and practical frameworks, attendees will learn how to bring their teams along for the AI journey. • Frontline Supervisors • Human Resources • C-Suite/Leadership
10:00am- 10:30am	Attendee Break - Hotel Check Out
10:30am - 12pm	Keynote Closing: Anne Bonney Change is Here to Stay Your team is doing work that MATTERS, but they are going through constant change. Leave with the courage to EMBRACE it.
12pm - 12:15pm	Wrap-Up: Closing Comments