



Join Us
April 30 – May 2, 2019
The Westin Michigan Avenue Chicago



Agenda

2019 Annual Conference

Monday, April 29

1:00 p.m. – 4:00 p.m.

Registration

Location: Great Lakes Foyer — 2nd Floor

1:00 p.m. – 5:00 p.m.

Children, Youth & Families Collaborative*

Location: Lincoln Park — 3rd Floor

Re-energize and refocus your results work. This is an opportunity for members to come together as a results community, share successes and challenges, leverage each other's expertise, expand their results skills, and recommit to their results work.

Facilitators: Raj Chawla and Sheila Weber

*By invitation only. Please contact sweber@lutheranservices.org for additional information.

2:00 p.m. – 5:00 p.m.

Connect-Home Senior Services Workshop*

Location: Huron — 2nd Floor

This Connect-Home Workshop is a unique opportunity to meet with Dr. Mark Toles from the University of North Carolina, who has developed a promising model of transitional care in partnership with Lutheran Services in America. In addition, Andy Edeburn of Premier Consulting will address the future economics of post-acute care and short-term stay rehab.

*By invitation only. Please contact dzauche@lutheranservices.org for additional information.

Tuesday, April 30

7:30 a.m. – 4:30 p.m.

Registration

Location: Great Lakes Foyer — 2nd Floor

8:00 a.m. – 11:30 a.m.

Disability Network Meeting*

Location: Millennium Park — 3rd Floor

*By invitation only. Please contact Dania Douglas at ddouglas@lutheranservices.org for additional information.

8:30 a.m. – 11:30 a.m.

Senior Services Collaborative*

Location: Huron — 2nd Floor

*By invitation only. Please contact Alesia Frerichs at afrerichs@lutheranservices.org for additional information.

8:30 a.m. – 11:30 a.m.

Lead the Transformation[§]

Location: Lincoln Park — 3rd Floor

This workshop is designed specifically for Lutheran Services in America children, youth and family-serving members who want to develop the skills and strategies to align partners and lead transformations in their organizations and communities, skills needed to position your organization to lead changes driven by Family First Prevention Services Act, managed care, and other population-level initiatives. This in-depth working session is tailored for organizational and program leaders and identifies foundational capabilities proven successful to lead change.

[§]Please RSVP to Sheila Weber at sweber@lutheranservices.org.

Facilitators: Raj Chawla and Sheila Weber

11:00 a.m. – 4:30 p.m.

Exhibits Open

Location: Michigan Ballroom — 2nd Floor

Come visit our innovative exhibitors to learn about the latest and greatest offerings that can help you up your game. Sponsors, partners and Lutheran Services in America have so much to offer your organization and our network as a whole!

Noon – 1:30 p.m.

Opening Luncheon*

Location: Great Lakes Ballroom — 2nd Floor

Always a favorite gathering, this year's Annual Conference launches with a luncheon featuring elected officials and other dignitaries, Lutheran Services in America leadership, and a special guest appearance by Lutheran Church Charities' K-9 Comfort Dogs.

Speakers: Douglas O'Brien, Regional Director, U.S. Department of Health and Human Services

*Sponsored by Portico and MIF

2:00 p.m. – 3:00 p.m.

Keynote Speaker: Rishi Manchanda, MD, President and CEO, HealthBegins

Location: Great Lakes Ballroom — 2nd Floor

One of the few clinicians focusing on the important role community-based organizations need to play in wellness, Dr. Rishi Manchanda is transforming conventional health care. He focuses on understanding the role social determinants have in keeping people and communities healthy. Credited with coining the term “upstreamist,” he focuses on identifying the underlying factors affecting people’s wellness. Dr. Manchanda will provide thought-provoking insight on the important role community-based organizations play, how they can partner effectively with health systems and other payers, and work to improve the life experiences of countless people in the process.

3:00 p.m. – 3:30 p.m.

Connect and Restore Break

Location: Michigan Ballroom — 2nd Floor

We make the most of “break time”: Grab a hot cup of coffee, connect with fellow attendees from our vibrant national network, and check out this year’s exhibits.

3:30 p.m. – 4:30 p.m.

Breakout Sessions

Breakout Session 1A — Managed Care: “Need to Knows” About Long-term Services and Supports*

Location: Huron — 2nd Floor

Learn what you most need to know to partner with managed care. Medicaid Managed Long-term Care Services (MLTSS) are increasingly a part of managed care, with the goals of controlling costs, stabilizing budgets, improving quality outcomes, and integrating physical, behavioral and community-based services. Panelists will discuss MLTSS impact and capabilities provider organizations need to best work with managed care organizations. This session is made possible by a generous grant from Mosaic.

Speakers: Sharon Lewis, Principal, Health Management Associates; Stacy Distefano, Chief Operating Officer, Inperium

Moderator: Linda Timmons, CEO and President of Mosaic

**Sponsored by Mosaic*

Breakout Session 1B — ELCA

Location: Washington Park I — 3rd Floor

Engage with leaders from the Evangelical Lutheran Church in America and ELCA partners, Lutheran Immigration and Refugee Services, Adult Lutherans Organized for Action and Care Connections Network. Learn about each of these ministries, their collaborative work, and explore opportunities for ongoing partnerships.

Speakers: Krish O’Mara Vignarajah, Lutheran Immigration and Refugee Service; Mark Schoepp, ALOA; Fumi Liang, Care Connections Network; Carolyn Ross, Care Connections Network; Joseph Chu, ELCA; Megan Neubauer, ELCA; Joe Young, ELCA

Breakout Session 1C — Individual Giving: Tailoring Storytelling to Drive Generational Giving

Location: Ontario — 2nd Floor

A key fundraising reality: Understanding the behaviors and unique characteristics of different generations is key to telling stories that resonate with various groups. Fuel your organization's fundraising efforts through this session, geared toward examining generational giving differences, and offering perceptive tools and strategies for engaging donors through various channels.

Speakers: Paul Miles, President and CEO, We Raise Foundation; Donna Palmer, Chief External Relations Officer, Upbring

Breakout Session 1D — Optimize Recruitment and Retention through Resilience*

Location: Lincoln Park — 3rd Floor

Employee turnover is the highest it's been in 10 years, costing U.S. companies \$160 billion a year, according to *Forbes*. Come learn about proven, evidence-based practices to significantly reduce turnover, increase employee and resident satisfaction, improve outcomes, and decrease liability and worker compensation claims. This session is generously sponsored by The Graham Company.

Speakers: Erin O'Leary, Producer, The Graham Company; Bette McNee, RN, NHA, Clinical Risk Management Consultant, The Graham Company

*Sponsored by The Graham Company

5:00 p.m. – 6:00 p.m.

ELCA Worship Service — Service of the Word

Location: Millennium Park — 3rd Floor

Note: This year, the worship service will be held on site in the Millennium Park conference room in the conference hotel (Westin Michigan Avenue).

6:30 p.m. – 8:30 p.m.

Connect the Dots: Reception*

Location: 360 in the John Hancock Building

Join us to network with your peers before a breathtakingly beautiful view. TripAdvisor reviewers RAVE about the stunning views from the 360 Chicago observation deck: "360 is an "adrenaline rush . . . an experience you won't forget." Located in the iconic John Hancock Building, the site features 360-degree views of the Chicago skyline and Lake Michigan. Not to be missed!

*Sponsored by Lutheran Church Extension Fund (LCEF), Concordia Plan Services, Lutheran Services in America Disability Network, and LEAN

Wednesday, May 1

8:00 a.m. – 8:45 a.m.

LCMS Worship Service

Location: Millennium Park — 3rd Floor

8:30 a.m. – 4:30 p.m.

Registration

Location: Great Lakes Foyer — 2nd Floor

8:30 a.m. – 6:30 p.m.

Exhibits Open

Location: Michigan Ballroom — 2nd Floor

Sponsors, partners and Lutheran Services in America members have so much to offer your organization and our network as a whole! Come visit our innovative exhibitors to learn about the latest and greatest offerings that can help you up your game.

9:00 a.m. – 10:30 a.m.

Breakfast and Annual Meeting*

Location: Great Lakes Ballroom — 2nd Floor

The 2019 Lutheran Services in America Annual Meeting features updates from the Board of Directors and Lutheran Services in America President and CEO Charlotte Haberaecker. This meeting is generously sponsored by the Lutheran School of Theology at Chicago.

*Sponsored by Lutheran School of Theology at Chicago

10:30 a.m. – 11:00 a.m.

Connect and Collaborate Break

Location: Michigan Ballroom — 2nd Floor

Mid-morning refreshments are great, but now's the chance to connect and collaborate with your talented peers and colleagues in our one-of-a-kind national network. Stop by if you can!

11:00 a.m. – Noon

Keynote: Nancy Brown, CEO of the American Heart Association

Location: Great Lakes Ballroom — 2nd Floor

Nancy Brown, Chief Executive Officer of the American Heart Association (AHA), will share how the AHA's network and partners are sparking innovation to achieve their moonshot health impact goal. Hear how AHA is leveraging technology, partners, local expertise and their national footprint to improve the lives of all Americans. AHA is the world's largest voluntary health organization dedicated to preventing, treating and defeating cardiovascular diseases and stroke.

12:15 p.m. – 1:15 p.m.

Networking Lunch

Location: Great Lakes Ballroom — 2nd Floor

Sometimes mealtime is where the best ideas take root. Take a break for a satisfying lunch and prime networking with your network colleagues.

12:15 p.m. – 1:15 p.m.

CEO Roundtable Luncheon*

Location: Chicago Ballroom — 16th Floor

Lutheran Services in America member CEOs will gather for an intimate roundtable discussion and luncheon.

*By invitation only

1:30 p.m. – 3:00 p.m.

Breakout Sessions

Breakout Session 2A — Board-CEO Relations: Leading Through Disruptive Change

Location: Huron — 2nd Floor

Organizations must be prepared to embrace and capitalize on rapid, seismic shifts. Come hear the less-than-traditional ways CEOs and board chairs are collaborating to embrace organizational change, sharpen decision making, and break out of the same-old, same-old.

Moderator: Rena Henderson Mason, Founder and CEO, Bold Agenda

Speakers: Angela Bovill, President and CEO, Ascentria; Bill Mayo, Board Chair, Ascentria; Chris Koenig, Niagara Lutheran Health

Breakout Session 2B — Foundations Panel: Collaborating for Lasting Impact

Location: Millennium Park — 3rd Floor

Join a panel of inventive, national foundation leaders as they share their priorities and helpful examples of groundbreaking partnerships and collaborations, with the goals of uniting people, starting much-needed new conversations, and driving social change.

Moderator: Maria Socorro Pesqueira, President, Healthy Communities Foundation

Speakers: Jeannine Balfour, Senior Program Officer, Domestic Programs, Conrad N. Hilton Foundation; Jane Carmody, Program Officer, The John A. Hartford Foundation; Mary O'Donnell, Vice President, The Retirement Research Foundation

Breakout Session 2C — Senior Services: Thriving in Innovation

Location: Ontario — 2nd Floor

The senior care industry is changing at a frenetic pace - and providers are innovating at record speed to keep up. Hear how leading providers are preparing to thrive in “the new normal,” including success stories and hard lessons learned.

Moderator: John Holton, Director of Center on Gerontology, Concordia University

Speaker: John Kotovsky, President and CEO, Lutheran Senior Services; Keith Frndak, President and CEO, Concordia Lutheran Ministries; Stephanie Chedid, President and CEO, Luthor Manor

Breakout Session 2D — Children, Youth & Families: Chapin Hall Driving Innovative Practices

Location: Lincoln Park — 3rd Floor

This session explores cutting-edge findings from Chapin Hall regarding children, youth and families, and how they are driving innovative practice and policy efforts. Bryan Samuels, a recognized national leader in child well-being and trauma-informed policy, held one of the nation's top posts in child welfare as Commissioner of the Administration on Children, Youth and Families.

Speaker: Bryan Samuels, Executive Director of Chapin Hall at the University of Chicago

3:00 p.m. – 3:30 p.m.

Relax and Reboot Break

Location: Michigan Ballroom — 2nd Floor

Come network, catch-up on email, or just recharge. Stop by to take a pause.

3:30 p.m. – 4:30 p.m.

Breakout Sessions

Breakout Session 3A — Working at the Intersection of Race, Poverty, and Social Justice

Location: Huron — 2nd Floor

Poverty and inequality are inextricably linked, fueled by many socioeconomic factors and resulting in disparities in access to and quality of services. This timely session drills down into strategies to reduce inequities in service outcomes and incorporate poverty's root causes.

Speaker: Dr. David J. Pate, Chair and Associate Professor Social Work, HELEN BADER School of Social Welfare

Breakout Session 3B — The Nuts & Bolts of a Cyber Policy

Location: Millennium Park — 3rd Floor

Cyberattacks are on the rise in our increasingly digital world. Whether you've bought cyber liability insurance or not, learn how to protect yourself and your organization against potential attack from leaders in the field. This session is generously sponsored by Johnson Kendall Johnson.

Speakers: Rafael Haciski, Esq., Vice President, Johnson Kendall Johnson; Shiraz Saeed, National Practice Leader – Cyber Risk, Starr Companies

Breakout Session 3C — Buzzworthy: Attracting Press Spotlight for Your Cause

Location: Ontario — 2nd Floor

Sure, you've got a terrific cause -- but do enough people know about it? Join us at this panel discussion offering practical "how-tos" on how to get press interest in an increasingly crowded media marketplace. What's the best way to make a pitch to press? What are opportunities for coverage people often overlook? Our insider pros from PR and media worlds will give you real-world tips, best practices - and what to avoid at all costs.

Moderator: Jenniffer Weigel, Television Personality and Health Writer with Chicago Sun-Times Media Group

Speakers: Alexander Borisov, Partner, Finn Partners; Evan Falchuk, Chairman and CEO, VillagePlan; Chicago field reporter (TBD)

Breakout Session 3D — Leading Change for Success: Recognized Service Organizations in the LCMS

Location: Lincoln Park — 3rd Floor

Rev. Robson will offer a perspective on recent trends and responses in the mission and ministry of The Lutheran Church–Missouri Synod in U.S. and foreign contexts and will review the work of the LCMS task force on RSOs, which he chaired over the past triennium, including RSO program modifications and enhancements being recommended by the task force to the July 2019 LCMS National Convention.

Speaker: Rev. Kevin Robson, Chief Mission Officer, The Lutheran Church–Missouri Synod

5:00 p.m. – 6:30 p.m.

Happy Hour

Location: Michigan Ballroom — 2nd Floor

Wednesday is happy hour primetime. Connect with your fellow attendees to continue valuable conversations in a welcoming, airy space.

7:00 p.m. – 9:00 p.m.

VIP Reception**

Location: Ziegler Offices, One North Wacker Drive, Suite 2000

*By invitation only

*Sponsored by Cura Hospitality

Thursday, May 2

8:00 a.m. – 9:15 a.m.

Development Committee Breakfast*

Location: Parks Boardroom — 3rd Floor

*By invitation only

8:00 a.m. – 9:15 a.m.

Advocacy Engagement Breakfast*

Location: Marquette Park — 3rd Floor

*By invitation only

8:00 a.m. – 9:15 a.m.

Senior Services Collaborative*

Location: Superior East — 2nd Floor

*By invitation only. Please contact Alesia Frerichs at afrerichs@lutheranservices.org for additional information.

8:30 a.m. – 12:30 p.m.

Registration

Location: Great Lakes Foyer — 2nd Floor

8:30 a.m. – 12:30 p.m.

Exhibits Open

Location: Michigan Ballroom — 2nd Floor

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8:30 a.m. – 9:15 a.m.

Networking Breakfast*

Location: Great Lakes Ballroom — 2nd Floor

Welcome remarks from Jim Skogsbergh, President and CEO of AdvocateAuroraHealth

*Sponsored by AdvocateAuroraHealth

9:30 a.m. – 11:00 a.m.

Breakout Sessions

Breakout Session 4A — Public Policy: Leveraging the Power of the Network

Location: Huron — 2nd Floor

In this session, join the YMCA of the USA's Kristin Hurdle and Aimee Ramirez of the Greater Chicago Food Depository to learn how we can all more fully leverage our network to harness the power of our 300 member-strong coalition. Ensuring success in advocacy efforts at all levels of government and making our voice heard have never been more needed.

Moderator: Knox Kimberly, Senior Vice President – Advocacy and Stakeholder Relations, Upbring

Speakers: Kristin Hurdle, Senior Director, State Relations, Government Relations & Policy, YMCA of the USA; Aimee Ramirez, Manager of Government Relations and Policy, Greater Chicago Food Depository; Nicholas Schilligo, Owner/President, NAS Strategic Consultants; Amy Shope Manzi, Director of Grassroots Advocacy, American Heart Association

Breakout Session 4B — Disability Network Session: Supported Decision Making

Location: Millennium Park — 3rd Floor

Supported decision making is an alternative to guardianship that utilizes a series of tools, relationships, and arrangements to provide seniors and people with disabilities the assistance they need to make their own decisions. Learn from national experts on how this emerging model can act as a substitute for more restrictive guardianship arrangements.

Moderator: Lisa Morgan, Chief Operating Officer, Lutheran Family Services of Virginia

Speakers: Robert Dinerstein J.D., Professor of Law, American University Washington College of Law; Nicole Jorwic J.D., Director of Rights Policy, The Arc; Christopher Jorwic, Advocate; Melissa Keyes J.D., Legal Director Disability Rights Indiana

Breakout Session 4C — Strengthening Congregational Connections

Location: Ontario — 2nd Floor

This session explores innovative collaborations between social ministries and congregations designed to spur greater community and congregational involvement. Learn from peers and share your own stories and lessons learned about high-impact collaborations that strengthen congregations and social ministries.

Moderator: Bishop Wayne Miller, ELCA Metropolitan Chicago Synod

Speakers: Niklaus Schillack, Director of Congregational Engagement, Samaritas; Paige Mills-Haag, Director of Fund Development, Concordia Life Care Community; Kirsten Peachey, Director of Congregational Health Partnerships, Advocate Health Care

Breakout Session 4D — Behavioral Health and Homelessness: The Link is Real

Location: Lincoln Park — 3rd Floor

This session will explore reducing health disparities for individuals with mental health disorders based on a patient-centered model that explores the linkage between behavioral health and homelessness.

Moderator: Sharon Legenza, Executive Director, Housing Action Illinois

Speaker: Janet Pope, President and CEO, Compass Housing Alliance; Dr. Jada Johnson, Chair of the Department of Psychiatry, Illinois Masonic

11:00 a.m. – 11:30 a.m.

Relax and Reboot Break

Location: Michigan Ballroom — 2nd Floor

Come network, catch up on email, or just recharge. Stop by to take a pause.

11:30 a.m. – 12:30 p.m.

Location: Great Lakes Ballroom — 2nd Floor

Keynote: Judy Woodruff, Managing Editor and Anchor for “PBS NewsHour”

This year’s keynote address will certainly be one for the books. Broadcast journalist Judy Woodruff is the anchor and managing editor of “PBS NewsHour.” In her widely respected role, she has covered politics and other headline news for more than four decades at America’s top networks, including NBC, CNN and PBS. Woodruff is a tireless advocate for people with disabilities, and will be sharing her inspirational, personal story of building advocacy and awareness. Be sure to mark your calendar for this moving discussion.