

This event is scheduled in a virtual, live-streaming webinar format. To meet the regulatory and education requirements, participants must stay for the entire event to receive credit. Sign-in and sign-out times, as well as attentiveness, will be verified before credit is issued. Contact [Amy Huisman](#) for details or questions.

### EVENT OVERVIEW

LeadingAge Iowa has scheduled a virtual event on June 16 for social services personnel based on feedback from your colleagues. All sessions are designed to be both informative and interactive. The event will start in the morning with a presentation by Lila Starr from DHS covering how to successfully complete a PASRR. The afternoon starts with a session that will address strategies for coping with the impact of COVID-19 with an emphasis on the heartbreak and cost of isolation. Our event will end with an always popular speaker, Cat Selman as she looks at managing the long-term effects of dealing with COVID-19 with an emphasis on depression and PTSD resulting from fears and other emotions arising from the pandemic.

#### 10 - 11:30 a.m.

##### **How to Successfully Complete the PASRR Level II**

*Lila P.M. Starr, PASRR Program Manager, Older Adult Mental Health Specialist, Iowa Department of Human Services, Division of Mental Health and Disability Services*

A crucial component of admitting an individual with a serious mental illness, intellectual or developmental disability is assuring that you can meet their specialized needs as identified by a PASRR Level II determination. On the Level II PASRR, social workers review what services are required to assist the residents with attaining and maintaining their highest level of recovery as well as psychosocial and physical functioning. This session will cover how to accurately complete the resident's care plan to identify the individual specialized and rehabilitative services, along with any community placement supports that are identified for the resident, document delivery of the services and complete interventions and/or achieve discharge to a lower level of care as well as to optimize recovery and attain goals identified by the PASRR program. Maximus reviews individualized care plans during a ServiceMatters review for those individuals who have one or more specialized services identified in their PASRR. The process is designed to assure that the care plans are PASRR compliant, offer technical assistance, and assure the nursing facility is delivering all PASRR identified services. There will be time to ask questions.

- Accurately review the PASRR to determine if the facility can meet the needs of the resident.
- Develop PASRR compliant care plans that document service delivery for individuals in the PASRR population (serious mental illness, intellectual or developmental disability).
- Identify the benefits of utilizing the Iowa PASRR Care Planning Tool(s) in the development of compliant care plans that include the four required elements.
- Discuss the process for utilizing the ServiceMatters review in order to document delivery of the services identified by PASRR.

#### 11:30 a.m. - 1 p.m. Break - LAI encourages screen-free time to combat fatigue.

#### 1 - 2:15 p.m.

##### **The Heartbreak and Cost of Isolation: Strategies for Coping**

*Hollie Glover, MA, LPC, NCC, Director of Education and Family Support Services, James L. West Center for Dementia Care*

Take a deep dive into the impact of COVID-19 on residents and families. Learn the coping techniques on how to reframe our emotions as well as lessen the discomfort of isolation. While COVID-19 has taken a toll, there are strategies to effectively address the many challenges, improve quality of life, and help everyone move forward successfully.

- Discuss effects that isolation has on residents during the COVID-19 pandemic.
- Identify and utilize coping techniques designed to reframe resident emotion that result from isolation.
- Analyze resident emotions as they relate to grieving and loss resulting from the pandemic environment.

**2:15 - 2:30 p.m. Break**

**2:30 - 3:45 p.m.**

**Managing the Long-term Effects of Dealing With COVID-19**

*Catherine R. "Cat" Selman, BS, President and Co-owner, The Cat Selman Company, Vonore, TN*

A pandemic generates in human beings one of the most primitive reactions at the psychological level: fear. Fear is an emotion that allows us to react to a real or imagined event which we consider a threat, at the physical level as well as psychological or socioeconomic levels. Fear guarantees our survival; however, fear can also cripple us to inaction and "shutdown." One of the most exposed groups to the virus and its psychosocial consequences is the health care professional and caregiver. Our caregivers share the increased probability of suffering different consequences, including "burnout," as well as an overbearing feeling of sadness. Additionally, anxiety, fear of death or contagion, and quarantine/isolation, provide the foreseeable feeling of Post-Traumatic Stress Disorder (PTSD) and depression. In this session, Cat will discuss symptoms and triggers that we CANNOT ignore, as well as providing effective techniques to face these psychosocial challenges. Our world is certainly going to be even more different after COVID-19. Will your team be prepared to face that new world? This session is designed to help you walk away feeling energized and ready to face the challenges ahead!

- Discuss how fear effects resident and staff psychosocial well-being.
- Identify triggers for post-traumatic stress disorder and depression.
- Develop coping mechanisms that will help your residents and your team to deal with the fears arising out of challenging situations like the COVID-19 pandemic.

***INTENDED FOR***

This program is intended for Social Workers. However, content may be of interest to Nursing Staff, CEO/Administrator, and other staff as well. Appropriate for all levels of care.

***CONTINUING EDUCATION CREDIT***

**Social Workers** – 4 contact hours. This program is intended to meet the criteria established by the Iowa Board of Social Work Examiners. If audited, you will be asked to provide your certificate of attendance and program material. You must attend the entire program to receive credit. Retain certificate for four years.

**Iowa Board of Nursing Provider #67** – 4 contact hours. Providership regulations do not allow for partial credit to be given for any portion of this program. You must attend the entire program to receive credit. Retain certificate for four years.

**Nursing Home Administrators** – 4 contact hours. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. You must attend the entire program to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for four years.

**Assisted Living Leadership Recertification** – 4 contact hours. You must attend the entire program to receive credit.

**For other long-term support and service provider professional not listed above:** Most licensure boards, credentialing agencies, and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios, and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

## **FACULTY**

### **Hollie Glover, MA, LPC, NCC, Director of Education and Family Support Services, James L. West Center for Dementia Care**

Hollie Glover is a licensed professional counselor who currently works for the James L. West Center for Dementia Care in Fort Worth, TX. She is the director of education and family support services. She facilitates the center's family support groups and is involved in many of the numerous education services provided by the center. Hollie is a dementia care specialist and certified grief counseling specialist that has more than 28 years of experience in education and working with people of all ages. She has degrees from Southwestern Oklahoma State University, Sam Houston State University, and Dallas Baptist University. She also attended Southwestern Theological Seminary to obtain hours in theology. Hollie has been recognized as a national and statewide speaker on topics such as dementia, hospice, and professional and caregiver stress. One of the highlights of her career includes getting to meet and speak before First Lady Rosalynn Carter and Senator Elizabeth Dole. She has also written a therapy to be used with patients at the end of life, that focuses on the individual needs of the person and their family. Her passion is educating the public and helping families who have a loved one diagnosed with dementia. Hollie is married and has one daughter who is following in her footsteps. Joanna graduated from the University of Texas at Arlington in August of 2020 with her Master's degree in social work, specializing in hospice care.

### **Catherine R. "Cat" Selman, BS, President and Co-owner, The Cat Selman Company**

Educator. Motivator. Communicator. Consultant. Author...Catherine R. "Cat" Selman, BS, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common-sense strategies for the aging services professional. She presently serves as President and Co-owner of The Cat Selman Company, a company specializing in continuing education for health care professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. She was the Corporate Activity & Social Work Consultant for 101 nursing homes in seven states. With more than 35 years' experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In fact, Ms. Selman participated in a CMS Expert Panel Group responsible for some of the Surveyor Guidance that is now included in the current CMS RoP. She continues to train State Agencies & surveyors in the Care Planning Process, as well as other requirements regarding process, documentation, and compliance. In demand, and on topic, she is considered an authority in aging services.

### **Lila P.M. Starr, PASRR Program Manager, Older Adult Mental Health Specialist, Iowa Department of Human Services, Division of Mental Health and Disability Services**

Lila Starr has worked for the Iowa DHS for more than 30 years and has been a mental health specialist in the Division of Mental Health and Disability Services (MHDS) since 1999. She has had a variety of responsibilities including adult mental health specialist, olmstead coordinator, PATH coordinator, and disaster mental health coordinator. She has managed a variety of contracts and projects in areas including adults with mental illness, other disabilities, and older adults. Lila created and managed the Iowa Peer Support Training Academy 2005 - 2014. Lila has served as the project manager for older adult mental health since 1999. She has served as Iowa's designee to the older persons division of the national association of state mental health program directors since 1999. Lila served as chair of the older persons division from 2009- 2010, 2013-2014, and again 2015-2016, and continues to serve on the executive committee. Lila has been a member of the National Association of PASRR Professionals, NAPP, since its creation in 2009, and presently she serves as a board of directors member, secretary, and committee chair. Lila is the co-founder and creator of the Iowa Coalition on Mental Health and Aging, which launched in 2005 and has since grown to have more than 500 members in Iowa and around the country. In November of 2011, Lila began her current role as program manager for the Preadmission Screening and Resident Review program (PASRR), which meets federally mandated standards for mental health and disability screening, care panning, and service delivery for all persons who enter nursing facilities in Iowa. She oversees a contract with Ascend, a Maximus Company to implement PASRR in Iowa. Lila has been a caregiver for her father, who died in 2016 at age 90, and is currently preparing for what is ahead with her mother, who has Alzheimer's at age 90.



## **REGISTRATION INFORMATION**

Register at [www.LeadingAgeIowa.org/SocialWorker](http://www.LeadingAgeIowa.org/SocialWorker). Fees are per connection at a facility. Registration instructions and handout materials will be sent to the contact person on the registration prior to the program.

LeadingAge Iowa Member	\$95 (Discounted from the regular workshop pricing of \$135)
Prospective Member Rate	\$250

Registration fee includes electronic handouts, one connection to the live workshop, and instructions for receiving CE credit/attendance certificate. This event will NOT be recorded, therefore, a recording of this workshop is NOT included in the registration fee.

LeadingAge Iowa virtual events deliver value to you with:

- No travel cost and time out of the building.
- No limit to the number of staff who can participate LIVE and receive CE credit - using one connection per registration.

## **REFUND POLICY**

The online registration deadline is June 14, 2021. No-shows will be billed. No refunds for failure to log-in at the time of the event. Substitutions welcome anytime via email. All cancellation and substitution requests must be emailed to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)). A full refund will be given to all cancellations received 10 or more business days prior to the workshop. A \$25 administrative fee will be charged to all cancellations received six to nine business days prior to the workshop. No refunds will be given to cancellations received five or fewer business days prior to the workshop. Refunds will be calculated by the date received and the LeadingAge Iowa business days remaining prior to the workshop. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment in which case pre-registered participants will be notified and full refunds provided.

## **UPCOMING EDUCATION**

May 11 - July 31	Virtual Conference On-Demand
June 23-24	LAI Leadership Academy Summit 1, Fort Dodge
Aug. 26	Authentic Conversations About Meaning and Purpose with Older Adults Webinar
Sept. 15-16	Fall Conference & Solutions Expo, Cedar Rapids
Nov. 11	Care Area Assessment (CAA) Review Webinar



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