



2026 Presentation Topics

All presentations are intended to educate. Presenters are not permitted to sell or promote any specific product or service. Below are suggested topics.

The audience for this programming includes Nursing Home, Assisted Living/Adult Care Facility, Adult Day Health Care, Subsidized Senior Housing, Retirement Housing, Continuing Care Retirement Community, PACE/Managed Long Term Care, Home Care, Hospice, and other Senior Services providers. Sessions that appeal to any one of these audiences, as well as those with broader application to multiple provider categories, are welcomed.

Consumers Served

- Promoting a Culture of Inclusion and Equity: Preventing Racial, Ethnic, and Other Disparities in Care
- Honoring Autonomy while Protecting Safety and Ensuring Compliance – Person-Centered Care for Individuals with Functional or Cognitive Challenges
- Person-Centered Service Planning (PCSP) – Complying with the Medicaid Home and Community-Based Settings Rule, including best practices and practical applications of PCSP for nursing, social work, recreational activities, and risk management and modifications.
- The LGBTQ consumer – Best Practices for Acceptance and Inclusion, Resources, and Models of Support and Direct Caregiver Training
- Serving Older Adults with Mental Health and Substance Use Diagnoses Treatment Models
 - Mitigating Liability and Safety Risks,
 - Reimbursement Challenges
 - Accessing specialized services for older adults who live in the community or in nursing homes
 - Support in Independent Living
- Adjusting your Amenities to the Future Consumer
- Engaging Residents in Facility and Community Governance
- Building Trust and Engagement with Consumers and Their Loved Ones

Workforce

- Team Building- Including Trust, Commitment, Accountability, and Conflict Resolution
- Promoting Diversity, Equity and Inclusion Among Your Leadership and Staff
- Workforce Recruitment and Retention- Best Practices and Solutions
- Communicating with Different Generations and Ethnicities
- How to Achieve Efficiencies in Staffing While Maintaining Quality and Compliance (for DOH-Regulated Entities)
- Public Relations for Recruitment- Elevating the Image of the Field in the Public Discourse
- Helping Staff Build Resilience and Self-Motivation in the Workplace
- Worker Safety – Handling Conflict and Best Practices to Keep Your Staff Safe

- Employing Foreign-Born Workers, English Language Learners, and New Immigrants
- Employee Wellness Programs
- The Potential Role of a Chief Experience Officer in Maintaining Employee Wellness
- Combating Burnout in Staff and Leadership
- Self-Care for Caregivers
- Attracting and Engaging Gen X, Millennials, and Gen Z Workers
- Creating More Worker Flexibility and Autonomy in a Highly Regulated Environment
- Engaging Your Staff in Building a Culture of Safety and Dignity
- Labor and Employment Law Update
 - New OSHA rules
 - New State requirements
- Effective Communication Strategies for Building a Motivated and Productive Team
- Resilience in Action: Building Capacity for Change and Challenge-explore strategies to strengthen team resilience, foster adaptability and confidence in the face of ongoing demands in long-term care.
- Mind-Body Mastery: Finding Calm in the Chaos-practical techniques for stress reduction and emotional balance, helping staff reconnect with purpose and peace amid daily pressures.
- Wellness Through Connection: Peer Mentorship for Team Renewal-Cultivating a culture of support and growth through peer mentorship, wellness initiatives, and intentional team-building practices.
- Navigating Tough Talks: Mastering Difficult Conversations with Confidence-Equipping the team with tools to approach sensitive discussions-whether with residents, families, or colleagues-with clarity, empathy, and professionalism.
- De-escalation Dynamics: Creating a Culture of Calm and Compassion-Training staff in effective de-escalation techniques and exploring how to embed these practices into your organizational culture for safer, more harmonious care environments.
- Delivering Difficult News with Heart: Empathy in Action-Develop skills for compassionately communicating bad news, and learn how to teach these techniques across your team to ensure dignity and understanding in every interaction.
- Best Practices for Managers in Areas With High Turnover-how to continually bring new people onto the team, help them feel engaged, informed and well-trained

Facility/Program Operations

- Artificial Intelligence and How it Can Inform Decision Making, Identify Trends, Create Efficiencies, Combat Isolation
- Legal and Regulatory Updates for ALL service lines
- Being Survey Ready at All Times
- Fair Housing Act Issues in Assisted Living, Housing or CCRCs
- Immigration – Changes in Federal Policy and Impact on Workforce, Housing, and Long-Term Care
- Electronic Health Information Exchange to Support Care Coordination, Improved Outcomes, and Alternative Payment Models
- Privacy, Cybersecurity, and New Compliance Challenges
- Implications of Marijuana and CBD Products use for Senior Services Providers
- Harnessing the Power of Online Reviews
- How Market Intelligence Can Help Identify Risks and Opportunities
- Communication During Stressful Times – Strategies for Keeping Staff, Residents/Patients, Family Members and the Public Informed and On Your Side
- Reviving the Social Life of Your Community in the Wake of COVID

- Emergency Preparedness-Learning from Those Who Successfully Operated Through Emergencies
- Operating a Successful Memory Care Unit
- Sexuality, Intimacy and Older Adults, including those with dementia-Ethical, Legal and Practical direction
- Approaches to Capital Improvements
- Meeting the Moment: Responding to Rising Acuity in Aging Populations-Gain insights into managing the increasing complexity of care needs, with strategies to for staffing, training, and clinical excellence.
- Substance Use & Mental Health: Addressing Emerging Needs in LTC-explore the intersection of aging, substance use disorders, and mental health gaps-and how facilities can respond with informed and compassionate care in an environment with mental and behavioral health care support inadequacies.
- Setting Up Systems to Support Compliance
- Preparing Your Staff to Interact with Surveyors and Auditors

Housing/Retirement Communities

- Aging in Place:
 - Legal Issues
 - Best Practices
 - Emerging Technologies
 - Transitions Between Independent Living and Higher Levels of Care
 - Forming Cooperative Agreements to Make Low-Cost Services and Amenities Available in Independent Living
 - Serving and Supporting Independent Living Residents with Mental Health or Substance Use Disorder Diagnoses or Alzheimer's- or Dementia-Related Behaviors
 - Training Maintenance and Other Property Staff to Recognize Signs of Cognitive Decline
 - Holistic Approaches to Property Maintenance & Resident Wellness
 - New partnerships that enhance quality of living and bring new resources to the residents of a community
- Affordable Senior Housing Development, inc. Low-Income Housing Tax Credits (LIHTC)
- Affordable Housing Preservation, including:
 - Opportunities and Ideas to Improve Energy Efficiency and Resiliency
 - Combating LIHTC Loopholes
- Middle-Income Senior Housing Models: Development, Operation and Market Trends
- Refreshing Aging Senior Living Facilities
- Redevelopment Opportunities: Acquiring Buildings in the Community to Repurpose for Senior Living and Services
- LIHTC and HUD subsidy: Updates, Use and Compliance
 - HOTMA Compliance
 - Recent and Upcoming Changes to the HUD Lease
 - Making the Most of a HUD Budget
 - REAC/NSPIRE Inspection Guidance
- Empire State Supportive Housing Initiative – How it Can be Used by Senior Housing and Service Providers
- Intergenerational Housing and Programming
- Service Coordination:
 - Best Practices
 - Latest Requirements
 - Available Resources

- Engaging Independent Seniors
- Managing Conflict and Creating a Culture of Respect:
 - Between Generations
 - In Today's Political Climate
 - Ageism and Its Impact on Effective Communication
- Legal Challenges in Operating Senior Housing:
 - Fair Housing Act and ADA Compliance Issues i.e., Service Animals, Limited English Proficiency
 - Do I Need to Be Licensed as Assisted Living?
 - Eviction and Landlord-Tenant Laws: Updates, Best Practices, and Mediation Options
 - Rent Collection
 - Implications of Amending Offering Plans
 - Required Lease Disclosures
- Helpful Hints on Setting Entrance Fees and Monthly Fees in Retirement Communities
- Senior Housing and Health Care in New York State
- Attracting and Retaining Younger Seniors in Housing and Retirement Communities
- Creating and Marketing Resident-Driven Communities
 - Cultivating and Working with Resident Councils
- Borrowing from Hospitality: What Senior Living Can Learn from the Way Hospitality Has Repositioned as a Result of COVID
- Expanding Broadband Access in Affordable Senior Housing
- Disaster Preparedness and Property Resiliency for the Unregulated Environment
 - Best Practices for Emergency Evacuation
 - Roles, Responsibilities, and Liability of Independent Living Providers
- What To Do About Rising Property Insurance Rates
- Blue Zone Dining on a Budget
- Successful Marketing Strategies

Quality and Oversight

- Nursing Home RoPs and Surveys: A Post-Implementation Update
- Filing a Successful Nursing Home Informal Dispute Resolution
- Filing a Successful ACF Independent Review Process (IRP)
- Risk Management, Arbitration Agreements, and How to Protect from Liability
- How Health Plans and Providers Can Leverage Data to Identify Ways to Improve Outcomes for their Members
- Life Safety Code Updates
- Taking Inventory of Quality Initiatives Across the Continuum
- CMS Initiative: Patients over Paperwork
- Using Clinical and Financial Data to Improve Quality and Support Alternative Payment Models
- PBJ and NH Minimum Staffing- 5 Star Implications
- Infection Prevention, Enhanced Barrier Precautions for MDROs for Nursing Homes
- Reducing Use of Psychotropic Medications
- Innovative Models for People with Dementia
- Navigating Home Health Value Based Purchasing
- Equity in Practice: Using Health Equity Data to Drive QAPI-explore how to integrate health equity data into your quality improvement programs and feedback systems to promote inclusive care and comply with regulatory standards.

- Innovative Non-Pharmacological Interventions in LTC-Explore fresh, creative approaches to behavioral health and symptom management that go beyond the traditional methods-tailored to individual resident needs.
- Assisted living models in other states-how we can streamline NY's model, enhance access to memory care for low income seniors, and promote aging in place, increase affordability and access

Reimbursement/Payment

- PDGM – Changing Landscape of Home Health, Best Practices
- SNF considerations for PDPM success
- Improving Medicare Advantage Revenues through Alternative Payment Arrangements in Skilled Nursing Facilities and Home Care
- How Assisted Living Providers Can Work with Medicare Managed Care
- Opportunities in Value-Based Payment and Other Risk-Based Arrangements
- HCBS Provider Engagement in Medicare Advantage
- Addressing Social Determinants of Health in VBP
- Managing through Financial Stress
- Integrated Medicare/Medicaid Managed Care – Opportunities and Risks

Strategic Initiatives and Collaborations

- Building Scale and Improving the Bottom Line through Strategic Alliances, Affiliations, Shared Services, and Joint Ventures
- Building Strategic Affiliations to Diversify Services, Improve Efficiencies, and Expand Your Market
- Reconfiguring and Right-Sizing Services in Response to Market Changes
- Starting Small: Testing Out Partnerships Before Committing
- New and Unusual Partnership Opportunities-Looking Outside of Long Term Care
- Adding New Services to your Continuum of Care –Outpatient Services, Dialysis, Behavioral Health, Care Management, and Home Care
- Assisted Living as a Strategic Opportunity-Key Considerations
- Housing as a Strategic Opportunity-Key Considerations
- Home care/Nursing Home/Hospital Collaborations
- How to Leverage Existing Services and Assets to Serve New Complimentary Populations
- NY's 1115 Waiver and Participating in Social Care Networks and WIOs
- New PACE Regulations and PACE Partnerships
- Working with Villages
- Building New Referral Sources and Partnerships in Home and Community-Based Services
- Behavioral health – Managing Challenging Behaviors and Adding Behavioral Health Services to the Long Term Care Continuum
- Care management – Best Practices, Offering as Standalone or Through Contract with MLTC
- Social Determinants of Health – Opportunities, Partnerships/Models
- Telehealth – Opportunities for Care Delivery and the Reimbursement and Regulatory Landscape
- Delivering SNF at Home and Partnerships for its Facilitation
- PACE and Senior Housing Relationships
- New Models in HCBS - New Ways to Reach and Serve Seniors That Want to Age in Place
- Hospice in Nursing Homes – Best Practices in Addressing Regulatory and Reimbursement Issues

- Medicare Advantage– Opportunities through Supplemental Benefits in Home Care, Adult Day Health Care
 - Opportunities through Supplemental Benefits in Home Care, Adult Day Health Care, Assisted Living, and Independent Housing
 - New Opportunities in Delivering Unskilled Care, Telehealth
 - How Can Providers Sustain Themselves as Medicare Advantage Gains Hold?
 - How CBOs Show their Value in Medicare Advantage
- New Advances in Technology, Including Artificial Intelligence
 - In the Home and Community-Based Setting
 - In Independent Living
 - How it Can Improve Quality
 - How it Can Alleviate Issues Related to Workforce Shortage and Burnout
 - How it is Changing Care in the Home
- New Managed Care Contract Models that Increase Consumer and Provider Engagement and Drive Improved Results
- Creating Inclusive Wellness Programs for Residents and Staff
- Wellness Services that Keep People Independent in a CCRC
- Achieving greater diversity in resident/consumer population served
- What Does the Future of Home Care Look Like?

Public Relations and Advocacy

- Engaging Consumers and Their Loved Ones in Advocacy
- Telling your Story: Raising the Profile of your LTC Organization
 - Branding
 - Public Relations
 - Media Communication Strategies
 - Social Media
 - Creative Sales and Community Engagement Event Ideas