

E X T E N D

Your Reach



extended**Reach**
POWERED BY kcare
2023 National Conference



February 28 - March 2, 2023



Austin, TX
The Westin at the Domain



Featuring Keynote Speaker

Shenandoah Chefalo

Trauma-Informed Consultant, Author,
and Foster Care Alum

Tuesday, February 28th, 2023

Session

8:00 AM Registration Desk Opens

9:00 AM - 12:00 PM

System Administrator Training (*Optional*)

System Administrators (SAs) are instrumental in their agency's initial adoption of, and ongoing success with, their extendedReach software! Whether you are a new SA or a seasoned veteran, this hands-on training will ensure you have the skills needed to manage your eR system, including User Management, System Permissions, External Signatures, eR Inbox, Email Alerts, and more.

Presenters: Emily Parks, Barb Odenweller, Trish Murphy, Brad Jackson, Kristen Taylor

\$ Note: This session is available for an additional fee and requires participants to pre-register for this session. Registrants will have an opportunity to participate in a Pre-Training Survey to identify topics.

Session

1:00 PM Conference Begins

Welcome Note

Official Welcome from Katie Cortes, KCare CEO

Our Past, Present, and Future

Take a journey through time as we briefly review our company's history! Learn about KCare and extendedReach's pasts, where we are today, and what you can expect from us in the future! Meet the various teams that make up extendedReach and how we work together to support you.

Presenters: Katie Cortes, Johanna Brooks, Mike Alexander

Data You Can Depend On

Data is at the heart of many of your business decisions, but how can you know your eR data can be relied upon? Let's explore how regular system reviews and QA checks can improve your system's data integrity and empower you to build a trust worthy dataset.

Presenter: Brad Jackson

Session

Getting the Most Out of Your Foster Care System

extendedReach's Foster Care system was built for agencies just like yours! Learn how to get the most out of your FC system by exploring some commonly over-looked tools, including: Inquiry and Referral Forms, Foster Family Website, and FC specific permissions.

Presenter: *Emily Parks*

General Case Management and Beyond

Take a deep dive into your GCM system and explore how your GCM and FC systems interact, how to establish rate levels and activities, appointments, text reminders, workflow, and GCM specific permissions.

Presenter: *Brad Jackson*

Managing Your Residential Program

eR's FC system is a powerful tool for Residential programs. In this session we'll cover system functionality that has a unique impact on Residential programs, like eR's various MAR options, incident report links, and daily activity log. We'll also cover how to use system permissions to allow staff to see only clients in their assigned facilities and how to establish your "one-stop-shop" for Direct Care Staff.

Presenter: *Barb Odenweller*

BREAKOUT SESSIONS

eR Product Team Presents...

Hear from eR's Product Department as they recap recent work our team has done on our extendedReach product and provide an overview of our Product Vision and Roadmap. Make a plan for how that coming functionality will help support the work you're doing at your agency!

Presenter: *Salim Mohammed*

End of Day One - Welcome Reception

Wednesday, March 1st, 2023

Session

9:00 AM - 2023 National User Conference Group Photo!

Wear your extendedReach t-shirt! We'll meet in Primrose C for a group photo to mark the occasion.

Tracking Goals & Outcomes in eR

Measuring progress towards treatment goals and client outcomes are increasingly important to agencies during decision-making processes and to external reporting. How can we help? In this session, we'll cover the options for how to set up treatment goals and incorporate them with ease into the custom Form Builder. We'll also hear from Emily Parks, LMSW, with best practices for developing treatment goals.

Presenters: Emily Parks, LMSW

The Art and Science of Custom Form Building Pt. 1

Ready to become an extendedReach custom form building expert?! In this session, you will discover the different types of forms available in eR (custom forms, web documents, and Word documents) and our custom form builder tool box. You will learn how our robust library of field codes can reduce the time spent by your staff filling out forms and receive tips on how to efficiently manage your organization's Configurator.

Presenter: Kristen Taylor

Days Care Billing in Foster Care

In this session we'll cover how to facilitate Days Care Billing from your FC system. You'll learn how to establish rate sheets, generate and manage your Accounts Payable/Receivable, explore accounting integrations, and various reporting options.

Presenter: Trish Murphy

HIPAA & You

Privacy of personal information is valuable to all of us – vulnerable clients in the social service system are no different. Agencies are responsible for maintaining that privacy of information for those served in our programs. This session will provide an overview of HIPAA regulations by presenting an easy-to-remember 5 task system to implement and execute a Privacy Program at your Agency.

Presenter: Shane Frazier

Session

BREAKOUT SESSIONS

The Art and Science of Custom Form Building Pt. 2

In this Custom Form Building continuation workshop, you will dive deeper into custom form building, including copying information from one form to the next and conditional logic. You'll have an opportunity to create a form you've been longing for while receiving hands on, technical assistance from our experienced team.

Note: Bring a form to work on!

Presenter: *Kristen Taylor*

How to Avoid and Resolve Common Support Requests

Are you a new System Administrator or perhaps copied on Support Requests you would like to better understand? This session covers some of the most common Support Requests received by our team and provides ways to resolve them, or avoid them altogether.

Presenter: *Nicole Snyder*

Senior Leader Discussion

Join Katie Cortes, KCare CEO, for a roundtable discussion exploring some of the trending topics and issues facing leadership at social service agencies today and learn how KCare can help navigate these issues.

Note: This session is designed for participants in a leadership role.

Presenter: *Katie Cortes*

Featuring Keynote Speaker

Shenandoah Chefalo is a graduate of Michigan State University, holding a Bachelor of Arts with a Major in Interdisciplinary Studies in Social Science, a Certified Coach and a member of the Foster Leaders Movement. She is a sought after speaker on topics surrounding youth in foster care and the science and impact of trauma and resilience on various social issues; She is also the President and Owner of Chefalo Consulting: Trauma-Informed Specialist that helps private, governmental and public organizations implement sustainable trauma informed strategies that are focused on learning new skills as well as organizational culture changes and shifts. She has been featured as a consultant and trainer nationally and internationally. After spending nearly 20 years as a Law Office Administrator, Shenandoah became unsettled by the ever revolving door of people into the criminal justice system and set out to find a way to change it. A survivor and alumni of the foster care system, Shenandoah Chefalo is also the co-founder of the #4600andCounting, a grass-roots movement to bring awareness and change to the missing youth of foster care. In addition to her multiple award winning book, *Garbage Bag Suitcase*, she also wrote an e-book entitled *Setting Your Vision* and *Defining Your Goals*, and is also working on her next manuscript, *Hiking for Stillness*.



Session

BREAKOUT SESSIONS

Where Do I Get That?

Explore dozens of built-in summaries, rosters, and reports within your extendedReach FC and GCM systems - all downloadable and ready to view! Learn how to export information to send to funders: external signatures, data exports of monthly reports they upload to state/county systems, case note summary, incident reports, etc.

Presenter: *Emily Parks, Barb Odenweller*

Compliance

Knock your audits out of the park with extendedReach compliance features! Learn how to set due dates and expirations, use built in reports to stay on top of Client, Home, and Staff documentation, set up Auditors, utilize audit logs, inactivate staff, and establish permissions for various users/positions.

Presenter: *Kristen Taylor*

Outpatient Billing in GCM

In this session, you'll learn how to facilitate your outpatient billing needs in your GCM system! We'll cover assigning rates and coding, how to facilitate billing, managing your A/R, options for integrating your accounting system, options for reporting, and more!

Presenter: *Trish Murphy*

Trauma Informed Care in the Workplace

With recurring complex trauma of a global pandemic, social injustices, environmental disasters, and violence, organizations are having to find new ways to support their team through repeated traumatic experiences. By incorporating trauma informed care practices into your workplace and company culture, you can increase the sense of safety, security, and wellness of your team. You will learn new ways to support your employees, create a healthy and balanced culture you can use to recruit and retain quality talent, and get the “most bang for your buck” in implementing new ideas, wellness initiatives, and employee support.

Presenters: *Shenendoah Chefalo, Kristen Taylor*

End of Day Two - Enjoy Austin!

Thursday, March 2nd, 2023

Session

9:00 AM BREAKOUT SESSIONS

Analyze This! w/ Zoho Analytics

Develop an understanding of Zoho Analytics and how it integrates with your extendedReach data. Begin creating your own custom reports for all of your reporting needs!

Presenter: Kristen Taylor, Mary Ellen Wallace

Gone Phishing?

Cyber crimes like phishing are on the rise and can have disastrous impacts on small businesses. In this session we'll hear from KCare's Director of Reliability and Acceleration and our IT Manager on how to identify a phishing scam, how your eR system keeps your data safe, and security tips & tricks you can take back to your agency.

Presenter: Aaron Eiginger

How to Best Leverage Your Accredited Status

Is your organization fully capitalizing on being nationally accredited? Have you identified ways to maximize the return on your accreditation investment? Learn how being accredited helps to increase credibility, boost reputation, expand your referral base, attract individuals looking for services, and recruit and retain quality staff. This interactive session will explore how you can get the most out of your accredited status, including promoting accreditation internally and externally.

Presenter: Jennifer Flowers, Accreditation Guru

How Can We Support You in Being a Great System Administrator?

Being an extendedReach System Administrator can be a rich and rewarding role. However, with the responsibility of learning and rolling out newly released functionality, training new staff, being the go-to person for all kinds of system question, the role can also be demanding. This interactive session will highlight some of the tools available to you and provide the opportunity to voice your needs and ideas.

Presenter: Barb Odenweller

Now! That's What I Call A Conference!

Now that you have had a great conference experience, what next? How do you take what you've learned here and use it to have the greatest impact when you are back at the office? Hear how you can build that action plan, achieve meaningful results, and help demonstrate why you need to attend the next conference in 2024.

Presenters: Mike Alexander

12:00 PM End of Conference - Until Next Year!