April 18–20, 2016
Cincinnati, Ohio
Pre-Conference April 16–17, 2016

Presented by:
American Association of Public Health Dentistry (AAPHD) &
Association of State and Territorial Dental Directors (ASTDD)

For more information, visit:
www.nationaloralhealthconference.com
Registration is now open for the 2016 National Oral Health Conference and you are invited! The Planning Committee has put the final details on the program for the premier meeting for dental public health! The 17th joint meeting of ASTDD and AAPHD promises to provide attendees with the most current information on international, national and local issues, lots of networking opportunities, information on new products and services, and a little fun!

The Queen City of Ohio, Cincinnati, will be our host for five days of programming:

- **Preconference:** April 16 & 17, 2016
- **Conference:** April 18 – 20, 2016

Cincinnati has undergone a major downtown renovation in recent years and the new Cincinnati USA is a fun, vibrant, quirky, sophisticated, entertaining, sporty, high-tech, business oriented, compact, urban, old-world, new media city. Check out all that Cincinnati has to offer at www.Cincyusa.com.

This year’s conference will be located right downtown in the midst of restaurants and entertainment centers with the Hilton Cincinnati Netherland Plaza serving as host hotel for accommodations and pre-conference sessions. The beautiful Duke Energy Convention Center will host the Conference. Sessions will focus on issues and topics relevant to research, policy, programs, education and community-based care; highlighting how all of these areas of public health integrate toward achieving “optimal oral health” for the nation’s population. The NOHC will also offer association awards, membership meetings and social networking opportunities.

Educational sessions will again be offered in a variety of formats including: plenaries, workshops, seminars and oral paper presentations. Back are roundtable lunches and a poster session. Additionally, the American Board of Dental Public Health will be offering the Specialty Board Exam to candidates on April 14-16, 2016.

This conference is designed for dentists, dental hygienists, health researchers, dental/health educators, legislators, public health officials, Medicaid/CHIP dental program staff or consultants, state/territorial dental directors, county/city/local dental directors, community health center personnel, students, federally-employed dental personnel, as well as dental manufacturers/distributors and dental insurance companies – in short, anyone interested in collaborating to improve the oral health of the public.

**Continuing Education**

The American Association of Public Health Dentistry is an ADA CERP Recognized Provider.

The ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/cerp.

This continuing education activity has been planned and implemented in accordance with the standards of the ADA Continuing Education Recognition Program (ADA CERP) through joint efforts between the American Association of Public Health Dentistry and the Association of State and Territorial Dental Directors.

Conference participants can earn up to 21 continuing education hours, with additional hours granted for pre-conference sessions.

To receive continuing education credit, participants must check in at the conference, attend the sessions, and complete the required evaluation forms. Participants submitting required evaluation forms will receive verification stating credits earned upon completion of all requirements as instructed by each accrediting institution. The formal continuing education programs of this program provider are accepted by the Academy of General Dentistry for Fellowship/Mastership credit.

The current term of acceptance extends from 11/1/14 through 12/31/18. Provider ID# 214686

**Disclosure**

All participating faculty, planners and providers are expected to disclose to the conference planners and audience any significant financial interest or other relationship with:

1) the manufacturer of any commercial products and/or provider of commercial services discussed in an educational presentation, and

2) any commercial supporters of the activity.

**Questions?**

Call the NOHC Office at 217-529-6503.
### Pre-Conference Schedule

#### THURSDAY, APRIL 14

- **7:00 a.m. – 6:00 p.m.** ABDPH Board Oral Examination 1

#### FRIDAY, APRIL 15

- **7:00 a.m. – 6:00 p.m.** ABDPH Board Oral Examination 2
- **1:00 p.m. – 5:00 p.m.** ASTDD Board of Directors Meeting

#### SATURDAY, APRIL 16

- **7:30 a.m. – 1:00 p.m.** ABDPH Written Examination
- **8:00 a.m. – 12:00 p.m.** ASTDD Board of Directors Meeting
- **8:00 a.m. – 4:00 p.m.** Coaching with Intention – CDE 7.0  
  **Pre-registration required. Attendance is limited to 40 attendees.**
  **Registration fee: $150.00**
  Linelle M Blais, PhD; Celia J. Shore, BA, MDiv
  The Coaching with Intention workshop provides a simple and clear approach to coaching. Attendees who want to serve as future coaches are challenged to make an intentional choice to regard those they might need to coach as individuals, who are creative, competent and fully capable of accomplishing their own goals. Coaches should serve as facilitators of growth rather than as fixers or helpers. Prospective coaches will follow a G.R.O.W. sequence (Goals, Reality, Options, Will) during the workshop, concentrating on what the coachee intrinsically wants that is important to them, and strategies to help solve problems along the way. Through a variety of interactive activities and role play scenarios, prospective coaches will demonstrate key coaching principles and competencies that support effective questioning and active listening. Attendees will leave with a simple coaching reminder tool to guide future coaching conversations.
  **Sponsored by: ASTDD**
- **8:00 a.m. – 6:00 p.m.** ABDPH Board Business Meeting
- **9:00 a.m. – 12:00 p.m.** How to Use the New CDC Summary of Infection Prevention and Control Practices in Dental Settings: Basic Expectations for Safe Care in your Oral Health Programs – CDE 3.0  
  **Pre-registration required. Attendance is limited to 50 attendees.**
  **Registration Fee: $75.00**
  Michele Junger, DDS, MPH; Kathy Eklund, RDH, MHP; Jill Moore, RDH, BSDH, MHA
  Dental settings must make infection prevention a priority and should be equipped to observe Standard Precautions and other infection prevention recommendations contained in the Centers for Disease Control and Prevention’s (CDC) Guidelines for Infection Control in Dental Health-Care Settings—2003. This workshop will highlight need for improved understanding and implementation of basic infection prevention guidance. Participants will use the new CDC Summary of Infection Prevention and Control Practices in Dental Settings: Basic Expectations for Safe Care and the

### You must pre-register for all Pre-Conference and Conference workshops. Sessions identified with this symbol require pre-registration.
Pre-Conference Schedule... Continued

SUNDAY, APRIL 17
7:15 a.m. – 4:30 p.m.  AACDP Annual Symposium

**Pre-registration required. Registration Fee: $145.00**
Students/Residents Fee: $110.00

Presenters Morning Session: Speakers who will share information about
Cincinnati-based programs including one of the first school-based sealant
programs, federal initiatives that can impact local programs, the new
CODA standards and their impact on state dental therapy legislation, and
the emerging role for dental hygienists.

- **Cincinnati Health Department:** Nancy Carter, RDH, MPH, Marilyn
Crumpton, MD, MPH; and Sonya Dreeves, Executive Director of CincySmiles.

- **Federal panel:** Renee Jostak, DDS, MPH, FAGD, Senior Advisor on Oral
Health, Health Resources and Services Administration; Pam Vadicka, MS, 
RD, Director, Oral Health Program, Maternal and Child Health Bureau; and
Katherine Wena, DDS, JD, Director, Division of Oral Health, Centers for Disease Control.

- **Workforce panel:** Mary Willard, DDS, Dental Health Aide Therapist Training 
Director, Alaska Native Tribal Health Consortium; David Jordan, BS, Dental
Access Project Director, Community Catalyst; Frank Catalanotto, DMD, 
Professor, Department of Community Dentistry and Behavioral Sciences, 
University of Florida College of Dentistry.

**Lunch with the Bunch:**
A series of roundtable discussions that offer an opportunity to discuss
oral health issues in-depth with speakers.

Presenters Afternoon Session:
Speakers will discuss whether there is a population-based approach for
the prevention and treatment of oral disease for the non-institutionalized
elderly and the policy implications, the effectiveness of silver diamine
fluoride, and the latest in school-based oral health.

*Population-based Approach:* Panel: Lynn Ann Bethel Short, RDH, MPH; 
Amy Herr, MHS, Janet Yellowitz, DMD, MPH, FASGD, DABCD, and Caswell 
Evans, DDS, MPH, Reactor. Hot Topics Panel: Donna Behrens, MPH, BSN, 
Project Advisor, School-Based Oral Health Services, School-Based Health 
Alliance; Beth Lowe, RDH, MPH, National Maternal and Child Oral Health 
Resource Center, Washington, DC; and Silver Diamine Fluoride, Scott 
Tomar, DMD, DrPH, Professor, Department of Community Dentistry and Behavioral Science, University of Florida College of Dentistry.

7:30 a.m. – 1:00 p.m.  AAPHD Board of Directors Meeting

8:00 a.m. – 11:30 a.m.  **Human Centered Design-Case Study: The**
Children's Oral Health Network (COHN) in Cincinnati - CDE 3.5

**Pre-registration required. Registration Fee: $75.00.**

Ivan Lugo, DMD; Lisa Rudolph, DMD; Paul Rudolph; Beth Truett
Human centered design is a process that applies applying human factors/
ergonomics and usability knowledge and techniques when designing
systems to make them usable, intuitive, and successful. This strategy was
used when developing the Cincinnati Children's Oral Health Network.
During this workshop participants will learn how to use human centered
design using Oral Health America's Service Design experience by the
Reading Innovation Lab with their grantee professional development
Network as an example.  This session is not finalized, please see online
registration for final session description.

**Sponsored by:** AAPHD and Procter & Gamble

8:00 a.m. – 11:45 a.m.  **ASTDD Board of Directors Meeting**

8:00 a.m. – 5:00 p.m.  **CDHP PIOHQI In-Person Meeting**

9:30 a.m. – 12:30 p.m.  **ABDPH Board Meeting**

1:00 p.m. – 4:00 p.m.  **ASTDD Lunch With the Bunch**

1:00 p.m. – 4:00 p.m.  **ASTDD Member Lunch, Annual Business Meeting, Awards, and Member Sharing**

1:30 p.m. – 5:30 p.m.  **Courageous Leadership**

A Scott Hobart
The workplace is fraught with daily challenges, challenges that may
provoke fear, stress, or even excitement.  These challenges can inspire our
courage or undermine our performance.  This training is about helping
individuals access their own courage and enlarge their capacity to be
courageous so that they can meet these challenges with more confidence
and less trepidation.  This workshop will help individuals dimensionalize
their understanding of courage and provide them with specific tools on
how to be more courageous more often.

**Sponsored by:** AAPHD and Procter & Gamble

1:30 p.m. – 5:30 p.m.  **ANOHC Annual Meeting**

1:00 p.m. – 4:00 p.m.  **DPH Program Directors Meeting**

4:30 p.m. – 6:30 p.m.  **AAPHD Annual Business Meeting and Awards (AAPHD & AACDP)**

6:30 p.m. – 8:30 p.m.  **Opening Reception**
Welcome to the first event of the 2016 NOHC!  Here is where you will
meet and greet old and new friends and catch up with one another.
Hors d'oeuvres and beverages included.

**Sponsored in part by**
our friends from
**Medical Products Laboratories, Inc.**
Schedule at-a-Glance

MONDAY, APRIL 18
7:00 a.m. – 8:00 a.m.  Breakfast with Exhibitors
7:00 a.m. – 8:00 a.m.  JPHD Editorial Board Meeting
8:00 a.m. – 8:15 a.m.  Opening Welcome and Remarks
8:15 a.m. – 9:45 a.m.  Opening Keynote – CDE 1.5
  Tooth Decay and Liver Decay: The Nexus of Doctors and Dentists
9:45 a.m. – 10:00 a.m. Break with Exhibitors
10:00 a.m. – 11:30 a.m. ASTDD Plenary: Building Upon the Past, Embracing the Present and Forging a Dynamic Future: Re-Envisioning State Oral Health Programs (SOHP) – CDE 1.5
11:30 a.m. – 12:00 p.m. Break with Exhibitors
12:00 p.m. – 2:00 p.m.  Lunch with Exhibitors
12:00 p.m. – 2:00 p.m.  Student Chapter Meeting/Lunch
12:00 p.m. – 2:00 p.m.  Posters Open
2:00 p.m. – 2:15 p.m.  Break with Exhibitors
2:15 p.m. – 3:45 p.m.  Concurrent Sessions
  • A Tale of 2 Evidence-Based Reviews: Current Evidence on Community Water Fluoridation – CDE 1.5
  • Oral Health’s Value Proposition in Changing Health Care Environment – CDE 1.5
  • Development of a Network Infrastructure to Achieve Systems Change in Oral Health – CDE 1.5
  • Using Dental Therapists to Expand the Reach of FQHC Dental Clinics: The Minnesota Experience – CDE 1.0* (Ends at 3:15)
3:45 p.m. – 5:15 p.m.  Gies Study Focus Group Meeting
3:45 p.m. – 6:00 p.m.  Exhibit Hall Open
4:00 p.m. – 6:00 p.m.  Tour of Withrow Dental Center
4:00 p.m. – 6:00 p.m.  Poster Session – CDE 2.0
4:30 p.m. – 6:00 p.m.  ABDPH Future Exam Orientation
5:00 p.m. – 6:00 p.m.  CDC Water Fluoridation Update – CDE 1.0
5:30 p.m. – 6:30 p.m.  ADHA Networking Reception
6:00 p.m.  Dinner on your own
6:00 p.m. – 10:00 p.m.  ABDPH Diplomates Dinner & Meeting - By Invitation Only
6:30 p.m. – 9:00 p.m.  ANOHC Member Dinner - By Invitation Only

TUESDAY, APRIL 19
7:00 a.m. – 8:30 a.m.  Breakfast with Exhibitors
7:00 a.m. – 8:15 a.m.  AACDP Annual Business Meeting
8:15 a.m. – 8:30 a.m.  Special Welcome and Remarks
8:30 a.m. – 10:00 a.m.  AAPHD Plenary
  Why People Believe Weird Things: Misunderstanding of Science and Pseudoscience, and What You Can Do About It – CDE 1.5
10:00 a.m. – 10:15 a.m. Break with Exhibitors
10:15 a.m. – 11:45 a.m. ABDPH Symposium: Incorporating Oral Health in Accountable Care Organizations – CDE 1.5
11:45 a.m. – 2:00 p.m.  Exhibit Hall Open
12:00 p.m. – 1:45 p.m.  National Organization Roundtable Luncheon – CDE 1.0

WEDNESDAY, APRIL 20
7:00 a.m. – 8:00 a.m.  Breakfast with Exhibitors
7:00 a.m. – 8:00 a.m.  ASTDD BOD Meeting
8:00 a.m. – 9:30 a.m.  Plenary: 15 Years After the Surgeon General’s Report on Oral Health: Where are we on the Road to Improved Care Access and Smaller Health Disparity Gaps? – CDE 1.5
9:30 a.m. – 9:45 a.m.  Break
9:45 a.m. – 11:15 a.m.  Concurrent Sessions – CDE 1.5
  • Delivery and Payment System Innovations in Dentistry: PREDICT- Population-centered Risk-and Evidence-based Dental Interprofessional Care Team
  • New Accreditation Standards for Dental Therapy: What Are They and What Impact Will They Have?
  • Implementation Science and Oral Health Workshop
  • Oral Presentations #2
11:15 a.m. – 11:30 a.m.  Break
11:30 a.m. – 1:00 p.m.  Concurrent Sessions – CDE 1.5
  • Improving Oral Health Using Telehealth-Connected Teams: Moving from Concept to Implementation in Three States
  • What’s in Your Toolkit? Changing the Oral Health Conversation with Families
  • Silver Diamine Fluoride for Caries Control in Dental Public Health Settings – CDE 1.0 (Session ends at 12:30)
  • Oral Presentations #3
1:00 p.m. – 2:00 p.m.  Networking Luncheon
2:00 p.m. – 3:00 p.m.  Concurrent Sessions – CDE 1.0
  • Innovations in Transforming Rural Primary Care-Dental Systems
  • Engaging Community Health Workers to Address Oral Health
  • Using Social Marketing to Change the Oral Health Frame
  • School-based Fluoride Program Evaluation for Optimal Outcomes
**MONDAY, APRIL 18**

7:00 a.m. – 8:00 a.m.  Breakfast with Exhibitors

7:00 a.m. – 8:00 a.m.  JPHD Editorial Board Meeting

8:00 a.m. – 8:15 a.m.  Opening Welcome and Remarks

8:15 a.m. – 9:45 a.m.  Opening Keynote – CDE 1.5

**Tooth Decay and Liver Decay: The Nexus of Doctors and Dentists**

_Robert Lustig, MD, MSL_

Mountain Dew Mouth has been the scourge of dentists for decades. But there's a new disease which affects even more people: Mountain Dew Liver. Non-alcoholic fatty liver disease (NAFLD) wasn’t even discovered until 1980; and now up to 1/3 of Americans suffer from it. Especially children - 13% of autopsies in children show NAFLD; and 38% of obese children. Doctors and dentists must be united in supporting public health measures to reduce chronic disease. Altering our diet is where public health prevention starts.

_Sponsored in part by our friends at: DNTLworks_

9:45 a.m. – 10:00 a.m.  Break with Exhibitors

10:00 a.m. – 11:30 a.m.  ASTDD Plenary

**Building Upon the Past, Embracing the Present and Forging a Dynamic Future: Re-Envisioning State Oral Health Programs (SOHP) – CDE 1.5**

_Kathy Weno, DDS, JD; Jack Dillenberg, DDS, MPH; Bob Russell, DDS, MPH_

Many SOHPs were revitalized by the CDC’s public health infrastructure grants, including staffing, surveillance, community-based interventions, policy, evaluation and partnerships/collaborations. Evaluation of this cooperative agreement offers many lessons to be learned. Current SOHPs are challenged by Affordable Care Act implementation uncertainties, state budget cuts and generalized disinterest in recognizing oral health as part of overall health; yet opportunities to collaborate and share limited resources continue to flourish. Adversity can be a catalytic impetus to move your program forward. The future of state oral health programs does not have to be a fait accompli. Grab the bull by the horns and ride it! ASTDD has provided a road map in its State Oral Health Program Workforce Development Best Practices Approach Report with accompanying state submissions of what has worked and what has worked better! Come, Listen, Share, Comment, Envision, Dream, Assess, Develop, Implement and Evaluate onto a new age of SOHPs.

_Sponsored by: Association of State and Territorial Dental Directors_

11:30 a.m. – 12:00 p.m.  Break with Exhibitors
Oral Health's Value Proposition in Changing Health Care Environment  
Burton Edelstein, DDS, MPH; Martin Lieberman, DDS; David Gesko, DDS; Michael Plunkett, DDS, MPH  
US healthcare systems – including oral healthcare systems – are under pressure from both public and private purchasers to demonstrate value measured as improved health outcomes at controlled or reduced costs. Improving health outcomes requires that healthcare systems morph into health promoting systems that address a wide range of health determinants as well as remedial health care. Inherent in these changes are the meshing of public health and clinical care, development of integrated and holistic services, and implementation of interprofessional care, quality measurement and improvement, enhanced efficiency, and patient-centered care. In short, evolving health systems are reengineering themselves to demonstrate value. This session provides an overview of these changes and highlights three oral health systems' approaches to fulfilling the vision of value-based care. Featured are exemplars from safety net clinics, the Kaiser Permanente Dental Service in the Northwest and the Health Partners Dental Services in Minnesota.

Development of a Network Infrastructure to Achieve Systems Change in Oral Health  
Gail Brown, JD, MSW; Stacey Chazin, MPH, CHES; Santiago Bruce, MPIA  
The proposed seminar will describe the development of a diverse interconnected network of oral health stakeholders focused on systems change to improve the oral health of all. In a panel format, three representatives from the network, with a national focus (grasstops), a state and regional focus (grassmiddles), and a local community focus (grassroots) will lead an interactive discussion of the strategies available to develop alignment for action across the network. The panel will then describe the status of development of the infrastructure necessary to provide “backbone” support to the network, in order to maintain active commitment, provide service leadership, and increase resource development. The infrastructure components discussion will include topical areas such as social network communication, technical capacity development, governance and leadership, shared goal planning and evaluation of success.

Using Dental Therapists to Expand the Reach of FQHC Dental Clinics: The Minnesota Experience – CDE 1.0  
Terry Batliner, DDS; Sahra Noor, RN, PHN, MS  
As more states consider authorizing dental therapists, FQHCs around the country will be weighing the benefits of adding them to their dental teams. Minnesota is currently the laboratory for this question, as a number of FQHCs have hired dental therapists to expand access to care to the underserved. Presenters running FQHCs will describe their experiences to date with integrating dental therapists into the dental team, as well as their return on investment in terms of revenue generation.
TUESDAY, APRIL 19

7:00 a.m. – 8:30 a.m.   Breakfast with Exhibitors
7:00 a.m. – 8:15 a.m.   AACP Annual Business Meeting
8:15 a.m. – 8:30 a.m.   Special Welcome and Remarks
8:30 a.m. – 10:00 a.m.   AAPDH Plenary – CDE 1.5
    Why People Believe Weird Things: Misunderstanding of Science and Pseudoscience, and What You Can Do About It
    Michael Shermer, PhD
    Synthesizing thirty years of research, Michael Shermer upends traditional thinking about how humans form beliefs about the world. Simply put, beliefs come first, and explanations for beliefs follow. The brain, Shermer argues, is a belief engine. Using sensory data that flow in through the senses, the brain naturally looks for and finds patterns—and then infuses those patterns with meaning, forming beliefs. Once beliefs are formed, our brains subconsciously seek out confirmatory evidence in support of those beliefs, accelerating the process of reinforcing them—and round and round the process goes in a positive feedback loop. Shermer provides countless real-world examples of how this process operates, from politics and economics to conspiracy theories. And ultimately, he demonstrates why science is the best tool ever devised to determine whether or not our beliefs match reality.
    Sponsored in part by the following members of the AAPDH Council on Corporate Relations: DentaQuest, Henry Schein and Dentsply

10:00 a.m. – 10:15 a.m.   Break with Exhibitors

10:15 a.m. – 11:45 a.m.   ABDPH Symposium: Incorporating Oral Health in Accountable Care Organizations – CDE 1.5
  John Snyder, DMD; Julie Bluhm; Gretchen Hageman, MA
  There have been recent dramatic increases in populations covered by public dental insurance. ACA and state-based initiatives have increased coverage for vulnerable populations through Medicaid, SCHIP and the exchanges. It has also been well documented that dental insurance coverage does not necessarily equate to increased dental access. The long-term sustainability of public health insurance will be rooted in cost controls. Accountable Care Organizations are charged with coordinating care amongst hospitals, physicians and other healthcare providers to increase the quality of care while decreasing overall costs for the system. One of the overriding factors of an ACO is changing reimbursement from a fee for serv model to varying forms of value-based payments. The symposium will address the increased oral health access through different models of accountable care approaches to oral healthcare coverage and delivery.
    Sponsored in part by: Delta Dental of Iowa Foundation

11:45 a.m. – 2:00 p.m.   Exhibit Hall Open

12:00 p.m. – 1:45 p.m.   National Organization Roundtable Luncheon – CDE 1.0

2:00 p.m. – 3:30 p.m.   Concurrent Sessions – CDE 1.5

Demonstrating a Return on Investment in Funding an Adult Medicaid Dental Benefit: A New Perspective
  Yara Halasa, DDS, MS, PhD(c); Cynthia Tschampl, PhD; Donald Shepard, PhD; Mary Foley, RDH, MPH
  This session will discuss a project funded by the DentaQuest Foundation, which explores socio-economic outcomes associated with lack of dental care and the potential return on investment to states. Presenters will demonstrate two pathways that link poor oral health to costly social ills. Presenters will include a brief overview of Medicaid law as it relates to dental benefits for eligible adults over age 21, followed by a description of the process the team underwent to identify and select the two key pathways for study: Misuse of Analgesics for Oro-Facial Pain and Crime, and Oro-Facial Aesthetics and Unemployment. Dr. Halasa will share how 2011 NHANES data helped to build the Oro-Facial Aesthetic Index, substantiate the first pathway and quantify the outcomes. Dr. Tschampl will discuss the literature review, which helped to build and validate the second pathway. Dr. Shepard will discuss how proposed cost savings to states were quantified; and Ms. Foley will propose implications for use by state administrators, advocates, researchers and other stakeholders.

Improving Oral Health Through Technology-Supported Evidence-Based Preventive Dentistry
  Elsbeth Kalenderian, DDS, MPH, PhD; Joel White, DDS, MS; Muhammad Walji, PhD; Beth Mertz, PhD, MA
  This session will provide a comprehensive overview of the groundbreaking population health management and prevention approach used by a large group dental practice in the Pacific Northwest. The organization has partnered with multiple academic scientific investigators in the fields of informatics, clinical dentistry, evidence based dentistry, public health and implementation science to study this model. These investigators have been awarded multiple NIH awards and other grant funding to examine both processes and outcomes. A description of the evolution of the program will be followed by the presentation of findings across these multiple studies. The processes and systems that will be explored can be used by any organization seeking a population health management approach to improving oral health for both commercially insured and Medicaid populations.

Are Older Americans Coming of Age in a State of Decay?
  Beth Truett, MDiv; Cynthia Bens, BA; Bob Biancato, MPA
  Oral Health America will release its biannual report, A State of Decay, Vol III (ASOD) at NOHC in April 2016. ASOD is a state-by-state report analyzing six variables impacting the oral health of older adults. The report then ranks each state with an overall score. This seminar’s purpose is to summarize the importance of the findings in ASOD with take-home lessons about how messages can be tailored to raise awareness about the oral health needs of older adults. The goal is to empower participants to utilize the report to take action in improving oral health practices, plans and policies in their states by sharing data, field strategies and communications techniques. Additionally, the report will include a special section on the symbiotic relationship between oral health and nutrition and the need for further research on this topic.

For all registrants, lunch will be provided. Pre-registration required.

Network with colleagues and presenters to discover how national organizations and federal agencies are improving the oral health of underserved populations. Table presentations will not repeat but extra handouts may be available.
Lessons Learned at School: Ensuring Sustainable Oral Health Programs for High-Need Children

Pre-registration is required. Workshop limit 50 attendees.

Matt Crespin, MPH, RDH; Donna Behrens, RN, MPH, BSN

Schools are an ideal venue for reaching children who are at greatest risk of dental disease, but there are many obstacles to providing sealants or other oral health services on school campuses. Last year, two major initiatives were launched that could offer helpful guidance to oral health programs and professionals. A 12-member, national Sealant Work Group has been convened to offer recommendations for strengthening the design and operation of these programs. And the School-Based Health Alliance is working to advance DentaQuest Foundation’s “Oral Health 2020” goal of ensuring that oral health is incorporated into the systems of the nation’s 10 largest school districts. Learn more about the status of these two initiatives and some insights that each one has already gained. Participants will be asked to engage in small-group discussions in response to key challenges that speakers cite for school-based programs.

3:30 p.m. – 3:45 p.m.  Break with Exhibitors

3:45 p.m. – 5:15 p.m.  Concurrent Sessions – CDE 1.5

The Importance of Big Data for Improving Oral Health for Vulnerable Populations Through Increased Involvement of the Patient Care, Research, and Payer Community

Bruce Dye, DDS, MPH; Lynn Mouden, DDS, MPH; Peter Damiano, DDS, MPH

The purpose of this symposium is to educate NOHC attendees about Big Data; highlight a number of federal initiatives associated with the Affordable Care Act that require electronic billing and health data collection; and raise awareness of the various types of datasets containing dental data (population survey, claims data, the Electronic Health Record) currently available. Participants will discuss how data affects both medical and dental providers, and the need for diagnostic coding. They will provide examples using existing Medicaid and other data to assess policy, program, and provider performance; and opportunities using linked-data to conduct exploratory research. They will highlight opportunities for innovation or research grants; discuss the challenges associated with the use of current dental datasets and suggest improvements to better allow the profession to research, evaluate, and maximize public health funding.

Translating Ideas: Implementation and Building Partnerships for Healthy Aging

Linda Ferraro, RDH, BS; Renee Joskow, DDS, MPH; Ruth Goldblatt, DMD

Oral Health is integral to overall health but is often overlooked in older adults. Within 15 years, the U.S. adult population aged 65 and older is projected to increase to 72 million. State Oral Health Programs, academic institutions, community based researchers, advocacy and community partners work together to foster an environment that is conducive to improving oral health for older adults. Strengthening relationships and building trust over time leads to productive partnerships that translate into program success. Connecticut addresses the oral health needs of aging adults through strategic planning, securing and maintaining funding, and building relationships with community and dental organizations. Academia demonstrates how building infrastructure to support community-based research and interprofessional collaborative practice can be used to implement programs for older adults. Cross-cutting perspectives on how programs can utilize federal resources as building blocks to achieve sustainable common goals that improve outcomes for older adults will also be shared.

Planning Programs that Incorporate Oral Health Into Primary Care Practice for Safety Net Clinics

Pre-registration is required. Workshop limit 50 attendees.

Colleen Lampron, MPH; Irene Hilton, DDS, MPH

In response to the 2011 Institute of Medicine report Increasing Access to Oral Health Care for Underserved Populations HRSA announced the Integration of Oral Health and Primary Care Practice initiative in 2014. The initiative focuses on the clinical practice of primary care practitioners in Health Centers and the safety net and has developed a core set of oral health competencies for primary care providers and support staff to adopt as part of clinical practice with the goal of increasing access to oral health care and improved patient outcomes. Our session will lead leaders and administrators of clinical programs in the planning steps necessary to implement the oral health core clinical competencies in primary care practice. Participants will review the facilitating organizational characteristics for successful programs. This interactive presentation will provide in depth information on the systems- training, HIT, clinical flow and evaluation- that have to be developed to support comprehensive systems change in clinical practice. The presentation will share real world applications and experiences from Health Centers participating in two separate initiatives.

Oral Presentations #1

This session will feature oral presentations of scientific research of interest to attendees. See final program for a complete list of topics and presenters.

6:00 p.m. – 10:30 p.m.  Tuesday Evening Dinner and Networking Event

Pre-registration required. Attendance limit is 500 attendees.

An evening with the Cincinnati Reds! Join your friends to enjoy an evening at the Great American Ballpark and watch the Reds play the Colorado Rockies. Dinner is included and you must have a ticket to enter! Attendance to this event is limited to 500, and only those with tickets will be permitted to enter the ballpark.

Sponsored in part by our friends at Aseptico, Inc.
New Accreditation Standards for Dental Therapy: What Are They and What Impact Will They Have?
Ana Karina Mascarenhas, BDS, MPH; Colleen Brickle, EdD, RDH; Mary Williard, DDS
In August 2015 the Commission on Dental Accreditation (CODA)—the only national accrediting body for academic dental programs—finalized educational standards for dental therapy programs. The guidelines create a uniform standard for dental therapy training programs in the United States and were approved for implementation after CODA determined there was a population-wide demand for dental therapists and a sufficient science base underpinning this profession. This session will provide an overview of the CODA educational standards for dental therapy programs, discuss plans from existing programs to begin the accreditation process, and discuss the potential impact of CODA guidelines on the growth of dental therapy in the U.S.

Implementation Science and Oral Health Workshop
Pre-registration is required. Workshop limit 40 attendees.
David Satcher, MD; Kathy O’Loughlin, DDS, MPH; Lynn Mouden, DDS, MPH; Renee Joskow, DDS; Dan Hawkins, MA; Caswell Evans, DDS, MPH; Matt Salo, BA
It has been 15 years since the first Surgeon General report on oral health highlighted “a silent epidemic” of oral disease that was affecting our most vulnerable citizens—poor children, the elderly, and many members of racial and ethnic minority groups. Speakers at this plenary session will discuss how the oral health landscape has changed since 2000 in terms of disease incidence, health disparities, and access to care (influenced by: Medicaid participation and utilization, private dental insurance coverage, out of pocket costs for dental care, dentist misdistribution, dentist participation in Medicaid). A variety of policymakers and oral health stakeholders will participate in a highly structured facilitated discussion on what continue to be the barriers to access to care, why they persist today, what needs to be done to remove them, and who needs to do what.

Oral Presentations #2
This session will feature oral presentations of scientific research of interest to attendees. See final program for a complete list of topics and presenters.

Improving Oral Health Using Telehealth-Connected Teams: Moving from Concept to Implementation in Four States
Paul Glassman, DDS, MA, MBA; Eli Schwarz, DDS, MPH, PhD; Linda Reiner, MPH; Andrew Tseu, DDS, JD
The dental industry in the U.S. is facing significant change. There has been a decade-long decrease in dental visits while the majority of the population does not receive dental care. The use of telehealth-connected teams to reach currently underserved populations and deliver preventive and early intervention services is a disruptive innovation that is beginning to spread and will result in significant change in the way dental care in delivered to the U.S. population. This session will review the decision made in three states, California, Oregon, and Colorado, to develop and expand a system of care using telehealth-connected teams called the Virtual Dental Home. Presenters will outline the steps taken and milestones reached in each state to move this idea from concept to implementation. The paths followed in these states contain lessons that will help other states considering oral health solutions to identify gaps and barriers, and move from concept to action.

What’s in Your Toolkit? Changing the Oral Health Conversation with Families
Pre-registration is required. Workshop limit 75 attendees.
Diane Flanagan, RDH; Kathy Hunt, RDH, ECPII; Michelle Martin, RDH, MPH
The approach to managing early childhood caries (ECC) is shifting from a surgical model to one that focuses on chronic disease
management (CDM) aimed at stopping the underlying disease process. Research indicates Motivational Interviewing (MI) with goal setting tailored to a family’s needs is a very effective CDM strategy for the adoption of positive behaviors necessary for prevention and management of ECC. The focus of this workshop is on changing the conversation using MI techniques to guide and support families in identifying goals and developing strategies to adopt good oral health behaviors. Facilitators from three states will use multimedia to guide participants through a variety of interactive activities for more effective oral health communication and to identify opportunities to utilize these skills with families in their community.

**Silver Diamine Fluoride for Caries Control in Dental Public Health Settings – CDE 1.0**

(Session ends at 12:30 p.m.)

Jaana Gold, DDS, MPH, PhD; Margherita Fontana, DDS, PhD

Dental caries remains the most prevalent untreated chronic and infectious disease in children, and millions of adults are unable to access routine dental care. Silver diamine fluoride (SDF) was recently approved by the Food and Drug Administration for use in the United States and holds tremendous promise as a conservative, noninvasive approach to managing caries. SDF combines antimicrobial activity and high concentration topical fluoride, and may have particular application in young children and in populations with limited access to care. The goal of this seminar is to present the evidence and mechanism of action of 38% SDF in preventing and arresting dentinal caries lesions. The speakers will discuss the mechanisms of action of SDF; present recent clinical cases managed with SDF; discuss ongoing clinical studies; and present evidence-based clinical recommendations informed by the current state of the science around SDF.

**Oral Presentations #3**

This session will feature oral presentations of scientific research of interest to attendees. See final program for a complete list of topics and presenters.

1:00 p.m. – 2:00 p.m.  **Networking Luncheon**

*For all registrants. Lunch will be provided. Pre-registration required.*

2:00 p.m. – 3:00 p.m.  **Concurrent Sessions – CDE 1.0**

**Innovations in Transforming Rural Primary Care-Dental Systems**

Amy Martin, DrPH, MSPH; Sean Boynes, DMD, MS; Renata Leite, DDS, MS

The purpose of the session is to introduce ROADS, Rural Oral Health Advancement and Delivery Systems, a MORE (Medical Oral Expanded) Care Initiative of the DentaQuest Institute. Its purpose is to reduce rural oral health disparities experienced by children and high-risk adults with diabetes through medical-dental integration that emphasizes improvements in care and system performance. Our purpose will be achieved through four goals: optimize practice of primary and secondary prevention through oral health interprofessionalism in rural primary care settings; improve access to tertiary or definitive care in resource-thin communities through innovative partnerships and business models; and enhance primary care & dental practice management competencies that optimizes efficiencies and creates sustainable capacity. We have a strategic partnership with the DentaQuest Institute, which funds Focus Area #1 and partially funding Focus Area #3. Our statewide collaboration of the South Carolina Office of Rural Health, South Carolina Dental Association, and the DentaQuest Institute will accomplish the following objectives.

**Engaging Community Health Workers to Address Oral Health**

Laura Flores Cantrell, JD; Ileana Ponce-Gonzalez, MD, MPCH, CNC

Community Health Workers (CHWs) are trusted, know-ledgeable, frontline public health workers who serve to bridge cultural and linguistic barriers to care. As critical links between communities and health care systems, CHWs reduce oral health disparities; boost health care quality, cultural competence and affordability; and empower individuals and communities for better health. Known by a variety of titles such as outreach worker, care guide, community health advisor, peer educator, promotores (Latino communities) and community health representative (American Indian communities), CHWs provide outreach, health education, care coordination and advocacy for underserved patients of all ages. The Community Health Workers oral health education program developed popular education tools, available in English and Spanish, designed to reduce oral health disparities among hard to reach populations. The overall goal of the session is to highlight this and other effective, sustainable strategies to engage CHWs to address oral health in their communities and connect people to care.

**Using Social Marketing to Change the Oral Health Frame**

Peter Mitchell, BA; Michelle Hege, MS; Dianne Riter, MPH

The session will feature a case study of The Mighty Mouth, an ongoing social marketing campaign in Washington state to change oral health behaviors. The goal is to explore social marketing ideas, strategies and experience. The Mighty Mouth campaign is a research-driven multi-faceted campaign to change the way people think about oral health. Developed by Washington Dental Service Foundation with national expertise from Salter/Mitchell, the campaign aims to build awareness about the importance of oral health and motivate people to take action to improve their oral health. Over time the vision is to change behaviors so that good health oral health practices become the norm. The case study includes highlights of the formative research, campaign strategy and implementation, evaluation and refinements. Two years of campaign experience will be shared along with many learnings, tactics and tools. Earned, paid and social media examples targeting segmented audiences will be highlighted.

**School-based Fluoride Program Evaluation for Optimal Outcomes**

LeeAnn Hoaglin Cooper, RDH, BS; Susan Deming, RDH, RDA, BS

The purpose of this workshop is to review, develop and/or improve school based fluoride programs through the use of logic models and evaluation processes. Small groups will develop, share and evaluate a logic model for a fluoride program: fluoride rinse, fluoride varnish, silver diamine fluoride, fluoride toothpaste and/or school fluoridation.
PRE-REGISTRATION GUIDELINES

Pre-registration is required for the following Pre-Conference and Conference Workshops

Saturday 4/16/2016
8:00 a.m. – 4:00 p.m.  Coaching with Intention – CDE 7.0
Additional Fee: $150. Attendance is limited to 40

9:00 a.m. – 12:00 p.m.  How to Use the New CDC Summary of Infection Prevention – CDE 3.0
Additional Fee: $75. Attendance is limited to 50

1:00 p.m. – 4:00 p.m.  Oral Health Literacy and the CDC Clear Communication Index: Because Everyone Deserves to Understand – CDE 3.0
Additional Fee: $75. Attendance is limited to 75

3:00 p.m. – 6:00 p.m.  AACDP Nuts & Bolts: AFS, the Inaugural Interactive Fluoridation Workshop
Additional Fee: $65.00. (Students/Residents $45.00).

Sunday 4/17/2016
7:15 a.m. – 4:30 p.m.  AACDP Symposium
Additional Fee: $145.00. (Students/Residents $110.00)

Sunday, April 17, 2016
- Opening Reception

Monday, April 18, 2016
- Continental Breakfast
- Roundtable Luncheon or Student Chapter Luncheon

Monday 4/18/2016
4:00 p.m. – 6:00 p.m.  Tour of Withrow Dental Center
Attendance is limited to 80. Two buses will be available to transport attendees to and from venue. You must indicate which bus you will be riding when you complete your online registrations. Tickets will be issued to those who register for this event. You must present ticket to board the buses.

Tuesday, April 19, 2016
- Continental Breakfast
- National Roundtable Luncheon
- Tuesday Evening Event

Tuesday 4/19/2016
2:00 p.m. – 3:30 p.m.  Lessons Learned at School: Ensuring Sustainable Oral Health Programs for High-Need Children – CDE 1.5
Workshop Limit 50 attendees

3:45 p.m. – 5:15 p.m.  Planning Programs that Incorporate Oral Health Into Primary Care Practice for Safety Net Clinics – CDE 1.5
Workshop Limit 50 attendees.

Wednesday, April 20, 2016
- Continental Breakfast
- Networking Luncheon

Wednesday 4/20/2016
9:45 a.m. – 11:15 a.m.  Implementation Science and Oral Health Workshop – CDE 1.5
Workshop Limit 40 attendees.

11:30 a.m. – 1:00 p.m.  What’s in Your Toolkit? Changing the Oral Health Conversation with Families – CDE 1.5
Workshop Limit 75 attendees.

2:00 p.m. – 3:00 p.m.  School-based Fluoride Program Evaluation for Optimal Outcomes – CDE 1.0
Workshop Limit 75 attendees.

Meal Participation
The NOHC staff and planning committee are continually working to improve your conference experience and keep registration expenses as low as possible. In an effort to reduce waste and minimize expenses, we are requiring all registered attendees to indicate the meals they plan to attend during the conference.

All registered attendees must indicate the meals they plan to attend during the conference. You must indicate the meal functions you plan to attend when completing your online registration.

Sunday, April 17, 2016
- Continental Breakfast
- Roundtable Luncheon or Student Chapter Luncheon

Monday, April 18, 2016
- Continental Breakfast
- Roundtable Luncheon or Student Chapter Luncheon

Tuesday, April 19, 2016
- Continental Breakfast
- National Roundtable Luncheon
- Tuesday Evening Event

Wednesday, April 20, 2016
- Continental Breakfast
- Networking Luncheon

Questions?
Call the NOHC Office at 217-529-6503.

Register Today!
www.nationaloralhealthconference.com
Registration Information

Pre-Conference Session Fees: You must pre-register for all Pre-conference workshops.

Saturday, April 16, 2016
- Coaching With Intention ......................................................... $150
- How to use the new CDC Summary of Infection Prevention .... $75
- Oral Health Literacy and the CDC Clear Communication Index: Because Everyone Deserves to Understand ......................... $75
- AACDP Nuts & Bolts (Students/Residents $45) ....................... $65
- AACDP Nuts & Bolts/Sym. combo (Students/Residents $135) .... $195

Sunday, April 17, 2016
- AACDP Annual Symposium (Students/Residents $110) ........... $145
- Human Design Programming .................................................. $75
- Oral Health Data – CDC’s Open Data Website for Oral Health: Join us for a High Level View or Deep Dive ................................. $75
- AAPHD Student Session Courageous Leadership .................. $0.00

(Sunday Workshops DO NOT include Conference Opening Reception)

Full conference registration fee includes all conference materials, Sunday opening reception, breakfasts, Monday - Wednesday lunches, Tuesday evening event and all breaks.

NOHC Conference Sessions:

<table>
<thead>
<tr>
<th>NOHC Full Conference (April 18-20) - Early*</th>
<th>Member***</th>
<th>Non-Member**</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOHC Full Conference (April 18-20) - Late</td>
<td>$570</td>
<td>$740</td>
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<tr>
<td>NOHC Conference Only - Student (April 18-20)</td>
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<tr>
<td>One Day Registration Early* - Fee is per day (Monday, Tuesday or Wednesday)</td>
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</tr>
<tr>
<td>One Day Registration Late - Fee is per day (Monday, Tuesday or Wednesday)</td>
<td>$350</td>
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*To qualify for early-bird rate, registration must be completed by 11:59 p.m. CST, March 11, 2016.
All other registrations must be completed by 11:59 p.m. CST, April 1, 2016.

ON-SITE REGISTRATION Fee is $825 and does not guarantee entrance to food functions.

**If you register as a non-member, AAPHD will offer you a complimentary membership through 12/31/2016

***To qualify for the member rate, you must be a current member of either AAPHD or ASTDD. Registration will be pending until membership is verified and may be subject to the Non-Member rates if membership is not current.

Guest Passes
Guest passes are for those who are not registered for the conference but are planning to attend a meal function(s).
- Opening Reception .............................................................. $60
- Roundtable or Networking Lunch ....................................... $50
- Tuesday Evening Dinner & Networking Event ..................... $80

Registration fees can be paid by check, Visa, Mastercard or Discover. (Purchase Orders will not be accepted.) If you will be paying by check, be sure to print a copy of your invoice/receipt and send it along with your check to the NOHC Office:

NOHC
3085 Stevenson Drive, Suite 200
Springfield, IL 62703
FEIN Number: 37-1412205
All registrations must be processed online. Registration questions can be directed to the NOHC Office at 217-529-6503 or ssteil@associationcentral.org

The NOHC staff and planning committee are continually working to improve your conference experience and keep registration expenses as low as possible. In an effort to reduce waste and minimize expenses, we are requiring all registered attendees to indicate the meals they plan to attend during the conference.

ABDPH Diplomates Dinner Registration
The Annual Meeting and Dinner of the American Board of Dental Public Health will be held Monday, April 18, 2016 at 6:00 p.m. during the NOHC. Diplomates and their guests are welcome. Reservations must be guaranteed in advance. All registrants will be confirmed. Please be sure to indicate your choice of entrée. New Diplomates who attend will be introduced at the dinner and will receive their Board lapel pins. There will be a general meeting of Diplomates directly after the dinner in the same room starting at around 7:30 p.m. Even if you do not attend the dinner, Diplomates are invited to attend this meeting.

- Bourbon Aged Strip Loin with Peppercorn Sauce, Garlic Roasted Yukon Gold Potatoes Served with Asparagus with Lemon Butter - $72
- Asian Salmon in a Ponzu Sauce, with Fried Rice seasoned with Water Chestnuts and Snow Peas Served with Sautéed Haricots Vert garnished with Garlic and Sweet Peppers - $60
- Roasted Vegetable Strudel with Assorted Italian Cheeses and Roasted Red Pepper Tomato sauce - $60

(All served with house salad, dinner rolls, dessert, coffee and tea.)
Local Information
Be sure to visit the Cincinnati Convention & Visitors Bureau website at www.cincyusa.com. There you will find information on dining, entertainment and other attractions, as well as maps and how to get around.

Lodging Info
All of the pre-conference sessions and Sunday evening’s Opening Reception will be held at the Hilton Cincinnati Netherland Plaza. A block of rooms has been reserved for conference attendees at the Hilton. The room rate is at the federal per diem of $135 single occupancy, $135 double occupancy. Reservations can be made once you have completed your conference registration. You will receive a link in your conference registration confirmation that will direct you to make your reservation. Please note: You must be registered to attend the conference before a reservation can be made. The tax rate is 17.25%.

- Hilton Cincinnati Netherland Plaza
  35 West Fifth Street
  Cincinnati, OH 45202

Staying in the block does make a difference!
The prices we pay for items associated with the conference (room rates, food prices, AV, etc.) are determined in part by the number of attendees that stay in the host hotel room block. Please help us get the best, most consistent dates/rates/pricing possible by staying in the host hotel. This ensures that we receive credit for your stay and improves our ability to keep pricing/fees as low as possible for you.

Please be advised of the following:
- All reservations must be guaranteed with a valid major credit card at the time of reservation.
- Any guaranteed reservation not cancelled by 6:00 p.m. hotel time on the day before your scheduled arrival will be subject to a one night room and tax forfeiture fee.
- If an additional block of rooms becomes necessary, NOHC staff will make every effort to acquire government per diem; however, we can not guarantee government rate will be obtained.
- Reservations will be made on a first-come, first-served basis prior to Sunday, March 27, 2016.
- AUTOMOBILE PARKING: Valet parking is available to hotel guests at the prevailing daily rates. Additionally, there is ample municipal parking within walking distance of the Hilton Cincinnati Netherland Plaza.

Ground Transportation to/from Hilton Cincinnati Netherland Plaza
Discounted transportation is available from Cincinnati/Northern Kentucky International Airport via:
- Executive Transportation Services
  800-990-8841 or 859-261-8841
  www.executivetransportation.org

Request the National Oral Health Conference rate to be given the discount price of: $22.00 one way per person/$30.00 round trip per person. Sedans and vans are also available if preference is for a private transfer, rather than a shuttle.

Yes - there is an APP for that!
Not only a necessity as more of our participants embrace technology, but in an attempt to keep printing costs down, the NOHC Planning Committee decided it was appropriate to move the 2016 NOHC Program to an app. All Program information will be included on the app and will be available for multi platforms. The program will also be available for downloading and printing from the NOHC website. A smaller printed program will also be available on site.

A few weeks prior to the NOHC, all registrants will receive instructions on how to download the app and begin using it to plan your personal schedule for the conference. You will also be asked to approve the addition of your contact information to the app so your colleagues from around the DPH community can reach out to you in advance. The app will only be available to NOHC participants and not the general public.

On the registration page, please indicate if you will be downloading and using the app.

Please Note:

Register for the Meals you Plan to Attend
The NOHC staff and planning committee are continually working to improve your conference experience and keep registration expenses as low as possible. In an effort to reduce waste and minimize expenses, we are requiring all registered attendees to indicate the meals they plan to attend during the conference.

Conference Attire
All conference functions are business casual attire unless otherwise noted. Please keep in mind that meeting room temperatures vary. You may want to bring a jacket or sweater to all sessions.

Non-US Residency Registration Policy
For those who reside outside the continental US and wish to attend the NOHC, credit card payment in full is required. Any registration not paid for with a credit card before April 1, 2016, is not a confirmed registration and will be subject to a $825 registration fee upon check-in and must be paid in full with a credit card.

Transfer/Cancellation Policy
If you registered for the conference and cannot attend, you may transfer your registration to another person. All transfer/cancellation requests must be submitted in writing and received in the NOHC office no later than 5:00 p.m. CST, Friday, April 1, 2016 either via email to ssteil@associationcentral.org or fax to 217-529-9120 and acknowledged in writing by an NOHC staff member. Telephone cancellations/transfers will not be accepted.
- Cancellations received on or before April 1, 2016, will be refunded minus a 20% administrative fee.
- Cancellations received April 2, 2016, or later will not be refunded.

Refund Policy
Refunds are processed four weeks after the Conference ends.

“NO SHOWS” WILL BE CHARGED THE FULL REGISTRATION FEE. NO REFUNDS WILL BE ISSUED. NO EXCEPTIONS.

Questions? Call the NOHC Office at 217-529-6503.