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 2017 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 18th 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!

Albuquerque, New Mexico, one of the oldest cities in the US, will be our host for five days of programming:

- Preconference: April 22-23, 2017
- Conference: April 24-26, 2017

Albuquerque boasts a unique multicultural heritage and history where Native American, Hispanic and Latino, Anglo and other cultural influences are a part of everyday life. Check out all that Albuquerque has to offer at www.visitalbuquerque.org.

This year’s conference will be located in the heart of a vibrant downtown. The Albuquerque Convention Center will host all Pre-conference and Conference sessions and meetings. Sessions will focus on issues and topics relevant to research, policy, programs, education and community-based care, highlighting how all these areas of public health are integrated 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. In addition, the American Board of Dental Public Health will be offering the Specialty Board Examination to candidates on April 20-22, 2017.

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.

Register Today!
www.nationaloralhealthconference.com

Questions?
Call the NOHC Office at 217-529-6503.
### THURSDAY, APRIL 20

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

### FRIDAY, APRIL 21

8:00 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 22

8:00 a.m. – 10:00 a.m.  
**AAPHD Board Orientation**

8:00 a.m. – 12:00 p.m.  
**ASTDD Board of Directors Meeting**

8:00 a.m. – 12:30 p.m.  
**ABDPH Board Written Examination**

8:00 a.m. – 5:00 p.m.  
**ABDPH Board Business Meeting**

10:00 a.m. – 5:00 p.m.  
**AAPHD Board of Directors Meeting**

12:00 p.m. – 1:30 p.m.  
**ASTDD/AAPHD Joint Lunch**

12:00 p.m. – 2:30 p.m.  
**AACDP Executive Board Meeting**

1:30 p.m. – 5:00 p.m.  
**Dynamic Group Facilitation – CDE 3.5**

- Pre-registration required. Attendance is limited to 50 attendees.
- Registration Fee: $75.00
- Linelle Blais, PhD, Celia Shore, MDiv

Today’s adult learner demands meetings, workshops, and learning experiences that are active and participatory. What are the techniques for creating highly engaged groups? How do you proactively change the physical dynamics of a group to facilitate change? What are some classic language traps that sabotage a great conversation? How do you handle those challenging participants? This workshop provides the learner with concrete facilitation techniques that are practiced by participants in the classroom and applied to real world scenarios.

*Sponsored by ASTDD*

3:00 p.m. – 6:00 p.m.  
**AACDP Nuts and Bolts: Essentials of Successful Grantsmanship: A Panel of Grant Funders and Writers**

- Pre-registration required. Registration Fee: $65.00
- Students’/Residents’ Fee: $45.00

Immediately preceding the National Oral Health Conference, the American Association for Community Dental Programs (AACDP) is hosting a day and a half symposium designed for individuals that work in or are interested in work in local communities to improve oral health and prevent oral disease. The symposium is a unique opportunity to learn from experts and share successes and challenges with others working in similar capacities.

### SUNDAY, APRIL 23

7:30 a.m. – 4:30 p.m.  
**AACDP Annual Symposium**

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

On Sunday, April 23, AACDP has planned a full day of presentations that will feature:
- Experiences and valuable lessons from two oral health programs in New Mexico
- Silver diamine fluoride (SDF) update and it’s use in community programs
- Models of successful integration of oral health into primary care services and into school health services
- First hand accounts from those working to establish dental therapists in states
- Highlights of a successful soda tax campaign in California to reduce consumption of sugar-sweetened beverages
- Recent fluoridation challenges and how to deal with the anti
- Oral sex and oral cancer, a new challenge

7:30 a.m. – 12:00 p.m.  
**ABDPH Board Meeting**

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

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

8:00 a.m. – 11:30 a.m.  
**Project Management - CDE 3.5**

- Pre-registration required. Attendance is limited to 50 attendees.
- Registration Fee: $75.00
- Linelle Blais, PhD, Celia Shore, MDiv

In this workshop, participants will learn foundational skills and processes to manage projects large or small, ensure projects are aligned with key organizational goals, and execute on time and within budget. This workshop is designed for individuals who are new to project management or need a refresher on key skills and best practices.

*Sponsored by ASTDD*
Pre-Conference Schedule... Continued

8:30 a.m. – 11:30 a.m.  **Conducting a Successful Older Adult Survey - CDE 3.0**

Pre-registration required. Attendance is limited to 50 attendees.
Registration Fee: $65.00
Megan Clare Craig-Kuhn, BA; Jill Moore, RDH, BSDH, MHA; Rhonda Stephens, DDS, MPH; Sarah Tomlinson, DDS; Lori Cofano, RDH, BSDH
Many states have undertaken an Older Adult Basic Screening Survey (OABSS) with varying levels of success, partially due to variations in methodology and implementation strategies. This workshop is a chance for those conducting or thinking of conducting an OABSS to learn successful strategies, ways to avoid potential challenges, plus policy implications and ways to use the data to improve access to care. Three states will discuss strategies for conducting a successful OABSS in three unique settings: long-term care facilities, congregate meal sites/senior centers, and assisted living facilities. In addition, representatives from ASTDD's Healthy Aging Committee will share newly developed resources for conducting an OABSS and discuss the OABSS mentoring program. If you have or are thinking of conducting an older adult oral health survey, this workshop is for you.

*Sponsored by ASTDD*

12:00 p.m. – 1:00 p.m.  **AACDP Lunch with the Bunch**

12:00 p.m. – 4:00 p.m.  **ASTDD Member Lunch, Annual Business Meeting, Awards, and Member Sharing**

1:00 p.m. – 4:00 p.m.  **Oral Health Advocacy at the Local, State and National Level: What to Expect and How to Succeed – CDE 3.0**

Pre-registration is required. Attendance is limited to 40 attendees.
Registration Fee: $50.00
Speakers TBD
This workshop will provide an overview of what to expect from the new administration and the 115th Congress. The speakers will discuss the anticipated policy goals and objectives for the oral health community and describe effective advocacy and communication strategies to become advocacy participants at all levels (local, state and national). In a recent AAPHD survey, members prioritized their legislative priorities as 1) inclusion of an oral health benefit in Medicare, 2) maintaining support for Federal discretionary spending on oral health, and 3) advocacy for Community Water Fluoridation. The workshop will include interactive training for skills-development, including effective messaging and communication skills with policy makers that will assist members to advocate for these and other issues.

*Sponsored by the AAPHD Council on Legislation*

1:30 p.m. – 4:00 p.m.  **AAPHD Council on Scientific Information Meeting**

1:30 p.m. – 4:00 p.m.  **AAPHD Council on Practice Meeting**

1:30 p.m. – 4:00 p.m.  **AAPHD Council on Publications Meeting**

1:30 p.m. – 4:00 p.m.  **DPH Definition Taskforce**

1:30 p.m. – 4:00 p.m.  **Ethics Taskforce**

1:30 p.m. – 4:00 p.m.  **DPH Residency Directors' Meeting**

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

2:00 p.m. – 4:00 p.m.  **DPH Residents Conference**

2:00 p.m. – 4:00 p.m.  **Leadership Development - How to Be an Effective Leader – CDE 2.0**

Pre-registration required.
Registration Fee: $25.00
Students'/Residents' Fee: $15.00
Catherine Hayes, DMD, SM, DrMedSc, CPCC, ACC
To promote dental public health at the local, state and national levels, leadership needs to be encouraged and developed. In order to be effective leaders, dental public health professionals must have an understanding of the key aspects of successful and effective leadership. This workshop will provide training, discussion and activities related to leadership development by providing an overview of key aspects of successful leadership as well as experiential learning in integrating these concepts into practice. The workshop is intended for individuals at all stages of leadership development including junior, mid-career and senior level individuals.

*Sponsored by the AAPHD Council on Legislation*

4:30 p.m. – 7:00 p.m.  **AAPHD Annual Business Meeting and Awards Ceremony**

7:00 p.m. – 9:00 p.m.  **Opening Reception**
Welcome to the first event of the 2017 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 24

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 a.m.</td>
<td>Breakfast with Exhibitors</td>
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<tr>
<td>7:00 a.m. – 8:30 a.m.</td>
<td>JPHD Editorial Board Meeting</td>
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<td>8:00 a.m. – 8:30 a.m.</td>
<td>Opening Welcome and Remarks</td>
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<td>8:30 a.m. – 10:00 a.m.</td>
<td>Opening Keynote</td>
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<td>AAPHD Plenary: Treating Obesity, Digitally – CDE 1.5</td>
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<tr>
<td>12:30 p.m. – 2:30 p.m.</td>
<td>Roundtable Luncheon – CDE 1.5</td>
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<tr>
<td>12:30 p.m. – 2:30 p.m.</td>
<td>Student Chapter Meeting/Lunch</td>
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<tr>
<td>2:30 p.m. – 3:00 p.m.</td>
<td>Break with Exhibitors</td>
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<tr>
<td>3:00 p.m. – 4:30 p.m.</td>
<td>Concurrent Sessions – CDE 1.5</td>
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<td>Evidence on the Association Between Sugar-Sweetened Beverages and Childhood Obesity, and the Role of Oral Health Professionals and Insurers in Preventing Childhood Obesity</td>
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<td>Innovative Oral Health Workforce Models for Prevention: Findings from a National Evaluation</td>
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<td>Adding a Dental Benefit in Medicare</td>
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<tr>
<td>4:00 p.m. – 6:00 p.m.</td>
<td>Exhibit Hall Open</td>
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<tr>
<td>4:30 p.m. – 5:00 p.m.</td>
<td>Break with Exhibitors</td>
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<tr>
<td>4:30 p.m. – 6:00 p.m.</td>
<td>ABDPH Future Examination Orientation</td>
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<tr>
<td>4:30 p.m. – 6:30 p.m.</td>
<td>Poster Session – CDE 2.0</td>
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<tr>
<td>5:00 p.m. – 6:00 p.m.</td>
<td>CDC Water Fluoridation Update – CDE 1.0</td>
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<tr>
<td>6:30 p.m.</td>
<td>Dinner on your own</td>
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<tr>
<td>6:30 p.m. – 10:00 p.m.</td>
<td>ABDPH Diplomates Dinner and Meeting — By Invitation Only</td>
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<tr>
<td>6:30 p.m. – 9:00 p.m.</td>
<td>ANOHC Member Dinner — By Invitation Only</td>
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### TUESDAY, APRIL 25

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<tr>
<td>7:00 a.m. – 8:30 a.m.</td>
<td>Breakfast with Exhibitors</td>
</tr>
<tr>
<td>7:00 a.m. – 8:15 a.m.</td>
<td>AACDP Annual Business Meeting</td>
</tr>
<tr>
<td>8:30 a.m. – 10:00 a.m.</td>
<td>ASTDD Plenary: A Snapshot of Street and Prescription Drug Abuse – CDE 1.5</td>
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<tr>
<td>10:00 a.m. – 10:30 a.m.</td>
<td>Break with Exhibitors</td>
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<tr>
<td>10:30 a.m. – 12:00 p.m.</td>
<td>Concurrent Sessions – CDE 1.5</td>
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<td>The Known Knowns and Known Unknowns of Treating Caries in the Primary Dentition with Silver Ion Products</td>
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<td>Integrating Oral Health into Healthcare Systems</td>
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<td>Implementing an Oral Health Program for Older Adults in Your Community: A Workshop Illustrating the Latest Interactive Resources from HHS</td>
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<td>Oral Presentations Session #1</td>
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<tr>
<td>12:00 p.m. – 2:00 p.m.</td>
<td>Exhibit Hall Open</td>
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<tr>
<td>12:15 p.m. – 2:00 p.m.</td>
<td>National Organization Roundtable Luncheon – CDE 1.5</td>
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<td>12:15 p.m. – 2:00 p.m.</td>
<td>HRSA Oral Health Branch Grantee Meeting — By Invitation Only</td>
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### WEDNESDAY, APRIL 26

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<th>Time</th>
<th>Event</th>
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<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Breakfast</td>
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<tr>
<td>7:00 a.m. – 8:30 a.m.</td>
<td>ASTDD Board of Directors Meeting</td>
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<tr>
<td>8:00 a.m. – 9:30 a.m.</td>
<td>ABDPH Symposium: Dental Public Health Competencies for the 21st Century – CDE 1.5</td>
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<td>9:30 a.m. – 10:00 a.m.</td>
<td>Break</td>
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<td>10:00 a.m. – 11:00 a.m.</td>
<td>Concurrent Sessions – CDE 1.0</td>
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<td>Charting Our Course: The Role of Dental Public Health in Health Systems Integration</td>
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<td>Improving Access for Patients with Developmental Disabilities</td>
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<td>Healthy People 2020 Oral Health Objectives: Data Collection, Current Estimates, and Future Directions</td>
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<td>Perinatal Oral Health and Title V National Performance Measure 13: A Closer Look at the Rationale, Adoption, and Strategies from both National and State Perspectives</td>
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<td>11:00 a.m. – 11:15 a.m.</td>
<td>Break</td>
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<tr>
<td>11:15 a.m. – 12:15 p.m.</td>
<td>Concurrent Sessions – CDE 1.0</td>
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<td>New Hampshire’s Integration of Silver Diamine Fluoride in School and Community-based Dental Programs</td>
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<td>Effective Dental Public Health Interventions: The Case for Community Water Fluoridation and School Sealant Programs</td>
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<td>Two Is Too Late: Increasing Access to Care for Young Native American Children</td>
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<td>“The End Of Big”: Adapting Health Communications to a Rapidly Changing, Decentralized Online Environment</td>
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<tr>
<td>12:15 p.m. – 1:15 p.m.</td>
<td>Networking Luncheon</td>
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<td>1:15 p.m. – 2:45 p.m.</td>
<td>Concurrent Sessions – CDE 1.5</td>
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<td>Moving the Dial on School-Based Sealant Programs: New Findings on Barriers to Operations and Sustainability and a Blueprint for Improvement</td>
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<td>Demonstrating a Return-on-Investment in Funding an Adult Medicaid and Medicare Dental Benefit: A New Perspective</td>
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<td>The Emergency Department is No Place for Dental Care</td>
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<td>Using Multilevel Model-Based Approach to Estimate Local-Level Oral Health Data</td>
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Sessions offering CDE Credit are shown in purple.
April 24-26, 2017
Pre-Conference April 22-23, 2017 - Albuquerque, New Mexico

Monday, April 24

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

7:00 a.m. – 8:30 a.m.  JPHD Editorial Board Meeting

8:00 a.m. – 8:30 a.m.  Opening Welcome and Remarks

8:30 a.m. – 10:00 a.m.  Opening Keynote
Storytelling as Best Practice – CDE 1.5

Andy Goodman
Since we first began talking to each other, telling stories has been a powerful way to capture attention, engage an audience, and motivate them to act. As we learn more about our minds work, we're also discovering that stories are intrinsic to decision-making and shape our view of the world. In his keynote address, “Storytelling as Best Practice,” Andy Goodman will explain why storytelling remains the single most powerful communication tool you possess, and offer specific ways you can use stories to advance your mission.

10:00 a.m. – 10:30 a.m.  Break with Exhibitors

10:30 a.m. – 12:00 p.m.  AAPHD Plenary
Treating Obesity, Digitally – CDE 1.5

Gary Bennett, PhD
More than 300 million Americans have downloaded apps to help them lose weight and improve their diets. Few, if any, of these apps actually work. Dr. Bennett will describe the emerging scientific evidence that reveals what works in the digital treatment of obesity. He will discuss the characteristics of apps that lead to maximal patient outcomes, how to optimally engage patients in digital health treatment, how digital health can be used to treat high-risk patients, and strategies that providers can use to integrate digital tools into their practice.

Sponsored in part by the following members of the AAPHD Council on Corporate Relations: Colgate and Dentsply Sirona

12:00 p.m. – 12:30 p.m.  Break with Exhibitors

12:30 p.m. – 2:30 p.m.  Roundtable Luncheon – CDE 1.5
For all registrants – Box lunch will be provided.

Pre-registration required.
The luncheon will be conducted around small tables with facilitated discussion on scientific research, program planning and evaluation, community-based interventions, partnerships, and other topics related to dental public health. A complete list of topics, abstracts, and presenters will be included in the conference registration packet. Participants will be able to attend two roundtables during the 2-hour session.

2:30 p.m. – 3:00 p.m.  Break with Exhibitors

3:00 p.m. – 4:30 p.m.  Concurrent Sessions – CDE 1.5

Evidence on the Association Between Sugar-Sweetened Beverages and Childhood Obesity and the Role of Oral Health Professionals and Insurers in Preventing Childhood Obesity
Julie Frantsve-Hawley, RDH, PhD; Robin Wright, PhD; Mary Foley, RDH, MPH
Since 1970, the prevalence of childhood obesity has more than tripled. Children who are obese may be at risk for short-term and long-term health consequences. On November 3-4, 2016, a national conference was convened to engage the oral health community in the prevention of childhood (under age 12) obesity. The conference presented 1) a systematic review of the literature to investigate whether children's increased consumption of sugar-sweetened beverages contributes to excess weight gain; 2) national surveys to determine what dentists and dental hygienists in practice and in public health settings are currently doing to address childhood obesity, and 3) a scoping review of the literature to assess the role that health insurers play in promoting and ensuring the delivery of professional services aimed at preventing and managing childhood obesity. The results of the systematic review, national surveys, and scoping review will be presented.

Health Literacy: Who is at Risk, Innovations, and Hands-On Techniques for Developing and Evaluating Materials
Holli Seabury, EdD
Health literacy has a significant impact on positive health outcomes, yet is widely misunderstood. Learn how to identify who is most at risk for health literacy difficulties and how effectively communicating involves more than using “plain language” and includes graphics, message design, and identifying motivational factors. We will also discuss innovations in communication, including the use of multimedia, gaming, and mobile health (use of cell phones and other electronic devices to deliver health messaging). This will be a hands-on session: bring the materials you are currently using so we can evaluate real-world examples as we walk through how to best present our programs and educational materials in order to achieve the results we want. Participants will evaluate materials using a matrix designed by the presenter, that focuses on health literacy and will be given this matrix for their own use when developing or evaluating materials.
Innovative Oral Health Workforce Models for Prevention: Findings from a National Evaluation
Dana Hughes, DrPH, MSUP; Joanne Spetz, PhD; Naderh Pourat, PhD
This seminar presents findings from a mixed method evaluation of six oral health workforce innovation models identified by The Robert Wood Johnson Foundation for their potential to promote prevention and/or achieve improved access to oral health prevention services. Utilizing Medicaid claims data and electronic dental records, along with results from intensive site visits and interviews, the evaluation findings assess whether the intervention has objectively improved oral health and prevented disease, as well as explore replicability of the models to other communities and states. Among the workforce models examined are the use of dental health aids in Southeast Alaska, mobile dental services in Connecticut and Minnesota, motivational interviewing among immigrants and refugees in Minnesota, and the provision of preventive oral health services in pediatric offices in Washington and New Jersey. In addition to presenting evaluation findings, the workshop includes discussion with participants as to how these models might be adapted and adopted.

Adding a Dental Benefit in Medicare
Beth Truett, BS, MDiv; Judy Jones, DDS, MPH, DScD; Patrick Willard, BA, MA
Over 55 million seniors are enrolled in Medicare for healthcare benefits. However, one of the missing components is a dental benefit. Partnering with the DentaQuest Foundation, Oral Health America (OHA) has worked on including a dental benefit in Medicare since 2015. This collaborative effort engages experts in aging, Medicare, and health policy to work toward inclusion. OHA’s two symposia have developed a framework for moving forward in three working groups, coordinated by OHA. The presentation follows the project’s structure: 1. Policy/Procedure: The structure of a proposed benefit in Part B and its cost; 2. Marketing/Communications: 3-pronged strategy to reach consumers, partners and policymakers, including research to drive development of a consumer campaign; and 3. Politics: Legislative strategies necessary to advance the benefit on the political agenda. The goal of the session is to educate participants on work accomplished, attract future stakeholders and call participants to join the movement.

5:00 p.m. – 6:00 p.m.  CDC Water Fluoridation Update – CDE 1.0
Kip Duchon, MSEnv, PE
The CDC Water Fluoridation Program Update provides new information to state program staff on CDC data applications, training materials, and water fluoridation program, focusing on engineering and implementation aspects of community water fluoridation. State dental directors, state and local level fluoridation specialists, and others involved in water fluoridation will benefit by attending this session.

6:00 p.m.  Dinner on Your Own
6:30 p.m. – 9:00 p.m.  ANOHC Member Dinner
By Invitation Only
6:30 p.m. – 10:00 p.m.  ABDPH Diplomates Dinner and Meeting
By Invitation Only

TUESDAY, APRIL 25
7:00 a.m. – 8:15 a.m.  AACDP Annual Business Meeting
7:00 a.m. – 8:30 a.m.  Breakfast with Exhibitors
8:30 a.m. – 10:00 a.m.  ASTDD Plenary – A Snapshot of Street and Prescription Drug Abuse – CDE 1.5
Harrold Crossley, DDS, MS, PhD
Our population is being decimated by substance abuse, opioids, marijuana, synthetic cannabinoids, and cathinones. This session will provide a snapshot of illegal street and prescription drug abuse, signs and symptoms of their abuse, and how they can affect the dental practice, your family, and society. What are the characteristics of and how do you manage the “doctor shopper”? Are prescription drug monitoring programs effective? And what about chemical dependency referral programs for dental team members? What is the policy for a dental team member who has been prescribed marijuana for illness? Will they be allowed to treat patients? These and other questions will be addressed during this informative and thought provoking session.

10:00 a.m. – 10:30 a.m.  Break with Exhibitors
10:30 a.m. – 12:00 p.m.  Concurrent Sessions – CDE 1.5

The Known Knowns and Known Unknowns of Treating Caries in the Primary Dentition with Silver Ion Products
Michael Kanellis, DDS, MS; Frank Mendoza, DDS; Dee Robertson, MD, MPH
This session will present recent clinical outcomes data on the treatment of caries in the primary dentition in very high-risk children using a silver nitrate (SN) and fluoride varnish (FV) protocol. We will describe the current state of knowledge concerning which children, which ages, which teeth, which surfaces, what frequency and total number of applications are the best candidates for a
successful outcome. We will present on (a) a randomized controlled clinical trial of SN/FV, and (b) a clinical practice implementation of a SN/FV protocol in very high-risk American Indian children, and (c) an overview of the 3-year outcomes of a coordinated approach of a standardized medical management of caries approach for treating caries in the children who have the highest oral health disparities in the U.S.

**Integrating Oral Health into Healthcare Systems**

*Joseph Morales, DDS; Holly Barone, RDH, MHA; Charles Craft, DDS*

Integrated health systems are vital to achieve the Triple Aim (improve patient experience of care, improve the health of populations, and reduce the per capita cost of health care). The specific elements of those systems can vary with the needs and resources of the community and the health care system. Presenters at this session will describe innovative models of oral health workforce education and workforce training developed through HRSA’s Bureau of Health Workforce, Oral Health Branch programs. Presenters will learn about one system that has fully integrated dental care focusing on individuals of all ages with special needs utilizing teledentistry/teledentistry and dental services in its ED. Other presenters will describe novel programs that integrate general dentistry in an integrated health care delivery system in several rural communities and oral health services for residents in long-term care and assisted-living facilities.

**Implementing an Oral Health Program for Older Adults in Your Community: A Workshop Illustrating the Latest Interactive Resources from HHS**

Pre-registration is required. Workshop limit 50 attendees.

*Mary Worstell, MPH; Jessica Meister, BA, MA; Suzanne Heckenlaible, BS, MPA*

The HHS Administration for Community Living (ACL)’s mission is to maximize the independence, well-being, and health of older adults, people with disabilities across the lifespan and their families and caregivers. Women, who represent a majority of the aging population, and caregivers are particularly vulnerable. In 2014, recognizing that oral health is integral to overall health, ACL and HHS’ Office on Women’s Health undertook a 3-year agreement to identify and promote low-cost, community-based oral health services for seniors through an ACL-hosted website. The site was developed with input from 35 public and private leaders in oral health practice, education and policy. The 2017 goal is to disseminate information about the website and the complementary Handbook for Community Adult Dental Program Implementation. This workshop will provide hands-on experience with the website, highlight the how-to-guide for communities interested in starting a program for older adults, briefly review the selection process and gain support for dissemination. The site is expected to launch at the end of 2016/early 2017.

**Oral Presentations #1**

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

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**12:15 p.m. – 2:00 p.m.  National Organization Roundtable Luncheon – CDE 1.5**

Lunch will be provided for all registrants. Pre-registration required. Network with colleagues and presenters to discover how national organizations and federal agencies are improving the oral health of underserved populations.

**12:15 p.m. – 2:00 p.m.  HRSA Oral Health Branch Grantee Meeting**

*By Invitation Only*

**2:00 p.m. – 2:30 p.m.  Break with Exhibitors**

**2:30 p.m. – 4:00 p.m.  Concurrent Sessions – CDE 1.5**

**The Unmet Oral Health Needs of Persons Living With HIV/AIDS in the United States: What We Know and What We Can do to Improve**

*Nicholas Mosca, DDS, DrPH; Ana Karina Mascarenhas, BDS, MPH, DrPH; Terrance Moore*

This session will describe how states and territories determine the unmet dental oral health needs of persons living with HIV/AIDS (PLWHA). The Centers for Disease Control and Prevention (CDC) and the Health Resources and Services Administration (HRSA) require a needs assessment every five years to collect information about the needs of persons at risk for or living with HIV infection, the current resources available to meet those needs, and the gaps in HIV services that exist. The methods used to identify unmet oral health needs and the findings from the 2017-2021 comprehensive needs assessment will be presented. Other measurement methods and findings such as the Medical Monitoring Project will be shared. Policy staff from the National Alliance of State and Territorial AIDS Directors (NASTAD) will discuss the policy implications of unmet oral health needs, describe the available federal resources to address these and explore the potential needs for targeted policy development.

**Inter-professional Education and Inter-disciplinary Collaborative Practice**

*June Levine, MS, RD, CDE; Glen Hanson, DDS, PhD; Athanasios Zavras, DDS, DrPH; Christine Farrell, RDH, BSDH, MPA*

In emerging health care systems, oral health care providers will need to manage behavioral and social determinants of health in addition to being able to treat oral health conditions to provide more holistic, patient-centered care. Oral health care providers will need to work in inter-disciplinary teams; however, what those teams look like will vary with community needs and available resources. Presenters at this session will present four very different innovative models of inter-disciplinary care developed through HRSA’s Bureau of Health Workforce, Oral Health Branch programs. In one model, dentists learn to collaborate with nurses, social workers, and behavioral nutritionists. In another, dentists collaborate with the primary care pediatrician, nurse practitioner, registered dietician, and speech/hearing pathologist. In Utah, dentists are learning how to care for patients with substance use disorders, and in Michigan, oral health providers are integrating oral health into a diabetes program to increase access to care for individuals with no/limited access.
The 3 Crucial Cs of Effective Advocacy for Community Water Fluoridation

Pre-registration is required. Workshop limit 70 attendees.
Johnny Johnson, DDS, MS; Matt Jacob, BA, MA; Deborah Foote, MPA
The scientific evidence firmly supports community water fluoridation, but the evidence alone is rarely enough to preserve or expand this proven health practice. Success requires that public health advocates focus on three Cs: coaching, communication, and community outreach. Learn why these three dynamics continue to significantly shape the outcomes of local fluoridation campaigns and how all three are tightly connected. Through small-group exercises, participants will discuss and plan proactive ways to engage local communities in their states, coach and inspire others to assume advocacy roles, and translate the science into language that resonates with patients and the public.

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

4:00 p.m. – 4:30 p.m.  Break with Exhibitors

4:30 p.m. – 6:00 p.m.  Concurrent Sessions – CDE 1.5

Fluoridation – There Ought to be a Law?
Paul O'Connor, BS; Jane McGinley, RDH, MBA
There is a great deal to be learned from recent state and local fluoridation efforts. A record number of fluoridation bills have been introduced by proponents and opponents in state legislatures in recent years. Mr. O'Connor will provide an overview of the types of bills, issues covered and legislative outcomes. Three states currently have fluoridation “early notification” laws in place that are designed to provide an early warning that an effort to change the fluoridation status of a community is being considered. The success of these bills will be discussed as well as considerations proponents may wish to consider before submitting such a bill into the state legislature. Ms. McGinley will provide a national overview of local fluoridation campaign trends as well as outcome statistics that can be used to counter opposition claims.

Darien Weatherspoon, DDS, MPH; Linda Kaste, DDS, MS, PhD; Charles LeHew, PhD, MPA, MA
The term “oral cancer” is used in the academic literature to capture cancers, primarily squamous cell carcinomas, in numerous head and neck subsites including the oral cavity and the oropharynx. This overarching term is used even though oral cavity and oropharynx cancers have been shown to be etiologically distinct from each other and generally are associated with different risk factors and population groups. Epidemiologic trends illustrate complexities that make policy development for controlling oral cancers challenging. Targeted intervention strategies are needed for addressing 1) the normative environment, 2) health care systems, 3) public health systems, and 4) individual risk behaviors. This seminar reviews the evidence for intervention strategies reported in the literature to help evaluate what success has been made for reducing incidence, increasing survival, and eliminating racial/ethnic disparities. Remaining challenges for cancer control activities at the four levels of intervention will be discussed.

The VIEW on School-Based Oral Health: The Whole School, Whole Community, Whole Child Model
Debora Teixeira, DDS, MED candidate; Veran Fairrow, DDS, MPH candidate; Alejandra Valencia, DDS, MPH, MS
The VIEW on School-Based Oral Health is returning to NOHC! Schools play a critical role in promoting the health and safety of young people and helping them establish lifelong healthy behavior patterns. In an interview format, experts from three states will share their view of school-based oral health programs using the CDC’s - Whole School, Whole Community, Whole Child (WSCC) model. The moderator will use prepared interview questions as a foundation and the audience will be asked to join in with questions and discussion on successes and challenges of integrating oral health into the 10 components of this comprehensive model. In addition, the audience will be able to utilize social media to comment during the session on the information being presented using a preselected hashtag. The audience will also be encouraged to continue the interaction that begins during this session through listserves, webinars, and online submissions and postings of school-based programs that are using the WSCC model.

Oral Presentations #3
This session will feature oral presentations on scientific research of interest to attendees. See final program for a complete list of topics and presenters.

6:45 p.m. – 10:00 p.m.  Tuesday Evening Dinner and Networking Event

Pre-registration required.
Join your friends and enjoy an evening at the Albuquerque Museum of Art and History, which has served as the city’s cultural center since 1967. Located in the heart of Old Town, the Museum maintains a reputation for being one of the leading institutions for art, history, and culture in the Southwest. Dinner and entertainment is included and you must have a ticket to enter. Transportation will be provided to and from the museum.
Individuals with developmental disabilities disproportionately experience poorer health outcomes compared to the general population. Oral health is the most unmet need for people with developmental disabilities. These individuals are more likely to suffer from oral health conditions such as bruxism, erosion, and periodontal disease. There are many contributing factors associated with poor oral health outcomes in this population, such as complex medical histories, physical limitation, reliance on guardians and caregivers, and poor access to dental care. There is an urgent need for dental providers to increase training and knowledge in treating patients with developmental disabilities; this could increase access to dental services for this community. The University of New Mexico (UNM) is working to improve access to dental care for patients with developmental disabilities through the provision of preventive and restorative dental services at the Novitski Dental Clinic. The clinic is available exclusively to individuals with developmental disabilities. In addition, UNM dental residents and dental hygiene students gain exposure to treating this population. This seminar will discuss the importance of advocacy for the marginalized population of individuals with developmental disabilities to improve their health outcomes. It will also provide insight into efforts to expose students to this population to improve likelihood of working with patients with developmental disabilities in their future careers.

Healthy People 2020 Oral Health Objectives: Data Collection, Current Estimates, and Future Directions
Lorena Espinoza, DDS, MPH; Gina Thornton-Evans, DDS, MPH; Mark E Moss, DDS, MS, PhD
Healthy People 2020 marks the fourth iteration of this national initiative to monitor the health of the nation. One of the goals of Healthy People 2020 is to reduce health disparities and achieve health equity for all Americans. Oral Health is one of 42 topic areas within this national framework. This session will focus on data collection efforts and select HP 2020 objectives, specifically those from NHANES. The current estimates for oral health objectives and progress to date will be presented. In addition, state data collection and surveillance efforts will be highlighted along with future directions related to data collection efforts. Finally, an overview of the progress related to the development and implementation of HP 2030 will be discussed.

Perinatal Oral Health and Title V National Performance Measure 13: A Closer Look at the Rationale, Adoption, and Strategies from both National and State Perspectives
Reg Louie, DDS, MPH; Emily Norrix, MPH; Marty Milkovic, MSW
In 2015, the Maternal and Child Health Bureau revised the process used for the Title V Maternal and Child Health (MCH) block grant. As a part of these revisions, 15 National Performance Measures (NPMs) across six population health domains were established with each state selecting 8 based on priority needs. Participants will receive an overview of the Title V funding cycle, application process, population domains, and the role of oral health within these domains. Session participants will hear from states that have chosen NPM 13, an oral health performance measure surrounding oral health and pregnancy and dental services for children, the rationale behind choosing this measure, as well as how this measure is being implemented within states. Attendees will leave with an understanding of the challenges surrounding NPM 13 as well as the successful strategies that some states, including Michigan and Connecticut, have developed to overcome these challenges.
New Hampshire’s Integration of Silver Diamine Fluoride in School and Community-based Dental Programs
Sarah Finne, DMD, MPH; Hope Saltmarsh, RDH, CPDHD, Med
The purpose of this presentation is to share New Hampshire’s experience with integrating silver diamine fluoride (SDF) into the scope of services that public health dental hygienists (PHDHs) provide in school and community settings. Our goal is that attendees will be able to use all or parts of NH’s experience to bring the decay preventive/management benefits of SDF to underserved populations in their states. NH PHDHs are now applying SDF for children and adults. Essential elements of the collaborative effort that enabled the rapid integration of SDF into public dental programs were rapid approval by the Board of Dental Examiners; education of partners by Drs. Richard Niederman and Jo Frecken; training of PHDHs by the dental director; creation of support documents, convening of school program partners and dissemination of SDF by the Oral Health Program; and education about SDF for dentists and support for PHDHs by the NH Dental Society president.

Effective Dental Public Health Interventions: The Case for Community Water Fluoridation and School Sealant Programs
Joan O’Connell, PhD; Paul Griffin, PhD; Susan Griffin, PhD
It is becoming increasingly important to document that dental public health programs are not only effective but also cost-effective. This session will help attendees promote implementing and maintaining community water fluoridation (CWF) and school-based sealant programs (SBSP) in their community based on these interventions’ economic viability. We will discuss the estimated Return-On-Investment in community water fluoridation and school sealant programs using the most recent information on current caries rates and intervention costs. Speakers will 1) describe the findings of two recent economic models on the cost-effectiveness of these interventions for the U.S; 2) discuss barriers to their implementation and policies effective in reducing these barriers; and 3) introduce a tool to help SBSP demonstrate their impact and cost-effectiveness.

Two is Too Late: Increasing Access to Care for Young Native American Children
Bonnie Bruerd, MPH, DrPH; Rachel Hogan, DDS; David Coumoyer, BA
Native Americans experience the highest rates of oral disease of any group in the United States. By 2 years, nearly 40% of Native children have tooth decay experience. By kindergarten, about 75% of Native children have decay experience. This session will highlight strategies and approaches tribes in the Northwest are creating, adopting, and adapting to improve the oral health of the young children in their communities. Speakers will highlight strategies and a toolkit that 10 Northwest tribal dental programs are implementing to increase access for Native American children, with a particular focus on children from birth to 2 years. Participants will learn about how to implement strategies and make changes in dental clinics, engage medical and community partners, and support families in culturally appropriate, meaningful, effective ways. This session will also highlight how the strategies and tools can be adapted and implemented in other communities experiencing health disparities.

“The End of Big”: Adapting Health Communications to a Rapidly Changing, Decentralized Online Environment
Brittany Seymour, DDS, MPH; Matt Jacob, BA
Nicco Mele’s book, “The End of Big,” describes ways the Internet and social media have created a paradigm shift in how we govern, communicate, purchase music and books, and even find love. Public health communication must recognize and adapt to these disruptive changes as we move toward a hyper personalized digital society in which online social networks become the new “neighborhoods.” In this workshop, learn how the Internet and social networks are changing and decentralizing the ways information and misinformation spread and shaping public perspectives of important health successes, such as community water fluoridation. Participants will discover how evidence from the fields of computer science and business marketing apply to public health communication and successful message delivery. Practical tools, techniques, and strategies will be shared to guide participants on how they can adapt and adopt new approaches to enhance oral health literacy in a rapidly changing health communication environment.

Moving the Dial on School-Based Sealant Programs: New Findings on Barriers to Operations and Sustainability and a Blueprint for Improvement
Matt Crepin, RDH, MPH; Jane Koppelman, MPA; Beth Lowe, RDH, MPH
School-based sealant programs are a powerful way to reach low-income youth with the most clinically effective means for preventing decay. Yet, they exist only in a minority of low-income schools across the country. Panelists will present recommendations from a national workgroup on addressing challenges to program quality and sustainability as well as findings from a separate study on policy barriers that impede their growth. Key changes to Seal America: The Prevention Invention, an online guide for establishing school-based dental sealant programs, will also be presented.

Demonstrating a Return-On-Investment in Funding an Adult Medicaid and Medicare Dental Benefit: A New Perspective
Yara Halasa, DDS, MS, PhD; Cynthia Tschantz, PhD; Donald Shepard, PhD; Martha Dellapenna, RDH, Med
This session will discuss a project funded by the DentaQuest Foundation that explores socio-economic outcomes associated with not funding an adult Medicaid dental benefit, and the potential Return-On-Investment to states. Presenters will provide
an update on the exploration of 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 pathways for study. Dr. Halasa will share how 2011 National Health and Nutrition Examination Survey (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. Dellapenna will propose implications for use by state administrators, advocates, researchers, and other stakeholders.

The Emergency Department is No Place for Dental Care
Natalia Chalmers, DDS, PhD; Jane Grover, DDS, MPH; Vince Ford
For a growing number of Americans, hospital emergency departments (ED) have become the first line of treatment for dental care. This increasing use of ED for routine or preventable dental conditions is costing the healthcare system over $1.5 billion per year, an escalating concern for health-care policymakers. These costs are overwhelmingly billed to Medicaid or those without health insurance. Young adults and African Americans have the highest rates of ED visits for dental conditions. Treatment received in the ED is often palliative and ineffective, and the majority of patients return to the ED. Participants will learn about national and state trends in ED utilization for oral health care needs, with a focus on repeat visits and disparities. Policy solutions to these issues will also be discussed, including models for successful referral programs.

Using a Multilevel Model-Based Approach to Estimating Local-Level Oral Health Data
Xingyou Zhang, PhD, MS; James Holt, MPA, PhD; Paul Eke, PhD, MPH; Mei Lin, MD, MPH, MSc
To respond to the need for local level population health surveillance data and to inform and facilitate public health program planning and delivery, considerable research has been initiated and conducted by CDC recently on applying a innovative small area estimation (SAE) method—multilevel regression and poststratification (MRP) for generating local-level estimates of population health indicators. The MRP SAE approach offers a feasible, affordable, and flexible alternative method to direct surveys at local levels, which are usually unavailable or prohibitively expensive. This session will provide a brief overview of the methodological aspects of the MRP SAE approach and demonstrate selected SAE projects led by CDC. These projects used nationwide surveys including the Behavioral Risk Factor Surveillance System (BRFSS) and/or NHANES to estimate local-level health data, ranging from broad public health surveillance measures to specific oral health outcomes (e.g., untreated caries and periodontitis). The session will also discuss the strengths, limitations, and appropriate use of this SAE approach.
Pre-Conference Session Fees: You must pre-register for all Pre-conference Workshops.

(The fees for Saturday and Sunday Workshops do NOT include Conference Opening Reception)

Saturday, April 22, 2017
- Dynamic Group Facilitation ............................................... $75
- AACDP Nuts and Bolts (Students'/Residents' $45) ...................... $65
- AACDP Nuts and Bolts/Sym. combo (Students'/Residents' $135) ...... $195

Sunday, April 23, 2017
- ACDP Annual Symposium (Students'/Residents' $110) ............... $145
- Project Management .................................................................. $75
- Conducting a Successful Older Adult Survey ............................... $65
- Oral Health Advocacy at the Local, State and National Level: What to Expect and How to Succeed .................................................. $50
- Leadership Development – How to Be an Effective Leader .......... $25

NOHC Conference Sessions:

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<td>NOHC Full Conference (April 24-26) - Early*</td>
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*To qualify for early-bird rate, online registration must be completed by 11:59 p.m. CST, March 17, 2017. All other registrations must be completed by 11:59 p.m. CST, April 3, 2017.

ON-SITE REGISTRATION Fee is $835 and does not guarantee entrance to food functions.

**If you register as a non-member, AAPHD will offer you a complimentary membership through 12/31/2017.

***To qualify for the member rate, you must be a current member of either AAPHD or ASTDD at the time you complete your registration. All registrations will remain 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 and 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 ssstein@associationcentral.org

ABDPH Diplomates Dinner Registration
The Annual Meeting and Dinner of the American Board of Dental Public Health will be held Monday, April 24, 2017 at 6:30 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.

- Chimayo Strip Loin – Grilled strip loin with Chimayo rhubarb demi glaze served with crème fraiche and arugula Yukon gold mash and roasted baby carrots - $55.00
- Grilled Salmon – Grilled salmon topped with pineapple chimichurri served with pineapple Basmati rice and corn succotash - $56.00
- Vegetable Wellington – Array of fresh vegetables wrapped in delicate puff pastry and baked until golden brown accompanied by pineapple Basmati rice - $55.00

All selections above will include an Albuquerque House Salad, freshly baked rolls, lemonade or iced tea, coffee and Tazo hot tea upon request and Old fashioned chocolate cake for dessert.

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.
Local Information
Be sure to visit the Albuquerque Convention & Visitors Bureau website at www.visitalbuquerque.org. There you will find information on dining, entertainment, and other attractions, as well as maps and how to get around.

Lodging Info
While all of the pre-conference sessions, Sunday evening’s Opening Reception, and conference sessions will be held at the Albuquerque Convention Center, a block of rooms has been reserved at two host hotels for conference attendees. The room rates are at the federal per diem of $91 single occupancy, $111 double occupancy at the DoubleTree and $89 single/double occupancy at the Hyatt. 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 currently 13% for both hotels.

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 cannot guarantee government rate will be obtained.
• Reservations will be made on a first-come, first-served basis prior to Wednesday, March 29, 2017.

AUTOMOBILE PARKING: Self parking is available for $12/day at the Doubletree subject to availability and rate change. Self parking and valet parking is available to Hyatt hotel guests at the prevailing daily rates.

Ground Transportation to/from Albuquerque International Sunport
There are several ground transportation options available from Albuquerque International Sunport via:

• Sunport Shuttle - https://sunportshuttle.com
  For Reservations: (505) 883-4966 - (866) 505-4966
  Sunport Shuttle Kiosk is conveniently located inside the airport ground level across from Southwest Baggage Carousel #3. You must check in at the kiosk before going outside.

• American Limousine - (505) 877-7576
• Albuquerque Cab Company - (505) 883-4888

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 has once again committed to the use of a mobile app for the 2017 NOHC. 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.

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-U.S. Residency Registration Policy
For those who reside outside the continental U.S. and wish to attend the NOHC, credit card payment in full is required. Any registration not paid for with a credit card before April 3, 2017, is not a confirmed registration and will be subject to an $835 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, Monday, April 3, 2017, 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 3, 2017, will be refunded minus a 20% administrative fee.
• Cancellations received April 4, 2017, 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.