



January 22–25, 2023 | The Wigwam | Litchfield Park, AZ

AGENDA

Sunday, January 22

4:00 – 6:00 p.m.

Registration

6:00 – 8:00 p.m.

Welcome Reception and Land Acknowledgment

Stop by to reconnect with familiar faces and meet others while you enjoy drinks, hors d'oeuvres and, most of all, the fellowship of your peers.

Monday, January 23

7:00 – 8:45 a.m.

Registration

7:30 – 8:30 a.m.

Networking Breakfast

8:30 – 9:00 a.m.

Opening Devotion and Welcome

- Pastor Mark Huber, Sanctuary Church (Marshfield, MA)
- Alesia Frerichs, Vice President of Member Engagement, Lutheran Services in America

9:00 – 9:20 a.m.

Leadership Insights: The Evolving Workforce

Changing workforce demographics and worker preferences are forcing many organizations to reconsider workforce strategy. In this TED Talk-style format, leaders from across the network share what they are doing, what they hope to do, and their ideas for what could be.

Moderator:

- Paul Osterman, PhD, Nanyang Technological University (NTU) Professor of Human Resources and

Management at the MIT Sloan School of Management

Panelists:

- M. Sloan Bentley, President and CEO, Lutheran Life Communities
- Chris Tonniges, President and CEO, Lutheran Family Services of Nebraska
- David Trost, President and CEO, St. John's United

9:20 – 10:45 a.m.

The Evolving Workforce: Who Is Working and Where? Who Is Staying and Why?

Keynote Speaker:

- Paul Osterman, PhD, Nanyang Technological University (NTU) Professor of Human Resources and Management at the MIT Sloan School of Management

From worker shortages and rising wages to increased competition, demands of the workforce will be a continuing issue for many years to come. Hear from a leading workforce scholar on what to expect now, whether it's technology or the gig economy, what challenges to plan for in the future, and innovative ways organizations are engaging, retaining and upskilling the workforce.

10:45 – 11:00 a.m.

Break

11:00 a.m. – Noon

The Evolving Workforce: What Are People Doing About It and How? (cont.)

- Paul Osterman, PhD, Nanyang Technological University (NTU) Professor of Human Resources and Management at the MIT Sloan School of Management

Noon – 1:15 p.m.

Networking Lunch

1:15 – 2:30 p.m.

Future of the Fastest Growing Sector with the Slowest Growing Workforce

Keynote Speaker:

- Jodi Sturgeon, President and CEO, PHI

To meet rising demand, the direct care workforce needs to add more new jobs than any other sector in the U.S.

economy. Get insights into cutting-edge research on the direct care workforce and what needs to happen to ensure that human service organizations provide quality human services into the future.

Moderator:

- Jodi Sturgeon, President and CEO, PHI

Panelists:

- Marian Baldini, President and CEO, KenCrest
- Shelley Kendrick, President and CEO, Ecumen
- Joy Ryan, President and CEO, Dakota Boys and Girls Ranch
- Patrick Thueson, President, Lutheran Social Service of Minnesota

2:30 – 2:45 p.m.

Break

2:45 – 3:30 p.m.

Future-Ready: What's Next for Your Organization?

- Trista Harris, President of FutureGood

Join futurist and author Trista Harris as she shares how leaders are targeting present-day actions and using futurism tools to guide leaders to develop focused strategies, target the disruptions of today and prepare their organizations to meet the evolving needs of the future.

3:30 – 4:15 p.m.

Member Panel Discussion: Future-Ready: What's Next for Your Organization?

Moderator:

- Héctor Cólón, President and CEO, Lutheran Social Services of Wisconsin and Upper Michigan

Panelists:

- Adam Marles, JD, President and CEO, Lutheran Senior Services
- LaSharnda Beckwith, PhD, President and CEO, Lutheran Social Services of Southern California
- Keith Jones, President and CEO, AbleLight

4:15 – 4:45 p.m.

Networking, Reflection and Devotion

- Pastor Mark Huber, Sanctuary Church (Marshfield, MA)

- Luanne Fisher, PhD, President and CEO, Liberty Lutheran

The challenges of the past three years have meant many new faces have joined our network. Join us for an engaging speed networking opportunity to make new connections and renew old friendships as we reflect on our first day together.

6:00 – 6:30 p.m.

First-Time Attendee Welcome Reception

Sponsored by Portico Benefit Services and Mission Investment Fund

Inviting first-time CEO Summit attendees to join us for a special meet-and-greet event.

6:30 – 7:00 p.m.

Open Reception for All

Sponsored by Portico Benefit Services and Mission Investment Fund

All other attendees are welcome to join in.

7:00 – 9:00 p.m.

Group Dinner

Sponsored by Portico Benefit Services and Mission Investment Fund

Let's unite as a caring and trusted group to network with peers and introduce new CEOs.

Tuesday, January 24

7:00 – 7:30 am

Registration

7:30 – 8:30 a.m.

Networking Breakfast

8:30 – 8:45 a.m.

Devotion

- Pastor Mark Huber, Sanctuary Church (Marshfield, MA)

8:45 – 9:15 a.m.

Leadership Insight: Balancing Disruptions and Strategy

Mergers and acquisitions. Recession and inflation. Growing demand and decreasing margins. These are a few of countless disruptive factors that CEOs must juggle as they lead their organizations into the future. In this TED Talk-style format, hear from experienced leaders as they share what's top of mind and how they are planning for what's next.

Moderator:

- Trista Harris, President, FutureGood

Panelists:

- Kevin McFeely, President and CEO, eliseo
- Tim McNeil, Chief Operating Officer and Founding Member, Freedmen's Health
- Linda Norman, Chief Financial Officer, Vice President of Administration, Mission Investment Fund of the ELCA
- Linda Timmons, President and CEO, Mosaic

9:15 – 10:15 a.m.

Future-Ready: Balancing Disruptions and Strategy

- Trista Harris, President, FutureGood

Creating strategy in the face of disruptors requires strategic clarity and adaptive approaches. Hear how future-ready CEOs stay on top of promising new trends, assess disruptors and prepare for the coming realities that will impact their communities.

Discover innovative frameworks for CEOs to strategize, innovate, and iterate for what's next.

10:15 – 10:30 a.m.

Break

10:30 – 11:00 a.m.

Future-Ready (cont.)

- Trista Harris, President, FutureGood

11:00 a.m. – 12:15 p.m.

Panel Discussion and Wrap-Up: Innovative Partnerships to Advance Strategy

Moderator:

- Trista Harris, President, FutureGood

Panelists:

- Angela Bovill, President and CEO, Ascentria Care Alliance
- Michael Loo, President and CEO, Upbring
- Carol Roberts, PhD, President and CEO, Lutheran Social Services of Northern California

12:15 – 1:45 p.m.

Networking Lunch, Annual Meeting and Leadership Recognition Awards

- Darrell Gordon, President and CEO of Wernle Youth & Family Treatment Center, and Chair of the Lutheran Services in America Board of Directors
- Charlotte Haberaecker, President and CEO, Lutheran Services in America

Join us for our 2023 Annual Meeting where Member CEOs will vote on Lutheran Services in America board members and our FY 2024 budget.

Plus, we'll celebrate with a special ceremony to announce the winners of our Annual Awards that honor members for their exceptional work, extraordinary leadership and exemplifying our core values.

Note: We need your attendance promptly at 12:15 p.m. so we have a quorum for voting.

2:00 – 3:30 p.m.

Catalyst Round Tables

At Lutheran Services in America, we work to create unique opportunities to engage with thought leaders and industry experts in meaningful ways. This year, we are offering three compelling breakout sessions.

Roundtable #1: Medicaid Managed Care, Medicare Advantage and Value-based Payments: How Do They Work and Are They Financially Viable?

As Lutheran social ministry organizations, we know that the social and economic conditions in which people live and work have a significant impact on their health and well-being. Our network provides a critical system of support to people in our communities by addressing these social determinants of health, which include safe and affordable access to housing, transportation, healthcare and more.

Our success depends on finding new opportunities that address the shortfall in reimbursement and recognize the value we provide to the community. In this session, we'll give you first-hand access to engage with a field of experts who will explore areas of opportunity, the roadblocks that lie ahead and how exemplar organizations are testing the waters.

Moderator:

- **Chris Tonniges**, President & CEO, Lutheran Child and Family Services of Nebraska

Panelists:

- **Tim McNeill, RN, MPH**, Founder, Freedmen's Health
- **Andy McMahan**, Vice President of Community Engagement and Investment, UnitedHealthcare
- **Carol Roberts**, President & CEO of Lutheran Social Services, Northern California
- **Craig Patnode**, CEO, Simply Connect

Roundtable #2: Strengthening Families to Help Children Thrive

The intersection of the COVID-19 pandemic, economic recession, racism, police violence and more has taken an overwhelming toll on Americans in recent years, but it has disproportionately impacted the lives of Black, Brown, Indigenous and New American children and their families. Ensuring that all families have access to the supports they need are key goals of funding mechanisms such as Medicaid managed care, FFPSA, SAMSA and others. Join this discussion as we explore innovative ways we can work together towards a future where all children and families in the U.S. thrive.

Moderator:

- **Rev. John Moeller Jr.**, President & CEO, Inspiritus

Panelists:

- **Cheryl Fisher**, Vice President, Business Development (Foster Care and Child Welfare Programs), Centene
- **Allison Lowery Palmer**, JD, Children's Bureau Senior Advisor, Office of the Associate Commissioner
- **Phil Scarpelli**, Chief Executive Officer, Brevard Family Partnership Family of Agencies
- **George Trauner**, CEO, Bethesda Lutheran Service

Roundtable #3:

Staffing Challenges & Solutions: How social ministry organizations retain, recruit, and onboard employees in light of today's rising costs and staffing challenges while preparing for tomorrow.

As Lutheran social ministry organizations, we have the opportunity to create a culture and community that

inherently drives success in the areas of recruitment, retention, and employee satisfaction. In this session, we will discuss the financial and staffing challenges our organizations face and how they impact our mission. We will explore related topics such as rising costs, employee compensation, and benefits. We'll also share our strategies and success stories in managing through the recent adversity with an eye on future challenges. Join our conversation to hear from some of our preeminent CEOs and to share your own experience as we face today and become future-ready!

Moderator: Rev. Jeff Thiemann, President and CEO, Portico Benefit Services

Panelists: Ted Goins, President and CEO, Lutheran Services Carolinas; Mark Stutrud, President and CEO, Lutheran Social Services of Illinois; Reier Thompson, President and CEO, Missouri Slope Lutheran Care Center

4:00 – 5:30 p.m.

One-to-One Walks

New and experienced CEOs are matched together for a short conversation to discuss issues, share ideas and foster relationships.

7:00 p.m.

Networking Dinner (optional)

Join us for a networking dinner (participants cover their own meal costs) with your fellow CEOs. We will meet in the hotel lobby at 7:00 p.m. and travel to the restaurant together.

Wednesday, January 25

7:00 – 8:30 a.m.

Registration

7:30 – 8:30 a.m.

Networking Breakfast

8:30 – 8:45 a.m.

Devotion

- Pastor Mark Huber, Sanctuary Church (Marshfield, MA)

8:45 – 9:30 a.m.

Panel Discussion and Wrap-Up: Fostering Future-Proof Boards

Moderator:

- Pam Knecht, President of Accord Limited

Panelists:

- Damyn Kelly, JD, PhD, President and CEO, Lutheran Social Services of New York
- Eric Gurley, President and CEO, Immanuel Communities
- Connie Phillips, President and CEO, Lutheran Social Services of the Southwest

9:30 – 10:30 a.m.

Building a Future-Ready Board

Keynote Speaker:

- Pam Knecht, President and CEO, Accord Limited

As the world around us changes, what is your board doing to anticipate, adapt and evolve? Explore how CEOs future-proof their boards, fostering an environment of learning, strategic thinking and innovation.

10:30 – 10:45 a.m.

Break

10:45 a.m. – Noon

Building a Future-Ready Board (cont.)

Noon – 1:30 p.m.

Closing Lunch, Open Forum and Benediction

Let's get together as the CEO Summit draws to a close with a discussion of participant-driven topics. Box lunches will be provided.

- Pastor Mark Huber, Sanctuary Church (Marshfield, MA)
- Charlotte Haberaecker, President and CEO, Lutheran Services in America