



Save the Dates

Winter Marketplace
 December 10-12, 2010
 Las Vegas, NV

**Annual Convocation
 and Exposition**
 April 29 - May 3, 2011
 New Orleans, LA

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From the Chair

Dear Colleagues in the Most Honorable Profession,

Wow, do I have a lot on my plate or what? I just returned from a company annual meeting all jazzed up about the projected changes forthcoming with health care reform. The federal surveyors finally exited the building after a surprise visit following the state survey. My boss just called asking why our census numbers had dropped this month. I opened my mail to an EEO complaint from one of my employees and a resident is sitting outside my office upset with her recent bill. This isn't even a Monday, but a Friday morning one hour into my work day. Gosh, I love my job and it's only 3 days until Monday!



I bet this story is not uncommon with many of you working in the senior health and housing ministry. It still occurs, while hopefully on a less frequent basis, to those of us who have served in this capacity for many years. Yet we persist, unfettered and determined to continue to serve and care for our residents and staff members. I also know that we often question ourselves on these rare occasions, why do I keep trying to do my best when so many obstacles are thrown in my way? I am quite sure the answers to this question would be pretty similar to seasoned leaders. We love what we do. We love the ability to impact lives in a positive way on a daily basis. The continuing influx and changes in the regulations and payment systems are nothing more than challenges to which we will find solutions. Resident and staff complaints are flags for improvement. Census fluctuations are opportunities for team growth. Fridays signal a short hiatus until Monday begins. I can't wait!!

I had a mentor several years ago who fashioned this statement that will stick with me for life—"Only three days until Monday". He was serious and excited about that fact. Mondays were not looked at negatively because he loved his vocation and the ministry he served. There were some days he would like to forget, but always remembered that the very next moment could be that opportunity to be a positive difference in someone's life. He did not have the time or energy to worry incessantly about surveyors or regulations. These thoughts would distract him from seeing opportunities to serve his staff and residents. He would always tell me to keep my eyes on the light of the vision and to put on blinders to those who cry 'we can't do this' or 'won't do this' or 'here we go again'.

The value of mentoring is priceless with often minimal costs of time or resources. The fact that we are all potential mentors is true whether we realize it or not. In our roles as leaders, we are looked to for direction and inspiration. Our staff and residents see us on a daily basis and observe our every behaviors and words. So, how do we look? We have numerous new leaders and administrators-in training that need mentors not just facilities to "do their time in". So how do we look? Are these new leaders given the hopes and aspirations of the 3 days until Monday or the TGIF approach?

The College is in a unique position to focus on this art of mentorship because we promise to grow and fashion the best and most qualified leaders in senior health and housing. We advocate leaders of the highest integrity and ethical behavior. However, all too often we fail our newest colleagues and leaders because they lack the mentorship that bridges the gap between college, internship and that first job. Too often they are thrown to into the field with little or no support in a rural facility with very little support. The College is and can expand on being

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President's Message



Dear Colleagues,

The American College of Health Care Administrators (ACHCA) is a 501 (c) (3) membership organization that serves 2,500 professional members nationally and through its chapter and district network. Members include both experienced and novice nursing home and assisted living administrators, corporate

leaders, students, associate and affiliate members. ACHCA membership belongs to the *individual* regardless of the setting in which that individual practices their profession.

One of the most significant challenges we face as a professional membership association is to provide value to our members. Each member has to know “what is in it for me” if I belong to ACHCA so that their membership will be sustained over the course of their professional career. Each member connected to other members, within their chapters, districts, and national association, helps to ensure our commitment to promoting excellence in leadership among long-term care administrators.

Over the years, however, there have been some threats to professional membership associations and their unique identities. One such threat is the perception, by some, that the industry provider associations are competitive sources of information and education, forcing some individuals to make choices in where and how they access industry education and information. Given that provider association constituents are state affiliates and that ACHCA's constituents are its *Individual* members, there may be opportunities for collaboration between state affiliates and state chapters to ensure their constituents' education and information needs are met.

The ACHCA preamble helps to clarify the uniqueness of missions between a provider and professional association:

Preamble: The members of ACHCA are leaders *within* the profession. They:

- are committed to providing comprehensive health, personal, and social services for persons who require various therapeutic, protective, and supervised environments *with an emphasis on long-term care, in order to improve the quality of care provided for those they serve;*
- adhere to a professional Code of Ethics; and
- are dedicated to advancing leadership excellence across the continuum of health care administration *through education, research and professional development and achievement*

ACHCA not only identifies long-term care leaders, recognizes them and supports them but also advocates for them and promotes professional excellence among them. All of this is accomplished through a network of services and functions:

- Chapter, district and national networking and mentoring
- Peer2Peer resource list serve, including the Yahoo Group library of long term care articles and resources
- State of the art continuing education including:
 - ◇ National educational conferences of the highest caliber including Annual Convocation, Winter Marketplace, and the Summer Leadership Conference
 - ◇ Online services including: State of the art webinars, online magazine self studies, CE testing and book studies.
 - ◇ Chapter and district education
- Professional advancement and credentialing opportunities:
 - ◇ Professional certification programs in both nursing home and assisted living administration (CNHA, CALA). Some states recognize ACHCA's CNHA program which, in many cases, “fast track” administrator eligibility for licensure in that state. This level of administrator licensure flexibility is of great benefit to multi state, multi-facility long term care corporations. For a list of states that offer some level of recognition for professional certification, [click here](#);
 - ◇ Advancement to Fellow: the FACHCA credential represents the highest level of ACHCA membership;
 - ◇ The Awards program provides recognition for leaders in long term care.
- ACHCA website is scheduled to be re launched in November 2010. Rich resources are available including:
 - ◇ Links to ACHCA chapters, bylaws and the strategic plan;
 - ◇ ACHCA's Principles of Leadership Excellence which is an evolution from the ACHCA Standards of Practice in 2004. The Principles are based on the philosophy of person-centered care and had input and feedback from many of the culture change leaders in LTC;
 - ◇ The ACHCA Code of ethics, which has been endorsed by the NAB;
 - ◇ Industry research;

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Messages Continued

(From the Chair - continued from page 1)

that bridge. Membership promises access to a network of peers who are there at a moments notice through our Peer-2-Peer network and are often just a phone call away, if we know about ACHCA or are familiar with its benefits. That is part of mentoring.

I am thankful our Academy for Long Term Leadership has decided to make this their focus for the upcoming year. I hope you will take part in their initiative in whatever way you see fit, whether it is part of working committees, making a donation to the Academy or taking on a mentorship role.

Our educational conferences are also an excellent way to be present to our newer members in a mentorship role as we all share stories of support or network problem solving. Sometimes it is just a simple ask from you to have a newer member join your dinner plans or social outings. I hope to see many of you, my mentors, at our upcoming Winter Marketplace Meeting in Las Vegas and our 45th Annual Convocation in New Orleans next year.

Remember, it's only 3 days until Monday. Thanks for what you do everyday!!!

Sincerely,



Timothy C. Dressman, CNHA, CALA, FACHCA
Chair, ACHCA Board of Directors



(President's Message - continued from page 2)

- ◇ Member discounts and benefits: Affinity partners provide our members and ACHCA with significant discounts and benefits on products and services. For more information about our affinity partners and member benefits, [visit our web site.](#)
- Member communications including:
 - ◇ A bi-weekly E-news, member only newsletters and alerts.
 - ◇ ACHCA members are eligible to receive complimentary copies of each of the following magazines/journals: *Long Term Living and Caring for the Ages*
 - ◇ Found on [Facebook](#) and [Twitter](#)
- National Connections:
 - ◇ Our own Academy of Long Term Care Leadership and Development links ACHCA to leadership development, nationally;
 - ◇ Representation at long term care industry stakeholder tables such as the Advancing Excellence Campaign (Founding Member since 2007), Centers of Excellence in Assisted Living (CEAL), The Long Term Care Professional Leadership Council, and invitational meetings (Governmental meetings, trade and professional associations, etc.)

Given this list of ACHCA member programs and services, each individual has the opportunity to review their personal "what is in it for me" membership value proposition. It is hoped that each member will clearly see that membership benefits and discounts more than cover the costs of membership. More importantly, it is hoped that the ACHCA member takes pride in demonstrating a commitment to the public, enhancing the profession while gaining personal satisfaction, professional achievement and employer recognition. For more information about ACHCA memberships, [click here.](#)

In behalf of the ACHCA Board, thank you for your continued support to ACHCA!



Marianna Kern Grachek, CNHA, CALA, FACHCA
President and CEO

Feature Article

Appreciative Inquiry 101: A Primer for LTC Leaders *Joanne L. Smikle*



Appreciative Inquiry is a systematic process for engaging people within the organization to move it beyond its present capabilities towards a preferred future. It is an organizational effectiveness strategy that is collaborative and generative in nature. The concepts were originally developed by David Cooperrider, Ph.D., during his doctoral research at the Cleveland Clinic. Cooperrider believes that organizations are not compilations of problems; rather mysteries and miracles that are constantly unfolding.

Cooperrider's model uses a cycle of 4-D's. They are as follows:

1. **Discover** the successes, processes and practices that are stellar.
2. **Dream** of what will work well in the future.
3. **Design** creative, innovative structures to make the dream become reality.
4. **Deliver** or implement the design.

This model is deceptively simple. While it appears that you just pull together a group of stakeholders and ask them to hash out each of the 4-D's, quite a bit more is required.

First, in designing your Appreciative Inquiry intervention, you must commit to hearing from a full-range of stakeholders. In long term care, this involves hearing from patients, families, vendors, suppliers, staff, shareholders, regulators, physicians, managed care providers, volunteers, hospice workers, etc.. The collaborative nature of the process requires a commitment to hearing from diverse and often competing groups that ultimately shape this industry.

Second, anyone entering into this process must be comfortable with the unknown. There are no prescriptions for the dreams people will put forward. Leaders who embark on this journey have to accept that they cannot control this generative process or the outcomes. Dominant leaders will naturally shy away from this process because it necessarily disrupts what is known and accepted with the provocative propositions inherent in the process.

What possibilities does Appreciative Inquiry present for the long term care industry? It could completely revolutionize care. Imagine a facility that is not only deficiency-free at survey, but is also receiving quality awards and accolades from families. Tapping into the latent innovation in individual facilities, management companies and corporations can deliver those rewards. Appreciative Inquiry could perhaps unearth the secrets to healthy retention of the very best care providers. Using the approach Cooperrider presents could enable companies to spend more time

on developing rather than disciplining people. Making a transition this dramatic would require a commitment in thought, and abandoning the mind-set that is coupled with deficit-based communication and deficit-based problems solving. Appreciative Inquiry focuses on the possibilities, not the problems.

If you would like to test the power of Appreciative Inquiry, begin with a small-scale dilemma. One of my long term care clients decided that it would be best to begin by just testing the viability of the concept rather than embarking on a complete intervention. This CEO used the basic premise that language creates to formulate the annual performance discussions with senior managers.¹ While they expected the conversation and the evaluation to focus on their deficits, they were surprised to be greeted with a conversation about successes and accomplishments. Their goals were all embedded in how to get more of the successes they had created in the last year and on how to enlarge themselves professionally. This turned out to be a tricky endeavor because there were a small number of senior managers who had few, if any, successes. However, the use of affirmative language and propositions opened up honest discussion about these individual's dreams for themselves and the organization.

Another health care organization decided that conducting an Appreciative Inquiry that addressed the whole organization was too big an endeavor to pursue. They opted instead to test an appreciative approach to mandatory staff development training. The entire course was designed around appreciative propositions about excellent service and patient care. The response to the training was almost overwhelming. Staff loved being involved in something that was so tremendously positive and affirming. As they monitored behavior to test training transfer, they were pleasantly surprised to see consistent demonstrations of the competencies taught through the appreciative format.

Appreciative Inquiry presents a positive framework for addressing dilemmas that plague leaders in long term care. While it is an approach that is dramatically different from the deficit-based, problem-centered models to which most are accustomed, it has tremendous potential for finding your buried talents. Try it first on a small issue. Pay attention not only to outcomes, but also to

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Feature Article

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the energy and engagement that it generates.

Joanne L. Smikle provides insightful consulting and leadership education to long term care organizations. She specializes in leadership development, collaboration and customer satisfaction. Visit www.smiklespeaks.com for articles and resources. She can be reached at joanne@smiklespeaks.com or 301.596.340.

¹ Social Constructionism is one of the theoretical foundations of Appreciative Inquiry. It teaches that language is a powerful means of creation. Language does not simply reflect or describe the world around us, instead it creates our reality and experience of that world.

Volunteers Needed for Winter Marketplace

To make Winter Marketplace 2010 a truly unique experience, we're seeking the help of key volunteers. If you are willing to help in one or more of our volunteer opportunities, please take a moment to complete [this form](#). Please indicate all of the activities and time slots that are of interest.

If you are interested in monitoring educational sessions, please study the [Winter Marketplace schedule](#) at our website prior to completing the form. You will be in attendance for the entire educational sessions in which you are volunteering, so you can earn CE as a monitor.

Once we've received everyone's responses, we will create a master schedule and circulate it to all volunteers.

Thanks for your assistance in making Winter Marketplace an extraordinary event!



Earn 15 CEUs/CNEs
Advance Registration ends November 2nd.
Visit www.achca.org to register today!

Top 5 Reasons to Attend Winter Marketplace

1) CONNECT WITH YOUR PEERS IN LONG TERM CARE

An opportunity to network with hundreds of your peers. Make new contacts and renew old friendships with people who really understand what it means to work in long-term care today.

2) LEARN ABOUT THE NEWEST INNOVATIONS

Tabletop exhibitors and Models of Excellence presenters will demonstrate what products and services are available to make your job easier.

3) ADVANCE WITH 15 HOURS OF CEU/CNE

Choose from a wide variety of educational sessions and earn up to 15 continuing education credits. Gain knowledge to augment your professional certification and to learn what is new in long-term care. [Click here](#) to view the Schedule At-A-Glance.

4) ACTUALIZE YOUR ACHCA EXPERIENCE

Come away refreshed and ready to face your work with renewed enthusiasm. While you're learning, enjoy and visit some of the abundant entertainment options Las Vegas has to offer.

5) LEAD BY EXAMPLE

Discover resources that will empower you to maximize your leadership potential. Share your leadership insights with your peers - and perhaps serve as a leader in your field.



Advancing Excellence in America's Nursing Homes Campaign

As Advancing Excellence marks a year from the launch of Phase 2, there are now over 6,600 nursing homes participating. Out of the participating homes, 4,724 are Charter members and over 1,400 are new participants. Four states have already reached 100% nursing home recruitment including Arkansas, Georgia, South Dakota, and Rhode Island. Several other states are very close! The focus goal areas of the 6,600 participating members are..

- Goal 5 -Pain Prevention (including 5A- long stay and 5B- short stay)
- Goal 4 - Prevention & Treatment of Pressure Ulcers
- Goal 7 - Resident/ Family Satisfaction

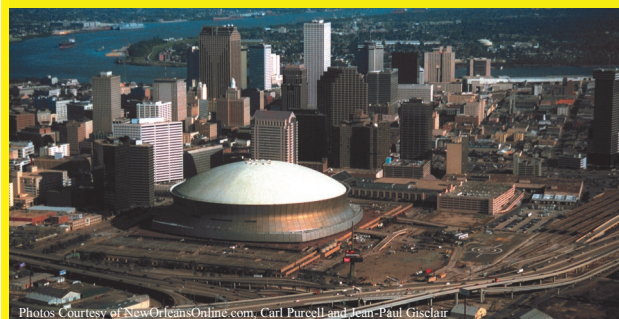


There are invaluable resources available at the [Advancing Excellence website](#). Some of the resources include:

- A general overview of recommended considerations when [selecting a survey tool](#) for either the staff with your organization or residents/families.
- Existing [resident/family satisfaction survey tools](#) are reviewed and explained. Information on how to get the tool is included.
- Existing [staff satisfaction survey tools](#) are reviewed and explained. This tool gives several examples of tools as well as extensive literature review on the findings from staff satisfaction surveys conducted across the country.
- Implementation guides for [assessing resident/family](#) and [staff satisfaction](#) are also available on the Advancing Excellence website.
- Fact sheets for consumers explaining [family/resident](#) and [staff satisfaction](#) are available.
- Fact sheets are available for CNAs explaining both topics are available as well. The fact sheets are designed to support your efforts to improve [resident](#) and [staff satisfaction](#). You can customize the fact sheets to meet your facility's goals and targets.

It is still not too late to join the campaign. Visit the [Advancing Excellence website](#) to join today!

ACHCA is a founding member and active partner in the Advancing Excellence in America's Nursing Homes Campaign.



Photos Courtesy of NewOrleansOnline.com, Carl Purcell and Jean-Paul Gisclair



45th Annual Convocation and Exposition

April 29 - May 3, 2011
New Orleans, LA

**Leadership Excellence:
Exceeding Expectations**

Registration and program
information coming soon!
www.achca.org

Highlights from the 2010 Summer Leadership Conference

My Thoughts About the 2010 Summer Leadership Conference *By Anthony J. Restaino, FACHCA*

This year's Summer Leadership Conference was held from August 2nd through August 6th, 2010 in one of the most beautiful places in the world: Bermuda!

The excitement starts on the plane when you see the island in the distance. As you get closer to Bermuda, the ocean gradually turns from a deep blue to turquoise. From the moment you hit the ground, the experience has begun.

Each year, the Summer Leadership Conference provides a specific focus on self development. All disciplines can benefit from this conference. The attendees are diverse and range from Administrators, Facility Owners, Executive Directors, Nursing Executives and even a couple of industry suppliers. This year, the program was presented by Stephen Taylor from STA Coaching located in Toronto, Canada. The program highlighted both good and bad leadership strategies and led to many thought-provoking discussions

The majority of the discussions are conducted in small, intimate groups and all opinions are welcomed. Interactions between participants and the presenter are encouraged and lends to free, open, and honest discussions. All participants leave this conference with a sense of fulfillment and accomplishment.

When trying to capture the essence of the Summer Leadership Conference in Bermuda, one just need ask the program's coordinator, Larry Slatky. "Bermuda is one of the most beautiful places in this universe and joining with my colleagues every year makes this a truly unique professional development experience".

Make plans to join us for the 2011 ACHCA Summer Leadership Conference!



Attendees are hard at work on their first day of the leadership conference.



All Summer Leadership Conference attendees gained useful strategies to improve the quality of their work environments.



Stephen Taylor revitalizes attendees by giving them strategies to improve work ethic and cooperation among employees.

Call for Awards

Do you know someone in LTC who should be recognized for their outstanding work? It is not too early to nominate them for a 2011 Award. In 2011, awards are available in the following areas:

- **Distinguished Nursing Home Administrator** - recognizes a Fellow of ACHCA who has demonstrated the highest professional standards as an administrator in long term care.
- **Distinguished Assisted Living Administrator** - recognizes an Assisted Living Facility administrator who has made extraordinary commitments to ACHCA's mission to be the leading force in promoting excellence in leadership among long term care administrators.
- **Distinguished Service to ACHCA Award** - recognizes an ACHCA Fellow who has demonstrated distinguished service to ACHCA and leadership within the profession of long term care administration.
- **New Administrator Award** - recognizes a member who has been a practicing administrator for five years or less, and who has demonstrated exceptional commitment and potential as a leader, innovator and motivator in long-term care and in The College.
- **ACHCA Outstanding Member Award** - recognizes members who have made extraordinary commitments to ACHCA's mission to be the leading force in promoting excellence in leadership among long-term care administrators.
- **Public Service Award** - recognizes an individual who has promoted positive public awareness related to the field of long term care.
- **Education Award** - recognizes an individual for educational program(s), seminar(s), or workshop(s) that, because of their content, innovative approach, or other special components, have made an outstanding contribution to education in long term care.
- **Journalism Award** - recognizes an individual or organization for excellent journalistic achievement representing fair and accurate content related to the long-term care industry during the twelve months prior to the submission of the award nomination.



For more information about the 2011 Call for Awards & Scholarships Nomination, [click here](#).

Chapter Excellence Awards

Is your ACHCA chapter planning to apply for a Chapter Excellence Award in 2011? It is time to set your goals and plan your strategy for success. Some areas of achievement you may want to consider are:

- Membership recruitment
- Membership retention
- Member communications
- Chapter education
- Student involvement
- Chapter member professional advancement



The ways in which your chapter can achieve are by no means limited to the above!
[Click here](#) to access the Chapter Excellence Awards Application.

Salute to Veterans

ACHCA would like to extend a special thank you to all of our ACHCA veterans.
Please email news@achca.org if you are a veteran and would like to be recognized at our annual Convocation.

Paul Andrella
Michael Barry, CNHA
Karen Cox
Lydia Cristobal
Natacha Delince
James Dodd
Tim Dressman, CNHA, CALA, FACHCA
David Galloway
George Giblin
Marianna K.Grachek, CNHA, CALA, FACHCA
Keith Heuser, CNHA, FACHCA
Terry Leno
David Metheny
Charles Robinson Jr., CNHA, FACHCA
Steve Salomon
Drew Vogel, CNHA, FACHCA
Fred Watson, FACHCA
Randy West

*"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."
- John F. Kennedy*

Book Reviews & Article Submissions

ACHCA is looking for **book reviewers** and **authors** to contribute reviews and leadership articles for the *Long Term Care Continuum* newsletter.

Book review forms are available and are quick and easy to complete. If you are interested in becoming a book reviewer, email news@achca.org.

For questions about article submissions or to submit an article, email news@achca.org. All articles are reviewed by our Editorial Review Panel for inclusion in our newsletter.

Please note: reviews and articles may be edited for length to fit available space.

Chapter & Member News

Chapter News

The **Connecticut Chapter** will hold their Annual Conference and Trade Show on Wednesday, November 10, 2010. [Click here](#) to learn more!

The **New England Alliance** will hold their Winter Regional Conference on January 20 - 21, 2011 in Woodstock, Vermont. 9 CEUs will be offered.

Member News

Michelle Carney FACHCA, Administrator at Bickford Health Care Center in Windsor Locks CT recently shared with ACHCA about an incredible resident of her facility who recently passed away. Henry Molaison, known simply as *H.M.*, underwent brain surgery to correct a seizure disorder which resulted in loss of short term memory. Known as the 'man who couldn't remember', Henry's case has been studied by scientists around the globe and has contributed more to the study of amnesia than any other in the history of neuroscience. There will be a book published about Henry at the end of the year. To learn more, please contact Michelle Carney at mcarney@shcmg.com.

Philip Jean, CNHA was recently promoted to Vice President of Operations with North Country Associates, a large Maine-based skilled nursing and rehabilitation, long-term care and assisted living health care provider. Congratulations Phil!

Phyllis Wiburn, CNHA, FACHCA was recently appointed as Chair of the Membership, Chapter, District Development Committee (MCDD). Congratulations Phyllis!

Share Your News

New job? On the move? Chapter Event?
Share news with your peers in both ACHCA
eNews and *LTC Continuum*!
Submit news items to news@achca.org.

Donations

All gifts, memorials, and tributes received by ACHCA are gratefully acknowledged. They honor the individual in a special way and enable ACHCA to fulfill its mission. This issue acknowledges donations received between June 1 and September 30, 2010. Donations received after September 2010 will be acknowledged in a subsequent issue of *Continuum*. [Click here](#) for information about supporting The College.

James Berg
Daniel Cavolo
Phillip Crawford
Mark Finkelstein
Angus Green
Stephen Gruchacz
James Holland
Steven Kaban
Maria Lapid
Kevin McMahon
Edna Mae Olufson-Smith

Jeanette Reichner
Kenneth Reynolds
Rhode Island Chapter
Gary Riffe
Raymond Schumacher
Moyna Temple
Marion Thisse
Nicholas Thisse
Mark Tobin
John Waldron
Steven Wolf

Update Your Contact Information

Are you receiving eNews and hard copy information from ACHCA? If not, we don't have your current contact information. Send an email to membership@achca.org or call (202) 536-5120 with your current contact information so that we may update our records!

Membership Renewal

As a member of ACHCA, you receive **discounts** on your registration for Winter Marketplace, Convocation and other educational offerings.

This is just one of many [benefits](#) you receive as a member. [Renew](#) your membership today to continue receiving these benefits. If you have questions about your membership or renewal date, email membership@achca.org

Member Updates

New Certified Administrators (July 2 - September 30, 2010)

Joshua Crisp, CALA
Leilani Eichman, CNHA
Mary Ellen Dunham, CALA
Ted Eliopoulos, CNHA
Judith Haywood, CNHA
Charles Hess, CNHA
Crystal Long, CNHA
Donald Perry, CNHA
Robert Reyes, CNHA, FACHCA
Julia Ridgeway, CNHA
Sandra Sullivan-Smith, CNHA
Kate Swafford, CNHA
Carl Zimmerman CNHA, CALA

New Fellows (July 2 - September 30, 2010)

Susan Davis, FACHCA
Zofia Long, CNHA, FACHCA
Dennis Lopata, CNHA, FACHCA
Patrick McManus, FACHCA

Are You Eligible to Become an ACHCA Fellow?

If you have made significant contributions to long term care and have maintained two continuous years of Full membership, consider becoming an ACHCA Fellow (FACHCA). The designation of FACHCA demonstrates to staff, residents, and the community your commitment to your profession and to them. It signifies achieving the highest level of ACHCA membership which is a status you may keep for life as long as you maintain your ACHCA membership. For more information including the application, [click here](#) or e-mail info@achca.org.

Recertification is Available Online

ACHCA-certified administrators may renew their CNHA, CALA and/or CAS credentials online. Simply visit the ACHCA website by [clicking here](#), complete the online application, submit payment, and fax a copy of your CE documentation to 866-874-1585.

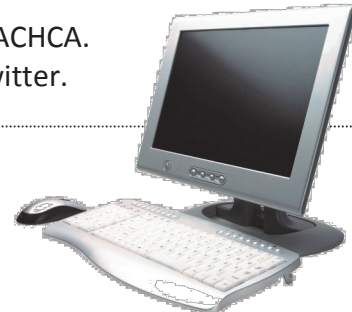
If you have questions about your re-certification status, please contact Janet Spence at jspence@achca.org or 202-470-5672. If you have questions about the technical aspects of online re-certification, please contact Michelle Berry at mberry@achca.org or 202-380-1999.

Find us on Facebook 

[Click here](#) to become fan of ACHCA on Facebook.

Follow us on 

Get the latest updates from ACHCA.
[Click here](#) to follow us on Twitter.



ACHCA Online Bookstore

Shop for books, gifts and more through ACHCA's Amazon Online Bookstore!

A portion of the proceeds are received by ACHCA. [Click here](#) to visit the ACHCA Online Bookstore.



New Members

ACHCA Welcomes the Following New Members (June - September 2010)

Brooke Ackerman - Oxford, OH
Jennifer Allen - Katy, TX
Chris Anderson - Prairie Village, KS
Stephanie Antoun - Harrison, OH
Timothy Armstrong - Springboro, OH
Paul Arnell - Boise, ID
Paula Avriett
Rick Baccus - Bristol, RI
Le'Anne Bailey - Newport News, VA
Hannah Bangert - LaCrosse, WI
Beth Barends - Feura Bush, NY
Marie Barnes - Waco, TX
Rosemary Barnes - Hacienda Heights, CA
Joanne Beagan - Lincroft, NJ
Donna Beaubouef - Effie, LA
Kelly Beckmann - Vadnais Heights, MN
Karyn Berger - West Chester, OH
Mary Ellen Bove - Hackettstown, NJ
Lara Bowles-Yandell - Cave Creek, AZ
Megan Boyce - Monroe Twp, NJ
Shanita Bradley - West Bloomfield, MI
Joseph Bray - Prospect, CT
Rebecca Brunz - Madison Lake, MN
James Caligiuri Queensbury, NY
Kelsey Callahan - Forest Lake, MN
Denise Campbell - Elkins, WV
Heather Ceaser - Chanhassen, MN
Donna Coe - Claxton, GA
Kari Craig - Cleveland, TN
Anisa Crawford - Cincinnati, OH
Guillermo Cruz - Bronx, NY
Todd Delaney - Tinton Falls, NJ
Diane Delaney - Galloway, NJ
Michael DePeau - Stafford, CT
Maureen Dugan - Staten Island, NY
Kezia Edmonson
Amanda Elliott - Bluffton, SC
Timothy Erickson - Hammond, WI
Edward Eronini - Staten Island, NY
Nell Fernando - Long Beach, CA
Diane Finklea-Sturdivant - Toledo, OH
Jenna Floberg - Ladysmith, WI
Susan Foreman - Daniel Island, SC
David Fray - Honolulu, HI
Susan Gerstl - Westtown, NY
Katie Haines - Tomah, WI
Kaci Hood - Davenport, NY
Amanda Hrnicek - Columbus, OH
Robert Hudson - Sparta, GA
Catherine Jacobson - Wausau, WI
Chad James - Chattanooga, TN
AnnMarie Jaworski - Braintree, MA
Merilee Johnson - Inver Grove Heights, MN
Jacqueline Johnson - Brooklyn Park, MN
Hannah Johnson - Westby, WI
Grace Johnson - Mukego, WI
Cindy Jones - Hyrum, UT
Kamelia Kameli - Eatontown, NJ
Shirley Kendall - Bowling Green, KY
Marleah Keuler - Hilbert, WI
Sara Kilstrom - Scottsdale, AZ
Althea Kippes - San Francisco, CA
Heather Kjelstad - Minneapolis, MN
Cassandra Klebig - Eau Claire, WI
Ashley Kornhoff - E.Franklin, WI
Christopher Krebsbach - Blaine, MN
Missy Kubasek - Salen, OH
Brenda Lacy - Lake City, FL
Ashley Leick - Stratford, WI
Ty Lewis - Huntersville, NC
Robert Louis - New Brunswick, NJ
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