# SATURDAY, JULY 27

## 8:00 a.m. – Noon          n4a BOARD OF DIRECTORS MEETING

## 1:00 p.m. – 4:45 p.m.       PRE-CONFERENCE INTENSIVE

**SAPC73**
**Medicare Advantage Supplemental Benefits: Opportunities for AAAs –
Part I**
*Innovative Programs for Integrated Care*

*Co-sponsored by Aging and Disability Business Institute and National Aging and Disability
Transportation Center*

The Balanced Budget Act of 2018, which included the Creating High-Quality Results and
Outcomes Necessary to Improve Chronic (CHRONIC) Care Act, offers new flexibility for
Medicare Advantage plans to provide a broader range of supplemental benefits to people with
Medicare who have chronic illnesses, including home-delivered meals, transportation for non-
medical needs, and more. This presents an exciting chance for aging and disability CBOs to
partner with MA plans to deliver these home and community-based services that impact social
determinants of health. Come to this two-day preconference intensive to learn how you can take
advantage of these new opportunities. Learn from national experts and your peers who are
navigating this process, and come away with action steps that will help you ready your agency
for these new revenue pathways!

*Pre-Registration and additional fee required.*

# SUNDAY, JULY 28

## PRE-CONFERENCE INTENSIVES and SPECIAL SESSION

## 8:00 a.m. – 11:30 a.m.

**SPC73**
**Medicare Advantage Supplemental Benefits: Opportunities for AAAs – Part II**
*Innovative Programs for Integrated Care*

*Co-sponsored by Aging and Disability Business Institute and National Aging and Disability Transportation Center*

The Balanced Budget Act of 2018, which included the Creating High-Quality Results and Outcomes Necessary to Improve Chronic (CHRONIC) Care Act, offers new flexibility for Medicare Advantage plans to provide a broader range of supplemental benefits to people with Medicare who have chronic illnesses, including home-delivered meals, transportation for non-medical needs, and more. This presents an exciting chance for aging and disability CBOs to partner with MA plans to deliver these home and community-based services that impact social determinants of health. Come to this two-day preconference intensive to learn how you can take advantage of these new opportunities. Learn from national experts and your peers who are navigating this process, and come away with action steps that will help you ready your agency for these new revenue pathways!

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**SPC77**
**NADTC's Peer Technical Assistance Network Summit – Part I**
*Enhancing Independent Living through Mobility Innovations*

The Summit will launch the National Aging and Disability Transportation Center's peer-to-peer model of technical assistance, which is designed to assist communities in their efforts to increase the availability and accessibility of transportation for older adults and people with disabilities. Our vision is to share the lessons learned by former grantees who developed innovative practices in 2017 to help attendees and current grantees understand how they might adapt these proven approaches in their own programs. The Summit will include formal presentations, small group discussions, interactive exercises and opportunities for open discussion and one-on-one exchanges. Attendees will also have the opportunity to request further technical assistance and support through the NADTC Peer TA Network. NADTC is a federally funded technical assistance center co-directed by n4a and Easterseals.

**Moderators:**
- Virginia Dize, Co-Director, National Aging and Disability Transportation Center, National Association of Area Agencies on Aging, Washington, DC
- Melissa Gray, Program Manager, National Association of Area Agencies on Aging, Washington, DC

**Presenters:**
- Catherine Ciha, Director of Development, Senior Transportation Connection, Cleveland, OH
- Mitchell Elliot, Transit Director, Mountain Empire Older Citizens, Big Stone Gap, VA
- Roberta Habowski, Mobility Project Manager, Area Agency on Aging 1-B, Southfield, MI
- Steve Sunderland, Director, Peace Village Cancer Project/Cancer Justice Network, Cincinnati, OH

## Boot Camp for New Directors and Staff

New to the field or newly promoted? This must-attend boot camp will get you up to speed on the history (and future!) of the Aging Network. You'll tap the knowledge of veteran AAA directors about which issues you can't afford to ignore and hear first-year lessons learned from several "rookies."

## 8:30 a.m. – Noon

**SPC78**
### Foundations and Frameworks in Information & Referral Programs–Part I
*Cutting-Edge OAA & Caregiver Programs*

Calling all Information and Referral Managers, ADRC Coordinators, Resource Specialists and others interested in learning about emerging and exciting topics in the field of Information and Referral/Assistance (I&R/A) programs. The n4a Pre-Conference I&R/A Symposium is the place to be. This year's focus will be on the foundations and frameworks in I&R/A Programs. Participants will hear from national leaders and receive updates on important trends and developments in the field. Participants will learn how the standards have been successfully applied in AAA I&R programs. Attendees will also have a chance to network and learn about best practices and successful implementation strategies. This is the only opportunity during the conference for attendees to focus directly on Information and Referral programs and practices, so we hope to see you there!

**Presenters:**
- Sherri Clark, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Patrice Earnest, Director, Eldercare Locator, National Association of Area Agencies on Aging, Washington, DC
- Hazel Feliciano, Clinical Team Lead, National Alzheimer's and Dementia Resource Center, Alzheimer's Association, Chicago, IL
- Clive Jones, Executive Director, Alliance of Information and Referral Systems, Fairfax, VA
- Kimberly Moon, Project Assistant, National Center on Elder Abuse, University of Southern California, Keck School of Medicine, Alhambra, CA
- Nanette Relave, Senior Director/National I&R Support Center Director, National Association of States United for Aging and Disabilities, Arlington, VA

## 1:00 p.m. – 2:15 p.m.   CONCURRENT WORKSHOPS

**SW146**
**Live From DC: Federal Policy Update**
*Advancing our Advocacy*

2019 has brought major changes to policy priorities in Washington, DC, which will affect aging and health care policy for millions of older adults and caregivers across the country. n4a policy staff will provide an in-depth, real-time update about breaking policy issues—including Older Americans Act reauthorization and federal budget and appropriations— and review n4a's advocacy messages and resources for Aging Network advocates.

**Presenters:**
- Autumn Campbell, Director, Public Policy and Advocacy, National Association of Area Agencies on Aging, Washington, DC
- Amy Gotwals, Chief, Public Policy and External Affairs, National Association of Area Agencies on Aging, Washington, DC

**SW70**
**Care Transitions: A Hybrid Model of Acuity and Activation**
*Best Practices in Healthy Aging*

The goals of the Community Care Transitions Initiative (CCTI) are to integrate an unskilled care transitions model with skilled medical care in the home to improve hospital-to-home transitions of Medicare beneficiaries, to improve quality of care, reduce 30-day readmission rates among high-risk beneficiaries, increase the percentage of older adults who receive a doctor visit within seven days of discharge, and document measurable savings to the Medicare program. The CCTI is a collaborative force coordinating care between the patient and the health care industry.

CCTI provides a wraparound approach to Transitional Care Management for 400-500 Medicare beneficiaries who are being discharged from Ascension Mid-Michigan to prevent readmission and reduce the likelihood that the health system will incur penalties due to Medicare readmissions. The project's unskilled care transition model integrates health care and home and community-based care, including, MI Choice Waiver, hospice, skilled nursing care, palliative care, pharmaceuticals and primary care physicians.

The program bills Medicare for services including, Chronic Care Management, Transitional Care Management Services, Medication Therapy Management, Advanced Care Planning, Annual Wellness Visits, and Outpatient History and Exams. The reduction in Medicare hospital readmissions enables the sharing in cost savings that come from reduced penalties. Lastly, the session will cover the return on investment received from the program.

**Presenters:**
- Stacey Dudewicz, Project Manager, Region VII Area Agency on Aging, Bay City, MI
- Nathaniel Bergman, Pharmacist, Region VII Area Agency on Aging, Bay City, MI

## SW57
## Building Dementia Friendly Communities Through Strategic Partnerships
*Building Livable Communities for All Ages*

Opening with an analysis of barriers encountered by people living with dementia (PLWD) and the genesis of the global dementia-friendly movement, this session will then explore characteristics of dementia-friendly communities and innovative ways to achieve this goal. Strategic training of Dementia Friends Champions and delivery of Dementia Friend information sessions is one such strategy. Dementia Friend Champions deliver Dementia Friend information sessions designed to change the way people think, act and talk about dementia. LiveWell, the Connecticut State Lead, has employed a mix of strategically chosen partner organizations and grassroots organizing; these partnerships will be explored. One partnership is with Quinnipiac University where students and faculty have become Dementia Friends Champions. A student capstone group investigated the impact of Dementia Friend information sessions on college students' attitudes towards dementia. An analysis of data from 150 college students yielded statistically significant results, demonstrating that the sessions positively impacted knowledge and attitudes that college students had towards PLWD. By the time of this presentation in July, more data will have been collected and analyzed; this new data set will broaden the population studied to include all community members. LiveWell's relationship with the Connecticut Area Agencies on Aging (C4A) is the second illustration of strategic partnership. All five Connecticut AAAs were early adopters of Dementia Friends and have trained Champions in each regional office. Additionally, C4A is partnering with LiveWell on their recently awarded ACL grant, the focus of which is on strengthening dementia capable communities. The AAAs will participate in navigation and personal outcomes planning services for PLWD, PLWD with IDD, and family caregivers needing assistance or information on behavioral system management. The AAAs will also amplify Dementia Friendly community trainings through focused sector-based training for first-responders and other community partners likely to interface with at-risk or homebound elders.

**Presenter:**
- Erica DeFrancesco, Clinical Associate Professor of Occupational Therapy, Quinnipiac University, Durham, CT

## SW29
## Workplace Culture that Drives Successful Recruitment and Retention
*Business Building 2.0: Strategies to Strengthen Systems and People*

The Aging Network is seeing more and more leaders retire just as it is having to compete for talented staff. This session will provide participants with the opportunity hear real stories of how one AAA has developed a culture of excellence that has resulted in positive outcomes in recruitment and retention. A culture of excellence relies on strong leadership and a foundation of values that are embedded in recruitment, on-boarding and within an organization's policies and practices. An alignment of culture must exist at all levels and in all activities of any organization. This AAA has decreased the amount of resources allocated to recruitment and has increased retention of good talent through the initiatives that will be shared during this session.

**Presenters:**
- Teresa Clayton, HR Manager, Ohio District 5 Area Agency on Aging, Inc., Ontario, OH
- Duana Patton, CEO, Ohio District 5 Area Agency on Aging, Inc., Ontario, OH

**SW120**
**Measuring the Impact of Senior Centers: A Research-Based Approach**
*Cutting Edge OAA & Caregiver Programs*

The Area Office on Aging of Northwestern Ohio (AOOA) truly believes the senior centers in our service area are integral partners and community focal points for aging services. To help strengthen senior centers and improve the quality of services funded with limited dollars, AOOA used a three-prong approach to establish a baseline. This session will briefly provide an overview of this three-prong approach and discuss in more depth two studies conducted by the Scripps Gerontology Center at Miami University. These studies measured satisfaction among current senior center users, as well as the impact senior centers have on the lives of participants. The two studies assessed satisfaction and impact of services offered at urban and rural senior centers. Finally, we will discuss how we plan to use this information moving forward.

**Presenters:**
- Autumn Richards, Quality Improvement Director, Area Office on Aging of Northwestern Ohio, Inc., Toledo, OH
- Justin Moor, Vice President, Planning and Program Development, Area Office on Aging of Northwestern Ohio, Inc., Toledo, OH
- Jonathon Vivoda, Assistant Professor, Scripps Gerontology Center, Miami University, Oxford, OH

**SW18**
**Key Strategies to Reduce Social Isolation in Older Adults**
*Innovative Programs for Integrated Care*

Currently both national and worldwide attention is focused addressing social isolation, particularly among older adults. The call to action compares being socially isolated to smoking 15 cigarettes a day. This session will discuss a new initiative to identify precursors to social isolation, validation of an easy-to-use social isolation risk assessment for community organizations and health care providers, and resources and programs that can assist in reducing social isolation.

The AARP Foundation and the Maryland Living Well Center of Excellence are working with several states to test a brief stoplight risk assessment to help clinicians, community partners and individuals better understand social isolation and steps they can take together to reduce that risk. Social isolation and loneliness include both subjective and objective measures of physical, emotional and social support constructs that can be used to better understand and address an individual's status.

Multiple organizations are collaborating in this effort to better understand the drivers of social isolation among older adults, including marital status, income level, disability, difficulty in living independently and living alone. Better understanding of where and when to intervene through home and community-based services, evidence-based healthy aging programs and early identification by clinicians and service providers can dramatically improve an individual's sense of connectedness.

Participants at this session will engage in a discussion of barriers in identifying social isolation risk and successes in bundling multiple services, interventions and community programs to

engage individuals who are isolated. The presentation will include evaluation outcomes gleaned from 400 surveys to determine the most critical questions to ask and what services/interventions are most often recommended.

**Presenter:**
- Sue Lachenmayr, State Program Coordinator, Maryland Living Well Center of Excellence, MAC, Inc. Area Agency on Aging, Salisbury, MD
- Leigh Ann Eagle, Executive Director, Maryland Living Well Center of Excellence, MAC, Inc. Area Agency on Aging, Salisbury, MD

## SW15
## Safe Haven Project
*Meeting the Needs of Diverse Aging Populations*

**Session Description:**
Safe Haven, a project housed at Michigan's Region 2 Area Agency on Aging and a 2018 winner of an n4a Aging Achievement Award, works hand-in-hand with APS and other community organizations to offer immediate safety to adult victims of abuse, neglect or exploitation. R2AAA has two full-time staff members who provide six to eight weeks of care coordination, transitional housing and any services needed to provide safety and relief to these elder and vulnerable adult victims. This program fills a gap in the community when victims of elder abuse are in need of immediate safety options. R2AAA has also developed a regional Vulnerable Adult Coalition which focuses on the protection and prevention of elder and vulnerable adult abuse, neglect, and exploitation. The objectives of this coalition are to develop outreach, recruit volunteer peer support, fundraise, network, raise awareness and offer protection to specific victims if needed. Currently, this project is funded by a Victims of Crime Act grant, a Prevnt grant and an annual fundraising event.

**Presenters:**
- Kara Lorenz-Goings, Assistant Director, Region 2 Area Agency on Aging, Brooklyn, MI
- Angela Shepherd, Elder Abuse Victims Specialist Program Manager, Region 2 Area Agency on Aging, Brooklyn, MI

## SW128
## Building a Framework for Independence through Community Engagement
*Building Livable Communities for All Ages*

At a time when populations continue to age and become more diverse, the need for innovative grassroots programs to support these communities is at a higher demand than ever before. The Middle Alabama Area Agency on Aging has successfully built grassroots programs that have engaged communities, anchored partnerships, promoted independence and ensured both health and safety throughout its five-county region to provide answers for a diverse aging population.

**Presenters:**
- Jeremy Raines, Special Projects Coordinator, Middle Alabama Area Agency on Aging, Alabaster, AL
- Maranda Johnson, Director of Programs, Middle Alabama Area Agency on Aging, Alabaster, AL

**SW20/127**
**Partnering with Emergency Medical Services to Reduce Falls**
*Innovative Programs for Integrated Care*

Many older adults believe the following myth: If I ask for help, then "they" will take me from my home. By using safety-net services which can be brought into the home quickly, and working together with local EMS/fire departments, AAAs are trying to change that mindset and address factors that can contribute to falls for older adults while also addressing the issues of preventable hospitalizations, emergency room visits, and non-critical emergency transport calls. This session will focus on two such partnership programs undertaken by Greater Lynn Senior Services in Massachusetts and the Ohio District 5 Area Agency on Aging, Inc. with the EMS/fire department teams in their communities. Come to this session to hear their stories— how they're making efficient referrals, tracking impact, sharing information and data and connecting older adults with the services they need to break the cycle of falls and stabilize them in their homes. The session will include stories, case studies and preliminary data on the program impact both in reducing transport costs and in promoting better health care delivery and health outcomes in general.

**Presenters:**
- Teresa Cook, Vice President of Marketing & Development, Ohio District 5 Area Agency on Aging, Inc., Ontario, OH
- Valerie Parker Callahan, Director of Planning & Development, Greater Lynn Senior Services, Inc., Lynn, MA

## 2:30 P.M. – 3:45 P.M.  CONCURRENT WORKSHOPS

**SW143**
**Trends from the States: the NASUAD and AARP State Economic Survey**
*Advancing our Advocacy*

In the fall of 2018, NASUAD and AARP administered a survey of all 50 state units on aging to understand key economic, policy and programmatic factors that are influencing state policymakers and impacting services and supports for older adults and individuals with disabilities. In this session, NASUAD and AARP will review the key findings from the survey and discuss emerging trends across the country. The session will also examine programmatic innovations and state responses to federal policy initiatives. Lastly, the Presenters will engage in robust discussion with session attendees regarding the findings and their implications on community-based organizations.

**Presenters:**
- Damon Terzaghi, Senior Director, National Association of States United for Aging and Disabilities, Arlington, VA
- Kathleen Ujvari, Sr. Strategic Policy Advisor, AARP Public Policy Institute, Washington, DC

**SW95**
**Accelerating Impact Through One-On-One Evidence-Based Programs**
*Best Practices in Healthy Aging*

Over the last 10 years, hundreds of thousands of older adults and adults with disabilities have benefited from community-based, group evidence-based programs addressing chronic diseases and falls. Outcomes of these programs include improved participant engagement, decreased health care utilization and decreased costs. While these group programs remain essential to continued improvements in health and wellness, many populations experience challenges in accessing the programs and their benefits. Homebound populations, those who live in rural settings and those who simply prefer not to share health challenges within a group setting are excluded from programs. This session will provide an overview of how two approved Older Americans Act Title III D evidence-based programs address these gaps in service and positively impact the physical and behavioral health of older adults through individual coaching.

Enhance®Wellness (EW) is an evidence-based program that connects participants with a personal health and wellness coach to improve physical, emotional and social well-being. Based on the Chronic Care Model, EW's participant-centered approach uses motivational interviewing techniques and validated assessment tools in 10 domains to guide health action plan creation and accountability. Through the use of problem-solving strategies, participants clarify goals, responsibilities and activities as they work toward health-related behavioral change.

Healthy IDEAS is an evidence-based program that addresses depression in older adults often occurring with chronic illness and other losses later in life. Healthy IDEAS screens older adults for symptoms of depression, educates older adults and caregivers about depression, connects older adults to primary care and mental health providers and empowers older adults to manage their depression through a behavioral activation approach.

This presentation will also explore how AAAs have cross-trained outreach workers to do home visits offering one or more of the evidence-based 1:1 programs, resulting in improvements in efficiency and sustainability.

**Presenters:**
- Jennifer Raymond, Chief Strategy Officer, Elder Services of the Merrimack Valley, Lawrence, MA
- Paige Denison, Director, Health and Wellness Department, Sound Generations, Seattle, WA
- Melissa Donegan, Assistant Director, Healthy Living Center of Excellence, Lawrence, MA

**SW97**
**Creating Collaborative Age-Friendly Communities, Policies and Practices**
*Building Livable Communities for All Ages*

Massachusetts has a rich history of funding services for older adults and an unwavering commitment to aging in community. The Commonwealth has embraced an aging-in-all-policies approach and now turns to systematize its approach through the growth of age-friendly communities. To further advance this work, Governor Charlie Baker signed Executive Order 576 which established the Governor's Council to Address Aging. The 24-member Council is responsible for creating a blueprint to make Massachusetts the most age-friendly state for people of all ages and advising the Governor on policies that engage the public and private

sectors, develop best practices and informal supports that promote access to community resources and healthy aging. In 2018, Massachusetts received designation as one of the first age-friendly states in the country by AARP.

This presentation will feature the backbone organization of Massachusetts age-friendly movement, the Massachusetts Healthy Aging Collaborative (MHAC). MHAC's infrastructure supports communities in their efforts to effectively coordinate across varied stakeholders. MHAC's collaborative planning and implementation activities revolve around four strategic priorities: 1) continue to build the age-friendly movement in Massachusetts; 2) deepen capacity-building work at the municipal level; 3) embed diversity, access, equity and inclusion into the age-friendly movement; and 4) influence relevant policy and translate its implications to stakeholders.

This presentation will give attendees an overview of supports for populations older than 65 and those living with dementia and their caregivers, including efforts to align age and dementia-friendly work, successful age-friendly community models, and ways to embed equity, access, diversity and inclusivity in our approach. Two evolving age-friendly communities will be highlighted, and the workshop will include a discussion on how AAAs have informed, supported and actively participated in the process.

**Presenters:**
- Jennifer Raymond, Chief Strategy Officer, Elder Services of the Merrimack Valley, Lawrence, MA
- Paula Shiner, Chief Executive Officer, Coastline Elderly Services, New Bedford, MA

**SPC78**
**Foundations and Frameworks in Information & Referral Programs–Part II**
*Cutting-Edge OAA & Caregiver Programs*

Calling all Information and Referral Managers, ADRC Coordinators, Resource Specialists and others interested in learning about emerging and exciting topics in the field of Information and Referral/Assistance (I&R/A) programs. The n4a Pre-Conference I&R/A Symposium is the place to be. A focus this year will be on the foundations and frameworks in I&R Programs. Participants will hear from national leaders and receive updates on important trends and developments in the field of I&R/A. Participants will learn how the standards have been successfully applied in AAA I&R/A programs. Attendees will also have a chance to network and learn about best practices and successful implementation strategies. This is the only opportunity during the conference for attendees to focus directly on Information and Referral programs and practices, so we hope to see you there!

**Presenters:**
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- Nanette Relave, Senior Director/National I&R Support Center Director, National Association of States United for Aging and Disabilities, Washington, DC
- Clive Jones, Executive Director, Alliance of Information and Referral Systems, Fairfax, VA

## SW30
## It's Okay to Ask! Strategies to Build New Revenue Sources
*Business Building 2.0: Strategies to Strengthen Systems and People*

Three AAAs will present strategies they have implemented to address the static and/or declining federal and state funds available to provide LTSS to older adults.  Presenters will share how federal and state funds can be combined with new approaches to personal financial participation of consumers, private-pay strategies to expand the available pool of funds, and why you may want to consider seeking funding from private foundations rather than or in addition to traditional fundraising methods. Tools will be provided to participants to enable easy implementation at their AAA.

**Presenters:**
- Donna Harvey, CEO, Northeast Iowa Area Agency on Aging, Waterloo, IA
- Zoe Olson, Executive Director, Blue Rivers Area Agency on Aging, Beatrice, NE
- Shelly Sindt, CEO, Elderbridge Area Agency on Aging, Spencer, IA

## SW54
## Maximizing Direct Care Workers in the Aging Network
*Cutting-Edge OAA & Caregiver Programs*

In communities all around the country, millions of direct care workers (including home care workers and nursing assistants) play a critical yet undervalued role in the daily lives of older people and people with disabilities. Unfortunately, many older adults are unable to access these types of supports and many communities struggle to appropriately integrate the needs of this workforce into their strategic planning and activities. Moreover, direct care workers can't survive in these low-paying jobs, and local providers continually struggle with recruiting and retaining these workers. What's driving these problems, and how can AAAs and other local and state advocates strengthen this workforce to improve paid caregiving supports for older people?

This workshop will describe the key issues facing direct care workers and the older people they serve, including the latest research, key policy and practice opportunities, and lessons learned from other local and state advocates. The workshop will also describe what AAAs can do to better support this workforce at the local and state level, drawing from successful projects in various parts of the country. Participants will leave this workshop with practical guidance and current knowledge on this workforce and its relevance to the aging network.

**Presenters:**
- Robert Espinoza, Vice President of Policy, PHI, Bronx, NY
- Susan Misiorski, Vice President of Workforce Innovations, PHI, Bronx, NY

## SPC77
## NADTC's Peer Technical Assistance Network Summit—Part II
*Enhancing Independent Living through Mobility Innovations*

The Summit will launch the National Aging and Disability Transportation Center's peer-to-peer model of technical assistance, which is designed to assist communities in their efforts to increase

the availability and accessibility of transportation for older adults and people with disabilities. Our vision is to share the lessons learned by former grantees who developed innovative practices in 2017 to help attendees and current grantees understand how they might adapt these proven approaches in their own programs. The Summit will include formal presentations, small group discussions, interactive exercises and opportunities for open discussion and one-on-one exchanges. Attendees will also have the opportunity to request further technical assistance and support through the NADTC Peer TA Network. NADTC is a federally funded technical assistance center co-directed by n4a and Easterseals.

**Moderators:**
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**Presenters:**
- Catherine Ciha, Director of Development, Senior Transportation Connection, Cleveland, OH
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- Roberta Habowski, Mobility Project Manager, Area Agency on Aging 1-B, Southfield, MI
- Steve Sunderland, Director, Peace Village Cancer Project/Cancer Justice Network, Cincinnati, OH

**SW124**
**Primary Care Liaisons: Bridging Primary Care and Aging Network Services**
*Innovative Programs for Integrated Care*

**Session Description:**
AAAs, other community-based organizations and health care entities are each tasked with meeting the needs of the same population—older adults—but communicate infrequently and rarely collaborate to best meet the needs of older adults. Community-dwelling older adults can maintain their independence and well-being by using a variety of resources available through the Aging Network, but their primary care providers may not be familiar with these resources.

To address this issue, the presenters developed a novel linking intervention, Primary Care Liaison (PCL), which was created a collaboration between a AAA and a local university. It was implemented in two distinct geographic areas of western Washington, one rural and one urban. A PCL works to engage primary care clinics, providers and teams to raise awareness of AAA-related community resources. In 2018, we evaluated the reach, adoption, implementation and effectiveness of the role.

This interactive panel, which includes AAAs and primary care perspectives, will guide participants through the conceptualization of the PCL role, implementation and evaluation. Participants will hear how a role dedicated to primary care outreach has better positioned AAAs to partner with a variety of health care entities, including with managed care and regional health transformation networks. The panel will provide practical guidance for building strong partnerships with health care providers, including how other AAAs might approach adopting and sustaining a similar role.

**Presenters:**
- Allison Boll, Primary Care Liaison and Planner, Aging and Disability Services, Seattle, WA
- Breanne Swanson, Primary Care Liaison, Area Agency on Aging and Disabilities of Southwest Washington, Vancouver, WA
- Aimee Verrall, Program Manager, Northwest Geriatrics Workforce Enhancement Center, Seattle, WA

## SW179
## ACL Update on the SHIP, SMP and MIPPA Programs
Maximizing Resources through Strategic Volunteer Engagement

This session will highlight recent updates to ACL's State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP) program, and Medicare Improvements for Patients and Providers Act (MIPPA) program, with an emphasis on how these changes may affect AAAs. ACL will share the latest program data that illustrates the impact of the SHIP, SMP and MIPPA programs on older adults and people with disabilities, as well as any recent funding updates. This session will include opportunities for attendees to raise questions and discuss hot topics or issues.

**Presenters:**
- Rebecca Kinney, Acting Director, Office of Healthcare Information and Counseling, Administration for Community Living, Washington, DC
- Stacey Platte, SMP Program Director, Administration for Community Living, Washington, DC

## SW49
## Boldly Leading: Responding to the Need for LGBT
*Meeting the Needs of Diverse Aging Populations -Inclusive Services*

**Session Description:**
In the summer of 2018, the news broke of a married lesbian couple who was denied housing in a long-term care community because the community did recognize their marriage as fitting the "biblical" definition of marriage. Social media soon erupted with LGBT older adults concerned about where they could turn for LBGT-welcoming services as they age. As the St. Louis AAA and Aging Ahead, Inc. stepped up to provide local leadership and support, the two organizations began asking themselves some difficult questions, including "Are we really LGBT friendly? Do others see us as such? What can we do about this and other similar situations? Are we prepared to provide the leadership necessary to make an impact for LGBT older adults, their families and caregivers? Where do we start?"

During this session attendees will learn firsthand how to measure your agency's LGBT diversity IQ and how to collaborate with community partners to strengthen the impact in the communities you serve.

**Presenters:**
- Sherrill Wayland, Manager, SAGE, St. Louis, MO
- Lisa Knoll, Chief Executive Officer, Aging Ahead, Inc., Manchester, MO

- Anneliese Stoever, Community Programs Manager, St. Louis Area Agency on Aging, St. Louis, MO

## SW28
## A Journey Through the Levels of Leadership
*Building Livable Communities for All Ages*

This workshop is designed for emerging leaders who have been in leadership positions and will address the five levels of leadership and how to reach and maintain each level. The five levels of leadership will be taught by using theory and stories. After this session participants will be able to clearly identify what level they are on and how to move to the next level. Attendees will receive best practices for leadership growth and self-discovery that often holds individuals back from becoming great and effective leaders. This session will be of interest to emerging leaders who want to grow and get noticed for that next opportunity. Leadership is a journey and this session provides a road map that anyone can apply.

### Presenter:
- Duana Patton, CEO, Ohio District 5 Area Agency on Aging, Inc., Ontario, OH

## SW69/134
## Integrating CBOs into Health Care Settings: A Practical Guide for Stengthening Partnerships
*Innovative Programs for Integrated Care*

The health care environment is ripe with opportunity for AAAs to work more closely with clinics and health systems as they are driven into value-based contracts that demand they begin to address social determinants of health. In this session you will hear from Aging & Long Term Care of Eastern Washington and Aging Care Connections in Illinois, AAAs that are building integrated networks and developing partnerships and strategies with primary care practices, health plans and health care systems, including Federally Qualified Health Centers and hospitals. Attend this session to hear best practices and practical tips for engaging the health care community, lessons learned, and innovative examples that are demonstrating the value of AAA work to health care and enhancing partnerships across settings.

### Presenters:
- Lynn Kimball, Executive Director, Aging & Long Term Care of Eastern Washington, Spokane, WA
- Dana Schrage, Transitional Care Specialist, Aging Care Connections, LaGrange, IL

**4:00 p.m. – 5:30 p.m.       OPENING GENERAL SESSION**

**5:30 p.m. – 7:00 p.m.       WECOME RECEPTION AT THE TRADESHOW**

# MONDAY, JULY 29

| | |
|---|---|
| **6:00 a.m. – 7:00 a.m.** | **16th ANNUAL EARLY BIRD WALK** |
| **7:00 a.m. – 8:00 a.m.** | **NETWORKING BREAKFAST in the TRADESHOW** |
| **8:00 a.m. – 10:00 a.m.** | **GENERAL SESSION** |
| **10:00 a.m. – 10:30 a.m.** | **NETWORKING BREAK in the TRADESHOW** |
| **10:30 a.m. – 11:45 a.m.** | **CONCURRENT WORKSHOPS** |

**MW158**
**Campus for Creative Aging**
*Best Practices in Healthy Aging*

This workshop will provide an overview of how a virtual campus for Creative Aging in southwest Michigan serves as the base for a collaborative movement that recognizes aging as a time for creativity, purpose, continued growth and learning. Organizational and individual partnerships spur healthy lifestyles by fostering purpose and connectivity, reframing evidence-based classes on topics like chronic disease self-management and caregiving as tools for continued pursuit of one's passions and interests. Campus kiosks offer a means for connectivity and learning while also shining a light on activities offered at locations across the region. How communities came together under this banner, the partnership construct being used and the breadth of appeal will be shared.

**Presenters:**
- Lynn Kellogg, CEO, Region IV Area Agency on Aging, St. Joseph, MI
- Christine Vanlandingham, Chief Operating Officer, Region IV Area Agency on Aging, St. Joseph, MI

**MW176**
**Assistive Technology Strategies for Successful Community Inclusion**
*Building Livable Communities for All Ages*

Advancements in technology are evolving at an astounding rate. Assistive Technology (AT) developments are foundational in this evolution and a catalyst for producing positive, life-changing results. AT helps individuals with disabilities, older adults and caregivers to successfully engage in life and receive health care. Learn about the Assistive Technology Act Programs and the Georgia Tech University Technology & Aging Workshop and Lab to explore AT devices and services that can be used to support LTSS and implement solutions for AAAs, ADRCs, CILs and AT practitioners to increase independence by providing access to, and acquisition of, assistive technology devices and services.

**Presenters:**
- Rob Groenendaal, Management & Program Analyst, Administration for Community Living, Washington, DC
- Carolyn P. Phillips, Georgia Institute of Technology, College of Design, Atlanta, GA

## MW41
## Creating a Statewide Network Case Management Technology Platform
*Business Building 2.0: Strategies to Strengthen Systems and People*

In this new world of case management and managed care, AAAs need to look beyond traditional state technology resources and consider developing and operating their own technology and data systems. The Alabama Aging Network did just that and implemented a local system designed to support its growing case management roles and accreditation. Learn what it takes to get such a system up and going—and how to keep it functioning for everyone's benefit.

**Presenters:**
- Dana Eidson, Executive Director, Southern Alabama Regional Council on Aging, Dothan, AL
- Joseph Strickland, Director of Home and Community Services, Southern Alabama Regional Council on Aging, Dothan, AL

## MW61
## Caregivers: The Often Unrecognized Superheroes of Our Time
*Cutting-Edge OAA & Caregiver Programs*

The Rosalynn Carter Institute for Caregiving will provide information on the Georgia Care-Net Coalition, which is comprised of volunteer leaders, state agencies, and private corporations who provide information, training, resources and education to family caregivers. The Care-Net was developed in the 1990s. Three Rivers AAA will share how the Care-Net was formed in the region, what events and training have been provided, and what partnerships have been formed to strengthen the Care-Net. The Rosalynn Carter Institute will share how the work of the CARENET supports developing programs that are disseminated across the state and then the nation. The Dealing with Dementia Behavior Program will be discussed and the results will be presented. Post-survey questionnaires will be used to demonstrate the positive impacts on participants. There will be a discussion of the process for holding an annual Caregiver Conference including selection of speakers, vendors, entertainment, food, and logistics. Finally, Three Rivers AAA will provide a success story of the most recent Caregiver Conference. Participants will be asked to strategize their own future conference through an end of session, brain-storming exercise.

**Presenters:**
- Joy Shirley, AAA Director, Three Rivers Area Agency on Aging, Franklin, GA
- Emily Rogers, Program Manager, Three Rivers Area Agency on Aging, Franklin, GA

## MW74
## Ensuring an Age-Friendly Transportation Revolution
*Enhancing Independent Living through Mobility Innovations*

While many policymakers, corporate executives and tech leaders declare that automated vehicles (AVs) will mean independence for transportation-challenged older adults and people with disabilities, we must all work together to ensure that AVs will be accessible for these populations, provide transportation equity, and be available where people who need them live, work, get health care and play. This session will explore where AVs are in their development, AV pilot programs, the details of interface and physical accessibility and likely business models that are emerging. The session will also look at what organizations and agencies with an interest in transportation for people with disabilities and older adults are doing, give examples of policy planning, provide an update on legal developments and take a look at AV designs that bring us closer to realizing mobility independence for people with disabilities and older adults.

The interactive session will involve planning a short list of action steps that attendees can use to help ensure that AVs will usher in a vastly-improved transportation system with greater mobility and independence for aging individuals and communities.

**Presenters:**
- Jana Lynott, Senior Strategic Policy Advisor, Transportation/Livable Communities, Public Policy Institute, AARP, Washington, DC
- Nicole DuPuis, Senior Associate, Infrastructure, National League of Cities, Washington, DC
- Carol Tyson, Government Affairs Liaison, Disability Rights Education and Defense Fund, Berkeley, CA

**MW135**
**Blending Pharmacy and Social Work to Enhance Community-Based Care Transitions**
*Innovative Programs for Integrated Care*

The Hampton Roads Care Transitions Program is a collaboration between Senior Services of Southeastern Virginia (a AAA), two health systems, and the Hampton University School of Pharmacy. The goal of the program is to reduce 30-day readmissions for adults age 60 and older who have one or more of nine targeted diagnoses. AAA Care Transitions Coaches conduct the evidence-based Care Transitions Intervention©, and post-discharge medication reconciliation is conducted by using the evidence-based HomeMeds Medication Safety Program© with medication reviews completed by fourth-year pharmacy students under the direction supervision of licensed pharmacists. When possible, the student accompanies the coach to the actual home visit and links to the supervising pharmacist using the VSee Telehealth Platform, allowing for real-time medication reconciliation based on the actual medications being taken in the home, rather than on the list compiled prior to or at discharge, which may often be incomplete.  If the pharmacy student is unable to attend the home visit, medication reconciliation occurs based on the data entered in HomeMeds by the coach, with the student contacting the participant with recommendations after consultation with the supervising pharmacist. Results from the start of the current program through July 2018 show over a 50 percent reduction in 30-day readmissions for participants compared to the health system's general readmission rate, saving over $763,000 in readmission costs. Participants showed an approximately 15 percent increase in their activation scores, and almost 93 percent reported feeling more confident in their ability to manage their illness.

**Presenters:**
- Amy Adams, HomeMeds Director, Partners in Care Foundation, San Fernando, CA

- Brad Lazernick, Director, Center for Aging, Norfolk, VA
- Ebony Andrews, Chair and Assistant Professor, Department of Pharmacy Practice, Hampton University , Hampton, VA
- Shanea Parker, Assistant Professor, Department of Pharmacy Practice, Hampton University, Hampton, VA

## MW99
## Keeping Older Adults Engaged in the Community Through Transportation
*Enhancing Independent Living Through Mobility Innovations*

This session will highlight the benefits of older adults being engaged in the community while exploring the contributions that a myriad of transportation options can provide to promoting connections.

**Presenters:**
- Jackie Chavez Anderson, North Olmsted Senior Center, North Olmsted, OH
- Catherine Ciha, Senior Transportation Connection, Cleveland, OH
- Virginia Dize, Co-Director, National Aging and Disability Transportation Center, National Association of Area Agencies on Aging, Washington, DC

## MW93
## With a Little Help from our Friends: Adapting Your AAA's Community-Based Program
*Meeting the Needs of Diverse Aging Populations*

The ability to participate in activities in the home and community is critical to successful aging. Individuals living with long-term physical disabilities are at risk for reduced participation as they age due to environmental barriers in the home and community. As individuals age with a disability, they experience age-related functional decline in addition to existing long-term functional disabilities. With this increased disability, barriers in the home and community become increasingly problematic. While rehabilitation services after the onset of initial impairment address environmental barriers, these services are not offered to individuals living with existing disabilities as they experience new declines associated with aging. Evidence-based interventions designed to improve participation by reducing environmental barriers exist for people with new-onset disabilities but are missing for those living with long-term disabilities.

The Community Participation Transition after Stroke (COMPASS) program is designed to improve activity performance in the home and community for people with acute disabilities. This study aims to identify adaptations needed to deliver COMPASS to community-dwelling people aging with long-term physical disabilities.  Focus groups and interviews are being conducted with key stakeholders (people aging with disabilities and service providers) to identify elements to be adapted. Next, the program will be adapted, and pilot tested. The Cultural Adaptation Process model and community-engaged research techniques are being used to adapt the program to work for community-dwelling adults aging with a physical disability and within community service providers, such as AAAs. To date, two focus groups have been conducted with ten individuals aging with a physical disability. This presentation will review the results of the adaptation process and pilot testing and future directions of the study.

**Presenters:**
- Marian Keglovits, Occupational Therapist, Washington University School of Medicine, St. Louis, MO
- Brittany Minor, Occupational Therapist, Washington University School of Medicine, St. Louis, MO
- Anneliese Stoever, Community Programs Manager, St. Louis Area Agency on Aging, St. Louis, MO
- David Sykora, Executive Director, St. Louis Area Agency on Aging, St. Louis, MO

## MW152
## Integrated Care Boot Camp, Part 1: Contracting Dos and Don'ts
*Innovative Programs for Integrated Care*

Don't know where to begin with contracting with health care? Overwhelmed just thinking about the process? You are not alone! Join us at Part 1 of the Integrated Care Boot Camp to discuss the dos and don'ts of contracting with health care entities. Learn what is realistic to expect during the process, hear about the obstacles that are likely to come up, and most importantly, see real-life examples of successful contracting relationships.

**Presenters:**
- Marisa Scala-Foley, Director, Aging and Disability Business Institute, National Association of Area Agencies on Aging, Washington, DC

## MW68
## A Guide to Branding/Rebranding AAA Services
*Business Building 2.0: Strategies to Strengthen Systems and People*

Indiana's state association for AAAs (IAAAA) contracted for rebranding services for the Indiana Aging Alliance through the Trailblazer Learning Collaborative. This presentation will share content from their branding/rebranding guide, to include such topics as The Value of Branding and its Importance to Business Development, Knowing When to Brand/Rebrand, The Process and Typical Components of a Branding Project, How to Identify, Procure and Evaluate Branding Consultants, Key Questions and Considerations.

**Presenter:**
- Kristen LaEace, CEO, Indiana Association of Area Agencies on Aging, Indianapolis, IN

## MMF75
## National Aging and Disability Transportation Center's 7th Annual Mobility Fair: Let's Make Public Transit Work for Older Adults!

*SESSION 1 of 2:* Join us for the seventh annual Mobility Fair sponsored by the National Aging and Disability Transportation Center (NADTC). This year, speakers from the Federal Transit Administration (FTA) will provide an introduction to the concept of a "complete trip" and lead a discussion on improvements needed to better meet the needs of older adults and individuals with disabilities who use public transit. The two Mobility Fair sessions will offer opportunities for conversation, information sharing and interactive exercises. Don't miss the opportunity to

share your experiences and expertise with FTA and your peers! NADTC is a federally funded technical assistance center co-directed by n4a and Easterseals.

**Presenters:**
- Rik Opstelten, Office of Mobility Innovation, Federal Transit Administration, U.S. Department of Transportation, Washington, DC
- Virginia Dize, Co-Director, National Aging and Disability Transportation Center, National Association of Area Agencies on Aging, Washington, DC
- Heather Edmonds, Program Associate, NADTC, National Association of Area Agencies on Aging, Washington, DC
- Melissa Gray, Program Manager, NADTC, National Association of Area Agencies on Aging, Washington, DC
- Steve Yaffe, Consultant, National Aging and Disability Transportation Center, Easterseals; Yaffe Mobility Consulting, LLC, Fort Mill, SC

## 10:30 a.m. − 5:00 p.m.  SPECIAL SESSION
**M80**
**Preparing for CIRS-A/D Certification**
*Cutting-Edge OAA & Caregiver Programs*

**Session Description:**
This is a full one-day session for Information and Referral Specialists who are planning to take the examination to obtain certification from the Alliance of Information and Referral Systems (AIRS).

**Presenters:**
- Patrice Earnest, Director, Eldercare Locator, National Association of Area Agencies on Aging, Washington, DC
- Nanette Relave, Senior Director, National I&R Support Center, National Association of States United for Aging and Disabilities, Arlington, VA

## 11:45 a.m. − 1:00 p.m.  NETWORKING LUNCH BUFFET in the TRADESHOW

## 1:00 p.m. − 2:15 p.m.  CONCURRENT WORKSHOPS

**MW117**
**Advancing Advocacy Efforts Through Digital Platforms**
*Advancing our Advocacy*

According to the Pew Research Center, 61 perent of people between the ages of 70 and 87, 76 percent of those between ages 60-69, and 83 percent of those between ages 51-59 use the Internet. For Generation X and Millennials, internet usage is almost universal. These statistics show that using digital platforms in combination with traditional modes of communication is the most effective—and successful—way to reach intended audiences. Since 2015, platforms like Facebook and Twitter have become central to the advocacy conversation. Elected officials often

reference the amounts of tweets they receive on a specific issue, showing that social media is an effective way to organize grassroots efforts. This presentation will discuss ways your AAA can integrate digital tools—web plugins, social media, email alerts and online news—to better engage with your grassroots networks to have a greater impact in the advocacy arena. Over the past two years PCOA has worked to increase its grassroots capacity, culminating in an advocacy day held at the state Capitol. PCOA used data from their email contact list to assess the need for a web-based plugin to enhance its outreach to elected officials and media outlets. Additionally, through the growth of its social media following, PCOA was able to engage people on a myriad of state, local and federal issues, including on propositions on Arizona's ballot in 2018.

- **Presenters:**
  Maddy Bynes, Public Policy and Advocacy Coordinator, Pima Council on Aging, Tucson AZ
- W. Mark Clark, President & CEO, Pima Council on Aging, Tucson, AZ
- Lana Baldwin, Vice President of Philanthropy and Communications, Pima Council on Aging, Tucson, AZ
- Autumn Campbell, Director, Public Policy and Advocacy, National Association of Area Agencies on Aging, Washington, DC

## MW153
## Integrated Care Boot Camp, Part 2: Are You Compliance Ready?
*Innovative Programs for Integrated Care*

Understanding the compliance standards and requirements that CBOs typically experience when contracting with health plans and health systems can be a challenge. What are the minimum compliance and security standards and how will those be measured? What is required for information technology system security? Are your current policies and procedures enough? Join us in Part 2 of the Integrated Care Boot Camp for a deep dive into the compliance wilderness.

## Presenters:
- Marisa Scala-Foley, Director, Aging and Disability Business Institute, National Association of Area Agencies on Aging, Washington, DC

## MW172
## Providing LTSS for People with Dementia Who Live Alone in the Community
*Building Livable Communities for All Ages*

With funding through the Administration for Community Living's (ACL) Alzheimer's Disease Initiative – Specialized Supportive Services (ADI-SSS) program, the United Way of Tarrant County, Texas is engaging partners to identify, engage and support individuals living alone in the community with dementia.

This session will review the ways in which ACL's community grant program has supported the efforts of Tarrant County to expand its dementia capability and address the need for services targeting individuals living alone with dementia. The Presenters will discuss how they and their partners expanded their dementia capabilities through volunteer training. Attendees will understand how trainings resulted in client goal setting and referrals to LTSS allowing individuals to remain in their homes and communities for an extended period of time.

**Presenters:**
- Erin Long, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Donald Smith, Director, Area Agency on Aging, United Way of Tarrant County, Fort Worth, TX

## MW52
## How Data Science Is Changing Aging
*Business Building 2.0:  Strategies to Strengthen Systems and People*

Big data, machine learning, predictive analytics...these may be new topics to most people, but they affect every part of our daily lives, from how Amazon and Netflix suggest products and movies, to why grocery stores have discount card programs, to how smart speakers work, and even how our favorite sports teams make decisions. They are also significantly affecting health care and aging. Ever wonder how managed care entities risk score their members? Or how we might predict an older adult's risk of falling in order to prevent future falls?

This session will provide a beginner's introduction to the concepts of big data, machine learning and predictive analytics, how they are changing health care and aging services policy and practice, and what we can expect in our future. Through examples of how government is already using big data, the session will offer ways AAAs can advocate with our state and federal agencies to be more data driven in their decision making. Finally, with these new concepts under their belts, participants will be more highly informed partners in complex integrated care contracts, research projects with their universities, and in their own contracts for data analytics services.

**Presenter:**
- Kristen LaEace, CEO, Indiana Association of Area Agencies on Aging, Indianapolis, IN

## MW64
## Combatting Social Isolation...With Non-Traditional Partners
*Cutting-Edge OAA & Caregiver Programs*

AgeOptions addresses social isolation by working with Title III grantees and other community agencies to reduce the stigma that may cause some older adults to decline to participate in certain programs. Learn about AgeOptions' efforts to 1) create participant-directed programming at their congregate meal site to increase participation, 2) Partner non-traditional community agencies with Title III caregiver support to create memory cafés to develop a welcoming social gathering for people living with dementia and their care partners and 3) develop partnerships with libraries to create innovative programs for older adults and caregivers which may not have a "stigma" for use of services. Through the presentation, we will share evaluation results and tools to replicate each program from start to finish.

**Presenters:**
- Kim McCahill, Director, Planning, Program Design and Grants Management, AgeOptions, Oak Park, IL
- Diane Slezak, President and CEO, AgeOptions, Oak Park, IL

**MW180**
**Building Sustainable, Inclusive Transportation Systems: A Framework for the Future**
*Enhancing Independent Living through Mobility Innovations*

This workshop will explore what inclusive planning is and what it looks like when implemented successfully. The presenters will guide attendees through the inclusive planning toolkit and provide best practices for how they can best implement an inclusive transportation planning process and reasons why communities of all sizes should adopt inclusive transportation planning practices.

**Presenters:**
- Jesse Moore, Office of Supportive and Caregiver Services, U.S. Administration on Aging, Washington DC
- Charles Dickson, Deputy Director, Community Transportation Association of America, Washington, DC
- David Hoff, Program Director, Institute for Community Inclusion, University of Massachusetts, Boston, MA
- David Benstein, Owner, Rockville, MD

**MW50**
**Asking LGBT-Inclusive Demographic Questions—Lessons Learned**
*Meeting the Needs of Diverse Aging Populations*

California AAAs implemented demographic questions inclusive of sexual orientation and gender identity starting in July of 2018. This fast track session will discuss the lessons learned and share resources for updating intake forms to be LGBT inclusive, as well as best practices on how to ask these questions and training resources to assist staff and volunteers.

**Presenters:**
- Sherrill Wayland, Manager, SAGE: Advocacy and Services for LGBT Elders, St. Louis, MO
- Gary Fontenot, Section Manager, Area Agency on Aging, Sonoma County Human Services, Santa Rosa, CA

**MW181**
**Behavioral Health: National Updates and Practical Strategies for AAA Action**
*Best Practices in Healthy Aging*

As the number of older adults continues to grow, addressing the behavioral health needs of this population will be paramount. This session will provide an overview of national data, initiatives and activities to promote enhanced collaboration and coordination between the aging and mental health fields. Federal partners at AoA and the Substance Abuse and Mental Health Services Administration will share priorities, new resources and relevant funding opportunities. A AAA in Maricopa County, Arizona will share how it is addressing this issue through ElderVention®, highlighting successes, challenges and program sustainability through third-party payers and Medicaid. In 2017, the ElderVention® program served 1,485 older adults by providing prevention education, clinical counseling and/or therapy for hoarding disorder.

**Presenters:**
- Keri Lipperini, MBA, Director, Office of Nutrition and Health Promotion Program, U.S. Administration on Aging, Washington, DC
- Jennifer Soloman, MA, Public Health Analyst, U.S. Substance Abuse and Mental Health Services Administration, Rockville, MD
- Heidi Donniaquo, Director of Behavioral Health, Area Agency on Aging Region One, Phoenix, AZ
- Jim Meadows, Executive Director, NOAGE, New Orleans, LA

**MW82**
**Insurance Counseling: Vastly Increase Your Capacity Using Volunteers**
*Maximizing Resources through Strategic Volunteer Engagement*

Are you ready to grow your AAA's Medicare insurance counseling program and serve more of your community's older adults? This workshop will inspire you to break through preconceived notions about what volunteers can do for your program.

The presenting AAA doubled the number of insurance counseling clients they served in only three years by reframing their definition of paid staff from serving clients to recruiting, training, coordinating and motivating a highly-skilled group of volunteers who serve the majority of the agency's insurance counseling clients. In essence, staff hours are leveraged to build a vibrant volunteer force that can serve far more clients than paid staff could dream of.

What about serving clients who live in rural and underserved areas? Do they have limited access to transportation or find that driving long distances is too challenging? Enter the Mobile Unit, a group of experienced volunteer counselors equipped with laptops and mobile printers. During the busy Medicare open enrollment period, the Mobile Unit serves clients by visiting rural community centers, faith communities and libraries. With a relatively small investment in equipment, this AAA tripled the number of people served in rural areas within two years—by using a workforce composed entirely of volunteers!

This session will help you hinge expectations about how your program can be organized; develop successful techniques to recruit, train, coordinate and motivate a highly skilled volunteer workforce; determine how much of your client base is underserved due to transportation issues or other barriers; and begin to shift limited organization resources into volunteer development.

**Presenter:**
- Randy Rodgers, Manager of Community Services, Jefferson Area Board for Aging, Charlottesville, VA

**MW133**
**Session Title:** Building Dementia Friendly Communities Across the United States
*Building Livable Communities for All Ages*

In this joint n4a and ACL session, presenters will describe opportunities and models for communities to engage in dementia-friendly initiatives. Dementia friendliness exists on a continuum with each community developing a model that best fits their needs based on challenges, opportunities, funding and other resources, within their community. Attendees of each session will learn about options and opportunities for engaging in dementia-friendly work

through both n4a and ACL initiatives, with a focus on grassroots initiatives and strategies for getting involved.

**Presenters:**
- Meredith Hanley, Director, Community Capacity Building, National Association of Area Agencies on Aging Washington, DC
- Erin Long, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC

**MW136**
**Session Title:** OAA and NCI-AD: Putting Outcomes Data to Work
*Cutting-Edge OAA & Caregiver Programs*

The National Core Indicators-Aging and Disability (NCI-AD) Consumer Survey was developed out of concern for the limited information available to states about the impact of publicly-funded LTSS on the outcomes of older adults and adults with physical disabilities receiving services. The goal of the NCI-AD program is to help state agencies systematically assess the performance of their LTSS systems and provide them with a standardized way to compare their performance with other states. NCI-AD was designed to work across multiple programs and settings, including nursing facilities, Medicaid waivers, Medicaid state plans, and/or state-funded programs, as well as Older Americans Act (OAA) programs.

Data for the project is gathered through annual in-person surveys administered to a randomly selected sample. NCI-AD is in its fourth year of data collection; since its inception, the project has grown to include more than 20 states. Five states included OAA programs in their 2017-2018 survey samples: CO, GA, IN, KS and OR.

This workshop will present the most recent national NCI-AD data available to describe outcomes for OAA recipients and compare them with recipients of other LTSS programs. The presentation will highlight differences and similarities in OAA demographic characteristics and service-related outcomes such as care coordination, everyday living, health care, rights and service satisfaction.

The workshop will also feature representatives from two of the states collecting OAA data and/or their AAAs. Speakers will share why their state chose to survey the OAA population, what they learned as a result, and how they are using or planning on using NCI-AD data to improve their programs and services.

**Presenters:**
- Arvine Brown, Program Integrity Unit Manager, Georgia Division of Aging Services, Atlanta, Georgia
- Michale Brewer, Bureau Chief of Senior Programs, Missouri Division of Senior and Disability Services, Jefferson City, Missouri

**MMF76**
**National Aging and Disability Transportation Center's 7th Annual Mobility Fair: Let's Make Public Transit Work for Older Adults!**

*SESSION 2 of 2:* This session will build on Mobility Fair Session 1, providing additional opportunities for learning and discussion with the Federal Transit Administration (FTA) on how to better meet the needs of older adults and individuals with disabilities who use public transit. Together, the two Mobility Fair sessions offer opportunities for conversation, information sharing and interactive exercises. Don't miss the opportunity to share your experiences and expertise with FTA and your peers! NADTC is a federally funded technical assistance center co-directed by n4a and Easterseals.

**Presenters:**
- Rik Opstelten, Office of Mobility Innovation, Federal Transit Administration, U.S. Department of Transportation, Washington, DC
- Virginia Dize, Co-Director, National Aging and Disability Transportation Center, National Association of Area Agencies on Aging, Washington, DC
- Heather Edmonds, Program Associate, NADTC, National Association of Area Agencies on Aging, Washington, DC
- Melissa Gray, Program Manager, NADTC, National Association of Area Agencies on Aging, Washington, DC
- Steve Yaffe, Consultant, National Aging and Disability Transportation Center, Easterseals; Yaffe Mobility Consulting, LLC, Fort Mill, SC

## 3:15 p.m. – 3:45 p.m.        FAST TRACK SESSIONS

**MFT87**
**Addressing Disparities in Caregiving Support Across Medicare, Medicaid and the OAA**
*Advancing our Advocacy*

Though the federal government has become increasingly interested in working with family caregivers, there is not a clear pathway to support for caregivers. Services under Medicare and Medicaid are intended for beneficiaries only and ancillary services are intended for the caregiver, while programs like OAA serve the caregiver directly. And increasingly federal agencies such as the FDA, CMS and NIH are looking for better ways to support family caregivers in medical settings and home and community-based settings. Come share your thoughts on bridging these gaps in support and provide insight to the National Alliance for Caregiving on key strategies to better support caregivers in the future.

**Presenter:**
- C. Grace Whiting, President and CEO, National Alliance for Caregiving, Bethesda, MD

**MFT21**
**Farmers Market Checks: A Prescription for Successful Distribution**
*Best Practices in Healthy Aging*

In June 2018, Northeast Iowa AAA coordinated with Farmers Market Check Distribution to offer Health Fairs in 14 counties. During the application process, consumers were asked to complete a standard intake form with an opt-in question regarding receiving more information from a Resource Navigation Specialist. Seventy percent of consumers were enrolled for services for the first time and one-third asked for additional follow-up information through a phone call. The Health Fairs provided health promotion activities, partnerships with local health providers, nutrition education and healthy aging information to promote independence. This session will provide a program overview, details on the planning process and will address successful outcomes, challenges, barriers and lessons learned.

**Presenters:**
- Kristi Shannon, Director of LifeLong Links, Northeast Iowa Area Agency on Aging, Waterloo, Iowa
- Janet Buls, Health & Wellness Coordinator, Northeast Iowa Area Agency on Aging, Waterloo, IA

**MFT142**
**How to Build a HIPAA Compliance Program From Scratch**
*Business Building 2.0:  Strategies to Strengthen Systems and People*

If your agency is looking to partner with health care organizations, become certified for Medicare reimbursement, or develop more robust privacy policies, this workshop is for you! Learn how the Boulder County Area Agency on Aging (BCAAA), a mid-sized AAA located in county government, has been driven by a contract with a health insurance benefits broker to deliver the National Diabetes Prevention Program, developed a HIPAA Compliance program that passed Medicare compliance standards. You will leave this session with action items that will help guide the way in your HIPAA journey!

**Presenter:**
- Carol Cross, Contracts & Compliance Coordinator, Boulder County Area Agency on Aging, Boulder, CO

**MFT66**
**The Value of Socialization in the Congregate Nutrition Program**
*Cutting-Edge OAA & Caregiver Programs*

Since June 2016, with funding from the Retirement Research Foundation, the National Association of Nutrition and Aging Services Programs (NANASP) has been studying the value of socialization for older adults who participate in the Older Americans Act (OAA) congregate nutrition program and how this contributes to their health and well-being. To our knowledge, our two-year study is one of the first that is focused on the value of socialization specifically in the OAA congregate nutrition program. Come learn about the results, their significance and the implications for advocacy around the Older Americans Act reauthorization.

**Presenters:**
- Meaghan McMahon, Director, MBM Consulting, Washington, DC
- Bob Blancato, Executive Director, National Association of Nutrition and Aging Services Programs, Washington, DC
- Mary Beals-Luedtka, Director, Area Agency on Aging, Northern Arizona Council of Governments, Flagstaff, Arizona


## MFT96
## Will You Be Ready? The Role of AAAs in Disaster Response
*Meeting the Needs of Diverse Aging Populations*

On September 13, 2018, more than 100 explosions and fires spontaneously occurred at homes and business in three neighboring Massachusetts communities:  Lawrence, North Andover and Andover. The result of over-pressurized gas lines, the explosions resulted in immediate chaos for the more than 140,000 residents of these communities: homes were evacuated, roads were closed, electricity was shut off and families struggled to find each other. Without warning and with no advance planning, municipal government, first responders and community leaders were faced with the challenges of responding quickly to the immediate safety needs of the residents. In the months that followed, these same partners needed to come together to address the long-term response and recovery efforts, as more than 11,000 residents remained without gas, heat, hot water and other necessities for months following the disaster.

This presentation will outline the role of the AAA serving these communities, Elder Services of the Merrimack Valley, partnered with community organizations to ensure the health and welfare of impacted residents were addressed by staffing shelters, relocating those who could not reside in their homes, disbursing financial assistance, connecting individuals to resources, addressing the emotional impact of the event and case management for all to respond to specific and emerging needs as the crisis persisted. Also explored during this session will be the necessary response to support organizational staff affected, both as the result of the immediate disaster upon their own homes and community, and as a result of the trauma and stress related to their work during the crisis. Finally, this presentation will set forth key learnings from the disaster, including the necessary elements of a disaster response and recovery plan,

**Presenters:**
- Jennifer Raymond, Chief Strategy Officer, Elder Services of the Merrimack Valley, Lawrence, MA
- Joan Hatem Roy, Chief Executive Officer, Elder Services of the Merrimack Valley, Lawrence, MA


## MFT125
## Next Generation eTools: Harnessing Virtual Technologies for LTSS Coordination
*Innovative Programs for Integrated Care*

This session will demonstrate the next generation of the eTools for Health innovation. eTools comprise a broad variety of web-based health and mobility-related modules featuring short videos, interactive games and activities, learning community supports and communications capacities between consumers and trained providers. Designed to meet the expressed needs and preferences of a wide range of diverse consumer groups, eTools are highly accessible, usable on many platforms, HIPAA compliant and truly consumer-driven. They are adaptable, supporting

different user preferences, and are regularly updated. eTools can be used by individual consumers, in concert with caregivers or staff, and in peer groups. Because they feature fun activities, eTools can also be used to promote social connections and interactions around health self-management supports.

Participants will have the opportunity to explore eTools modules while also learning how eTools have successfully been integrated into a variety of LTSS-related programs to effectively improve program outcomes and reduce health-related crises and emergencies. The session will include an emphasis on how the expansion of the eTools capacity to encompass digital communication with skilled providers can actually enhance relationship-building and care coordination capacities. The session will also include a review of several diverse eTools case studies providing outcomes data and testimonials.

## 3:15 P.M. – 4:30 P.M.      Concurrent Workshops

**MW44**
**Frontline Advocacy: Supporting Elder and Vulnerable Adult Victims of Crime**
*Advancing our Advocacy*

Looking for a meaningful way to advocate for elders and vulnerable adults who have been criminally victimized and are in urgent need of direct services? Join this interactive session and receive step-by-step guidance you can use to replicate one of the first Victims of Crime Act (VOCA)—funded, elder and vulnerable adult victim assistance programs in the United States. The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) program developed by the state unit on aging, which is the Tennessee Commission on Aging and Disability (TCAD) and managed regionally by each of the nine Area Agencies on Aging and Disability across the state, has been a tremendous success. CREVAA provides urgently needed direct services and coordinates the provision of long-term services and supports in a trauma-informed, person-centered manner. Hear about actual cases and share your own to learn how CREVAA gets involved and responds.

Representatives from TCAD and the Southeast Tennessee Area Agency on Aging and Disability will share their experiences on developing and starting a new program that provides VOCA-funded victim assistance. Hear from a CREVAA advocate who is on the front line everyday supporting victims., including through emergency assistance with food, clothing, relocation and housing. Learn what actions a CREVAA advocate can take to assist an elder or vulnerable adult who needs to escape an abusive caregiver and find a safe place to live. Understand how the need for direct services such as homemaker, personal care and meals can be tied to the crime, immediately provided to the victim and paid for by the CREVAA Program. The cases are often horrific but there is hope for the victims and it starts with a visit from a CREVAA Advocate.

**Presenters:**
- Criss Grant, Director, Southeast Tennessee Area Agency on Aging and Disability, Chattanooga, TN
- Laura Brown, General Counsel and Elder Rights Director, Tennessee Commission on Aging and Disability, Nashville, TN
- Rebekah Gouger, CREVAA Advocate, Southeast Tennessee Area Agency on Aging and Disability, Chattanooga, TN

## MW160
## Nutrition Innovations Using a Closed-Loop Referral System
*Best Practices in Healthy Aging*

This workshop will preview an ambitious initiative to provide a more seamless connection between social and health care providers. AgeOptions, the AAA for suburban Cook County, is one of five organizations that received a Nutrition Innovations grant from ACL. The program's unique approach mobilizes seven diverse partners, including health care providers, nutrition service providers and software providers to develop and implement a closed-loop referral system between health care providers and nutrition programs.

The goal of this project is to decrease the prevalence of food insecurity and increase the likelihood that patients experiencing food insecurity and/or are at nutrition risk will receive and act upon referrals to community-based resources. Anticipated outcomes include: 1) older adults will have increased access to nutritious food that meets medically-necessary health requirements; 2) establishing and enhancing a continuity of care between community and clinical settings; 3) health care providers will prove a reduction in health care expenses for referred patients; 4) analysis will reveal the long-term financial viability of maintaining and expanding the referral system; 5) a sustainability plan will be developed to support the initiative in the future.

The expected products, which will be shared with the Aging Network, are: a business plan template, patient engagement marketing materials, and closed-loop referral workflow samples. With existing infrastructure and multi-level commitment to address this issue, AgeOptions and its partners are positioned for rapid and lasting successes in capacity-building and sustainability.

### Presenters:
- Diane Slezak, President and CEO, AgeOptions, Oak Park, IL
- Catherine Macpherson, Vice President, Product Strategy and Development and Chief Nutrition Officer, PurFoods LLC/Mom's Meals NourishCare, Ankeny, IA
- Tamara Jurgenson, Chief Growth Officer, Oak Street Health, Chicago, IL

## 4:00 p.m. – 5:15 p.m.          WORKSHOP

## MW121
## Accessible Health Care: Rights and Responsibilities Under the ADA
*Advancing our Advocacy*

Disabilities are often thought of as physical, cognitive, psychiatric or sensory impairments that an individual might have from birth, such as deafness or cerebral palsy. Additionally, many people can also "age into disability." Regardless of origin, all of these individuals have rights to accessible health care under the Americans with Disabilities Act (ADA). As AAAs increasingly partner with health care and serve people with disabilities of all ages, it's important to be educated on these rights.

Accessibility of doctors' offices, clinics and other health care providers is essential in providing medical care to people with disabilities. Due to a variety of physical and communication barriers, individuals with disabilities are less likely to get routine preventative medical care than

people without disabilities. Accessibility is not only legally required, it is medically important, which helps ensure that minor problems can be detected and treated before they turn into major and possibly life-threatening problems.

Both Title II and Title III of the ADA require that medical care providers provide individuals with disabilities full and equal access to their health care services and facilities; and auxiliary aids and services to ensure effective communication.

The absence of professional training on disability competency issues for health care practitioners is one of the most significant barriers that prevent people with disabilities from receiving appropriate and effective health care. One way to reduce these barriers, and what this workshop intends to do, is to self-empower frontline staff and consumers with ADA knowledge so that they are better equipped to request accommodations and have greater opportunities for equal and accessible health care services.

**Presenter:**
- Michael Richardson, Project Director, Northwest ADA Center, Mountlake Terrace, WA

## 4:00 p.m. – 4:30 p.m.　　FAST TRACK SESSIONS

**MFT51**
**Advancing Our Advocacy Through State Human Services Coalitions**
*Advancing our Advocacy*

By working in coalition with other human services organizations, AAAs can amplify their advocacy messages. Through a facilitated discussion, session participants will learn how AAAs can work with state and national coalitions of human services organizations to advance their advocacy goals. The presenter will briefly share her experience as a board member of the Indiana Coalition for Human Services, and how she is able to shape ICHS's public policy agenda and activity to reflect the concerns of Indiana's older adults and individuals with disabilities. Group discussion will include information on similar organizations that exist in other states as well as best practices, insights and advice from those who have worked with such groups.

**Presenter:**
- Kristen LaEace, CEO, Indiana Association of Area Agencies on Aging, Indianapolis, IN

**MFT149**
**Tap Into the Business Acumen Brain Trust**
*Business Building 2.0: Strategies to Strengthen Systems and People*

Succeeding in the new integrated care landscape is no easy task for a AAA or community-based organization (CBO). Questions are inevitable around developing capacity, contracting with the health care providers and payers, navigating new partnerships and regulations, and setting up new systems and protocols. Lucky for you, there are many bold and business-savvy CBO leaders out there who are prospering in innovative integrated care arrangements—and they are eager to share their hard-won lessons learned! During this interactive session, experts from these trailblazing CBOs will be available to answer questions and offer advice on specific topics related to integrated care and CBO business development. Attend this session for a chance to

brainstorm with peers, pick the brains of integrated care veterans and get real-time feedback on your burning business acumen questions!

**Moderator:**
- Marisa Scala-Foley, Director, Aging and Disability Business Institute, National Association of Area Agencies on Aging, Washington, DC

**Presenters:**
- Connie Benton Wolfe, President and CEO at Aging & In-Home Services of Northeast Indiana, Inc.
- Gary Cook, President and CEO, Direction Home Akron-Canton
- Joan Hatem-Roy, CEO, Elder Services of the Merrimack Valley
- Kathy Vesley-Massey, President and CEO, Bay Aging

## MFT62
## Evolving Roles, Services and Trends of AAAs and Title VI Programs: Capacity-Building Tools and Resources from n4a
*Cutting-Edge OAA & Caregiver Programs*

It is critical for the AAAs and Title VI programs to have information and tools to respond to the emerging needs of the communities they serve, as well as new opportunities provided by partnerships with health care entities. With funding provided by the Administration for Community Living, n4a's capacity-building initiative addresses this need by systematically collecting, analyzing and disseminating essential information on the evolving roles, services and trends of AAAs and Title VI Native American aging programs. This session will highlight recent research on the evolving roles and expertise of AAAs, including recent n4a reports on AAAs that serve rural regions, responses to housing and homelessness, and AAA initiatives on dementia and brain health.

**Presenters:**
- Beth Blair, Senior Research Associate, National Association of Area Agencies on Aging, Washington, DC

## MFT159
## Fighting Financial Exploitation through Elder Fraud Prevention and Response Networks
*Building Livable Communities for All Ages*

Across the nation, senior service providers and elder justice advocates are collaborating to engage diverse community stakeholders to form Elder Fraud Protection and Response Networks (EFPRN). Join a team of national experts to learn how to increase prevention and improve response to elder financial exploitation in your community by starting, enhancing or revitalizing a local or regional network. The presentation will demonstrate the elements of a dynamic convening model with best practices for identifying and recruiting stakeholders, and planning a successful and highly interactive convening event. An emphasis will be placed on identifying and overcoming challenges and obstacles, working in rural areas, using technology to enhance your convening, lessons learned and positive outcomes. Bring your questions!

**Presenters:**
- Jennifer Duane, Senior Program Analyst, Office for the Financial Protection of Older Americans, Bureau of Consumer Financial Protection, Washington, DC
- Katlyn Kramer, Program Director, Your Aging and Disability Resource Center, West Palm Beach, FL
- Nicki Holmes, APS Director, Klamath/Lake Adult Protective Services, State of Oregon, Klamath Falls, OR

## MFT106
## Care Transitions: Return to Community—Iowa Style!
*Business Building 2.0: Strategies to Strengthen Systems and People – Orange*

Follow one AAA's journey starting a care transitions program as a way to position itself for a CMS competitive project to partnering with the State Unit on Aging to pilot a potential statewide care transitions program. Connections AAA's Care Transition program did not receive a CMS award, but the little Care Transitions program that they built from the ground up has sustained AND THRIVED!  Learn how Connections Area Agency on Aging steered its way from working with one hospital to a partnership with the Iowa Department on Aging on a contract to work with the state's non-Medicaid senior population to provide care transitions services to patients and residents of hospitals, skilled nursing and rehab facilities in four Iowa counties.

**Presenters:**
- Kelly Butts-Elston, CEO, Connections Area Agency on Aging, Council Bluffs, IA
- Sherrie McDonald, Director of Consumer Services, Connections Area Agency on Aging, Council Bluffs, IA
- Linda Hildreth, Administrator, Iowa Department on Aging, Des Moines, IA

## MFT88
## Cybercrime & Older Adults: Trends, Tips & Tools
*Cutting-Edge OAA & Caregiver Programs*

Cybercrimes threaten older adults' financial stability. Learn from the Federal Trade Commission about trends in cybercrime (tech support scams, phishing, online dating scams and more). The FTC will present findings from its Consumer Sentinel Data Book and share tips on how to spot cybercrimes, how to prevent them and how to help victims. Session attendees will also hear from the new Cybercrime Support Network about its program to provide free help to cybercrime victims nationwide. Finally, hear from the Eldercare Locator about the resources they provide to cybercrime victims.

**Presenters:**
- Lisa Schifferle, Attorney, Federal Trade Commission, Washington, DC
- Patrice Earnest, Director, Eldercare Locator, National Association of Area Agencies on Aging, Washington, DC
- Kristin Judge, CEO & Founder, Cybercrime Support Network, Ann Arbor, MI

## 4:45 p.m. – 5:15 p.m.        FAST TRACK SESSIONS

**MFT169**
**Reframing Aging**
*Building Livable Communities for All Ages*

This presentation will describe why the Reframing Aging initiative is needed and will provide a quick overview of key techniques that can be used to make our communications more inclusive of older adults.

**Presenter:**
- Joellen Leavelle, Director, Communications, National Association of Area Agencies on Aging, Washington, DC

**MFT190**
**NOAGE: Social Engagement for LGBT Elders**
*Best Practices in Healthy Aging*

New Orleans Advocates for GLBT Elders (NOAGE) is a nonprofit organization that provides services and advocacy for lesbian, gay, bisexual and transgender adults aged 50 and older in the New Orleans metropolitan area. NOAGE services include socialization and educational events ("Coffee Talks," movie nights, potluck dinners, fitness activities, etc.) for LGBT older adults, and LGBT cultural competency trainings for health care and other service providers who serve our target population.

NOAGE, in collaboration with the LSU Health Sciences Center School of Medicine, is in the process of conducting a survey to assess the needs of LGBT older adults in the New Orleans area so that we may better serve them.

Currently, NOAGE does not have a central location, other than a small office space at CrescentCare. Therefore, our socialization/educational events are held in various locations in the community (churches, movie theaters, parks, community centers, etc.), and our cultural competency trainings are usually done as in-services at health care and service provider offices and clinics.

There is a need for a centralized location that would serve as an LGBT-friendly space for our clientele. According to a 2015 Gallup survey, New Orleans has the fourth highest percentage of LGBT adults in the United States (5.1 percent, an increase from 1.4 percent in 2006, giving us the fastest-growing LGBT population in the nation). LGBT seniors have unique needs, and many of them do not feel comfortable being "out" at traditional senior centers because they fear discrimination and bullying from their peers and staff.

**MFT40**
**What's in a name?**
*Cutting-Edge OAA & Caregiver Programs*

Congregate meal sites have long been recognized as a valuable tool in older adult service organizations both as a means to provide older adults, especially those with lower incomes, with a nutritious meal on a regular basis and as a way to provide much needed socialization opportunities. Research shows that participation in a congregate meal program improves key factors for good health and quality of life by improving nutritional status and providing social interactions.  If this is the case, then why is participation in the program declining nationally? Factors like lack of reliable transportation, lack of awareness of the program and lack of choice in food are often quoted as a few reasons program participation has declined.  We wondered: does the name, congregate meal, deter some from participation? Would a name change make the program more inviting to those who are hesitant to join a program that carries a stigma (that congregate meals are only for poor older adults)? In Arlington County, we felt the answer to both these questions was a resounding YES!  So, with our participants, we embarked on a rebranding exercise. Through a series of listening sessions, older adults in our community informed us they would prefer a more modern, inviting name and selected Social 60+ Cafés as the name that more closely reflected the service that they receive. The results speak for themselves. An October 2017 rebrand and change in the food vendor resulted in a 15 percent increase in the number of older adults who participate and have positive comments about all aspects of the program.

**Presenters:**
- Helen King, AAA Program Coordinator, Arlington County Agency on Aging, Arlington, VA
- Rachel Coates, AAA Program Coordinator, Arlington County Agency on Aging, Arlington, VA

# TUESDAY, JULY 30

| 7:00 a.m. – 8:00 a.m. | **CONTINENTAL BREAKFAST** |

| 8:00 a.m. – 10:00 a.m. | **GENERAL SESSION** |

| 10:00 a.m. – Noon | **MOBILE WORKSHOP** |

**Pontchartrain Park Community Center: A Vital Hub for Diverse Older Adults in New Orleans**

The Pontchartrain Park Community provides quality care to individuals aged 60 and older in a diverse New Orleans neighborhood. Founded in 1950, Pontchartrain Park was the first residential neighborhood for African Americans before integration. With a high percentage of older adults, the neighborhood has more recently experienced an influx of Latino older adults. In 2000, U.S. Census cited Pontchartrain Park as having the fastest-growing population of adults age 60 and older in New Orleans. To meet the growing needs of older adults in the area, Pontchartrain Park Center was completed and dedicated May 2005, flooded by Hurricane Katrina later that year, then re-opened in November 2009.

Come see how The Park promotes the physical, emotional and economic well-being of diverse groups of older adults and encourages their participation in all aspects of community life.

***This session is limited to 25 individuals and advanced registration is required.***

| 10:15 a.m. – 11:30 a.m. | **CONCURRENT WORKSHOPS** |

**TW178**
**Local Ombudsman Experiences: Findings From ACL's Process Evaluation**
*Advancing our Advocacy*

States' Long-Term Care (LTC) Ombudsman programs work to resolve problems related to the health, safety, welfare and rights of individuals who live in long-term care facilities (i.e., nursing homes, board and care, assisted living and other residential care communities). In 2015, ACL contracted with NORC at the University of Chicago (NORC) to conduct an evaluation to document the value of the Ombudsman program for individuals living in LTC facilities, their families and for other key stakeholders.

The evaluation aims to answer the following questions:
- How is the Ombudsman program structured and how does it operate at the local, state and federal levels?
- How it is staffed, and what data is collected about activities and outcomes?
- How do Ombudsman programs use existing resources to resolve the problems of individual residents and to bring about changes at the facility and governmental levels that will improve the quality of services available/provided?
- With whom do Ombudsman programs partner and how do they work with partner programs?

- How does the Ombudsman program provide feedback on successful practices and areas for improvement?

This session will focus on the results of the "process evaluation," which includes survey responses from Ombudsman program staff and volunteers at the local level, including those programs housed in AAAs. This session will provide insight into the relationships between staffing capacity and the ability of the program to meet its legislative mandates, including facility visits and will address findings that offer practice tips on training and program management. The session will also describe activities of the upcoming "Outcomes" evaluation, which will include resident and family focus groups, and other surveys of facility staff and key stakeholders such as AAAs.

**Presenters:**
- Louise Ryan, Ombudsman Program Specialist, U.S. Administration on Aging, Administration for Community Living, Seattle, WA
- Kim Nguyen, Principal Research Scientist, Economics, Justice, and Society Department, NORC at the University of Chicago, Bethesda, MD

**TW156**
**Strategic Planning for AAAs: Exploring Opportunities to Go Beyond the Basics**
*Building Livable Communities for All Ages*

The Boulder County Area Agency on Aging (BCAAA) produces its Age Well Strategic Plan every four years. Boulder County is comprised of cities, small towns, rural foothills and rural mountain areas, each with varied needs. The plan includes primary data collection through three main methods. The Community Assessment Survey for Older Adults (CASOA) by National Research Council, Inc. measures the gaps and strengths in services as reported by older adults in the community. BCAAA engaged older adults and service providers through a series of 22 Community Conversations at which participants discussed gaps, needs, and solutions within specific domains. The Key Informant Survey is used as a feedback mechanism for service providers, volunteers, and stakeholders and is an opportunity to report on their needs and successes geographically and by service area.

A new portion of the BCAAA Age Well Strategic Plan is a trends report that brings together secondary data to drive conversations on solutions to issues experienced by older adults. While key performance indicators are not set for the BCAAA and its partners, determining which indicators should be used to evaluate success are part of the BCAAA's strategic planning process.

The plan is used by partners, local governments and organizations as they look to the future of the community. The most recent Age Well Strategic Plan focused on four broad quadrants. The new plan will use the eight AARP Domains of Livability as the framework to align the county with state and national initiatives.

This session will include an outline of the strategic planning process for BCAAA, how to build stakeholder investment, the value of the engagement and the plan itself to the future of BCAAA and local organizations, and the impact this plan has on the community.

**Presenter:**
- Lindsay Parsons, Aging Policy Advocate & Planner, Boulder County Area Agency on Aging, Boulder, CO

## TW94
## Advancing Successful Partnerships Between CBOs and Health Care Entities: Lessons from the Trailblazers Learning Collaborative
*Business Building 2.0: Strategies to Strengthen Systems and People*

n4a's Aging and Disability Business Institute developed its Trailblazers Learning Collaborative (TLC) to work with the "leading edge" of aging and disability community-based organizations (CBOs) that have successfully contracted with health care entities and are currently addressing "next generation" challenges with their contracts. The TLC consists of two workgroups aiming to develop comprehensive strategies for approaching and engaging health systems and health plans in order to establish future contracts and agreements and grow current contracts.

The workgroups have created several products that will enhance the ability of CBOs to contract with health plans and health systems. Some products include standardized client experience survey instruments for care transitions and care management programs, a standardized scope of work for care transitions programs, and the development of usable agreement strategies for approaching health systems for contracting and developing case studies that showcase model agreements between CBOs and health systems. Ultimately these tools will become part of a toolkit for the Aging and Disability Networks.

Presenters will describe the tools that have been developed and discuss how they advance contracting between CBOs and health care entities across the country. It will also highlight on-the-ground challenges for TLC members and the steps being taken to build and grow their partnerships with health plans and health systems.

**Presenters:**
- Beth Blair, Senior Research Associate, National Association of Area Agencies on Aging, Washington, DC
- Maya Op de Beke, Program Manager, Aging and Disability Business Institute, National Association of Area Agencies on Aging, Washington, DC
- Sandy Atkins, Vice President, Strategic Initiatives, Partners in Care Foundation, San Fernando, CA

## TW86
## Caring Across the Miles: A Successful Outreach Campaign to Caregivers
*Cutting-Edge OAA & Caregiver Programs*

The Eldercare Locator's *Home for the Holidays* campaign is an annual outreach event that reaches thousands of older adults and caregivers and promotes local services and programs. In this session participants will hear how the 2018 theme "Caring Across the Miles" received national media coverage and learn what tools and materials continue to be available to support long distance caregivers. Attendees will also get a sneak peek at the 2019 *Home for the Holidays* campaign topic.

**Presenters:**
- Patrice Earnest, Director, Eldercare Locator, National Association of Area Agencies on Aging, Washington, DC
- Joellen Leavelle, Director, Communications, National Association of Area Agencies on Aging, Washington, DC

## TW161
## Demonstrating and Measuring Quality in the New Managed LTSS Paradigm
*Innovative Programs for Integrated Care*

Demonstrating value through the quality of your AAA's services is an effective way to build and expand new business relationships. This session will focus on advancements in the types of quality measures that can be reported and how your AAA can impact the measures that health plans must both report on and be evaluated by.

We'll discuss the recently published CMS and National Committee for Quality Assurance (NCQA) performance measures for Medicaid Managed Long-term Services and Supports plans and innovative approaches for assessing quality based on what matters most to adults using LTSS. You will learn from a AAA and a health plan about the practical implementation of quality initiatives that meet the needs of plans that provide LTSS and their contracting partners.

**Presenters:**
- Erin Giovannetti, Senior Research Scientist, National Committee for Quality Assurance, Washington, DC
- Marie Hawranko, Director, Enterprise Accreditation Programs, Amerihealth Caritas, Philadelphia, PA

## TW90
## Measuring What Matters: 100 Million Healthier Lives
*Best Practices in Healthy Aging*

NCOA is helping to lead the Aging Hub of 100 Million Healthier Lives (100MLives), an initiative of the Institute for Healthcare Improvement. 100MLives is an unprecedented collaboration of change agents across sectors who are working to transform how the world thinks and acts to improve health, well-being and equity.

Through the Aging Hub, NCOA is collaborating with national and local organizations to create and support a nationwide ecosystem for measuring, fostering, and bringing to scale innovations that address the social and behavioral determinants of health for older adults. The Aging Hub is committed to consistently measure what matters (adult well-being) and learn how programs and services within the Aging Network improve a person's life. The initiative encourages use of the Adult Well-Being Assessment, a validated seven-question self-reported survey that asks individuals to rate their well-being in the areas of overall well-being; finances; physical, mental, and spiritual health; and social support. Shared use of these measures can make it easier for organizations to demonstrate the impact of promising programs and services. Join NCOA for this session to learn about progress to date, including the experience of Baltimore County Department of Aging in well-being assessment and how your organization can become involved.

**Presenters:**

- James Firman, President & CEO, National Council on Aging, Arlington, VA
- Kathleen Cameron, Senior Director, Center for Healthy Aging, National Council on Aging, Arlington, VA
- Jill Hall, Division Chief, Senior Centers and Community Services, Baltimore County Department on Aging, Towson, MD

## TW100
## How Using a Personality Assessment Tool Can Increase Productivity for You and Your Teams
*Enhancing Independent Living through Mobility Innovations*

This behavioral system is a leadership and employee training program that uses a personality assessment tool designed to build relationships and reduce workplace conflict by getting to the heart of how each of us is wired and what makes us tick as employees and supervisors. The personality assessment equips you to understand yourself and others in the workplace by teaching you how to better relate to the unique cluster of predictable traits and characteristics of various personality styles. Gaining a better understanding of yourself is the first step to becoming more effective when working with others.

Attendees will complete the assessment questionnaire then interpret the various outcomes as they relate to personality profiles. Participants will leave this session with greater clarity of themselves and their coworkers and will gain greater insight and appreciation for the differences in priorities of their colleagues.

**Presenter:**

- Bill Harris, Board Chair, Area Office on Aging of Northwestern Ohio, Toledo, OH

## TW164
## Designing Culturally Sensitive Nutrition Training for Title VI Programs
*Title VI Programs: Unique Challenges and Solutions*

Native elders face a myriad of health and nutrition challenges, including higher rates of chronic diseases, lower rates of health care utilization and food insecurity. Title VI nutrition programs often have limited resources with which to confront these challenges and address the needs of the older adults that they serve. Access to cost effective education and training resources and tools is a vital support for needed skill-building and effective program administration among Title VI program staff and volunteers. National Resource Centers, such as the National Resource Center on Nutrition and Aging (NRCNA), provide a unique platform for the provision of targeted, low or no-cost online and in-person education and training resources to practitioners and consumers alike.

As learning needs involve across the Aging Network and senior nutrition programs strive to meet the needs of an increasingly diverse population of older adults, National Resource Centers must continue to seek out and leverage new approaches to creating both in-person and online education and training is an important aspect of role of National Resource Centers. Join this session to hear the results of a needs assessment, conducted by the National Resource Center on Nutrition and Aging (NRCNA), with support from the Administration for Community Living's

Office of American Indian, Alaskan Native and Native Hawaiian Programs. Using a mixed-method approach, qualitative and quantitative data from a national sample of Title VI Directors were used to create recommendations for the design of culturally competent online and hands-on nutrition and aging training courses.

**Presenter:**
- Ucheoma Akobundu, Director, National Resource Center on Nutrition and Aging, Meals on Wheels America, Arlington, VA

## 11:30 a.m. – 1:00 p.m.    LUNCH ON YOUR OWN

## Noon – 2:00 p.m.    MOBILE WORKSHOP

### How a Public-Private Partnership Created a Model Wellness Center

Modernizing senior centers is a struggle for many communities. The Jefferson Council on Aging, Inc., headquartered in Metairie, Louisiana, operates 10 senior centers throughout the parish, however, the local governments own the buildings in which the senior centers are located. Prior to 2013, the Gretna Senior Center was operated in a former convent of the Sisters of the Holy Sacrament that was built in the 1890s and was no longer suitable for senior center operations.

Based on a recognition of need and investment by both the public and private sectors, a new senior wellness center was created through an innovative cooperative agreement involving a municipality, a for-profit entity and a nonprofit organization. Learn how a partnership was formed with the City of Gretna, Peoples Health and the Jefferson Council on Aging to create a model senior wellness center in an old Lions Club.

***This Workshop is limited to 25 individuals and advance registration is required.***

## 1:00 p.m. – 2:15 p.m.    CONCURRENT WORKSHOPS

**TW177**
**Session Title:** Defending Evictions from Nursing Homes: A Partnership Strategy
*Advancing our Advocacy*

For the past six years, eviction and improper discharge have been the most frequent complaints in nursing homes. Ombudsman programs report that an eviction can cause displacement from the resident's community, family and friends and can even cause homelessness. When nursing homes transfer an individual to a hospital and then refuse to permit the resident to return, costly and avoidable hospital stays may occur. Ombudsman programs report numerous barriers to satisfactory the resolution of these issues, including discharge notices that do not clearly explain available protections and appeal rights, as well as inadequate resources (including legal services) to assist residents with responding to and appealing the eviction.

In addition, the revised federal nursing home regulations provide stronger protections and a requirement to provide discharge notices to the Ombudsman program. This additional resident protection has created both opportunity and resource challenges for local Ombudsman programs as they attempt to triage and respond to residents. To support LTC Ombudsman

programs, ACL awarded a supplemental grant to the Ombudsman Resource Center to provide focused technical assistance on individual and systemic approaches. The participating Ombudsman programs will convene in a learning collaborative along with designated legal assistance programs serving the same geographic areas, to engage in peer-to-peer learning, and in-depth training and technical assistance to develop complaint advocacy and legal tools.

This session will provide an opportunity for attendees to learn about this collaborative and to explore the partnership opportunities through development of MoUs and similar coordination tools in order to support the Ombudsman program, thereby using scarce resources most effectively.

**Presenters:**
- Louise Ryan, Ombudsman Program Specialist, U.S Administration on Aging, Seattle, WA
- Amity Overall-Laib, Director, National Ombudsman Resource Center, Washington, DC
- Fay Gordon, Project Manager, National Center on Law and Elder Rights, Justice in Aging, Oakland, CA

**TW36**
**A Journey to Inclusiveness: How Illinois Fostered Dementia Friendly Communities**
*Building Livable Communities for All Ages*

Building dementia-friendly communities is of significant importance to the families and individuals living with or at risk for dementia. This session will show participants how Illinois AAAs successfully collaborated on one grant, utilizing a statewide initiative to implement strategic plans and programs to build and foster dementia-friendly sustainable communities. From forming advisory committees composed of community stakeholders and using an all sector approach, Illinois has implemented dementia-friendly training programs to Managed Care and Care Coordination Unit Case Managers, financial institutions, local government, first responders and community members. From our first memory café, planting flowers at a local fire station, the project has developed into an incredible opportunity to build a one-acre memory garden to enjoy for generations to come. Learn about Tales & Travel Memories—an innovative library program that provides services directly to people diagnosed with Alzheimer's and other dementias, not just their caregivers. Each one-hour program takes participants on an imaginary trip to another country. Learn how the initiative supported Stress Busting and Savvy Caregiver evidence-based programs and promoted sustainability by conducting train-the-trainer sessions to expand these programs statewide. By the end of the workshop, participants will be able to identify potential barriers to fostering dementia friendly communities and specific strategies for overcoming those obstacles.

**Presenters:**
- Colette Jordan, Community Planner, Northeastern Illinois Area Agency on Aging, West Chicago, IL
- Carolyn Austin, Executive Director, Area Agency on Aging for Lincolnland, Inc., Springfield, IL
- Christina Fulton, Home and Community-Based Services Manager, AgeSmart Community Resources, Belleville, IL

**TW104**
**The Evolution of CBO–Health Care Organization Contracting: 2018 Survey Results**
*Business Building 2.0: Strategies to Strengthen Systems and People*

Aging and disability community-based organizations (CBOs) across the country are increasingly partnering with health care payers and providers to improve the health and well-being of older adults and people with disabilities by addressing the social and behavioral determinants of health. In partnership with the Scripps Gerontology Center at Miami University, n4a's Aging and Disability Business Institute has fielded two surveys to learn more about these partnerships.

This session will highlight the results of the Aging and Disability Business Institute's second survey, revealing how the contracting landscape changed in the year between the two surveys. Presenters will review contracting trends in the types of health care partners, services delivered and payment structures, as well as common contracting experiences and challenges CBOs have encountered. Participants will also hear from the Area Agency on Aging & Disabilities of Southwest Washington about its success in serving as a Care Coordination Organization in the Washington Health Homes Program.. The presenters will engage participants in a discussion of trends, challenges, benefits and effective strategies for contracting with health care partners.

**Presenters:**
- Beth Blair, Senior Research Associate, National Association of Area Agencies on Aging, Washington, DC
- Traci Wilson, Research Associate, Scripps Gerontology Center at Miami University, Oxford, OH
- David Kelly, Executive Director, Area Agency on Aging & Disabilities of Southwest Washington, Vancouver, WA

**TW116**
**Helping People + Helping Pets: A Community Collaboration**
*Cutting Edge OAA & Caregiver Programs*

A community needs survey administered by Pima Council on Aging and the Pima Alliance for Animal Welfare (PAAW), an initiative of the Community Foundation for Southern Arizona, showed an unmet need to assist older adults who want to live independently to keep their pets with them.

In particular, many people who have pets and receive home-delivered meals share the food from their meal with their pet simply because they do not have the means to buy pet food. In partnership with Lutheran Social Services of the Southwest and Mobile Meals of Southern Arizona, these organizations created a collaborative pet food delivery program to provide older adults receiving home-delivered meals with supplemental pet food delivery. By delivering supplemental pet food, the local AAA and its community partners hope that both older adults and their pets will be able to get the nutrition they need to live longer and healthier lives together. This presentation will discuss the details of the pet food assistance program, as well as the broader community collaboration that helped the program get off the ground.

In addition to providing supplemental pet food, this volunteer-based program offers social interaction and provides connections to the community. For those of us who have pets, we know the joy, friendship, and comfort they can bring to our lives. For many isolated older adults, having a furry friend helps keep them in good spirits and provides the companionship they need

to help prevent them from becoming socially isolated. By developing collaborative programs to support socialization for isolated and home-bound older adults, AAAs can help reduce depression, anxiety and other health related epidemics among older adults.

**Presenters:**
- Lisa Reams, Vice President of Programs and Services, Pima Council on Aging, Tucson, AZ
- Heidi Gerrish, Volunteer Coordinator, Lutheran Social Services of the Southwest, Tucson, AZ
- Tamara McKinney, Executive Director, Mobile Meals of the Southern Arizona, Tucson, AZ
- Kelly Huber, Director of Strategic Grants and Initiatives, Tucson, AZ


**TW157**
**Achieving Statewide Capacity through the AAA-Driven Juniper Network**
*Business Building 2.0:  Strategies to Strengthen Systems and People*

This session will feature three Minnesota AAAs from urban, rural and Tribal planning and service areas and their experience and perspectives to develop and implement Juniper, a statewide healthy aging provider network, formed by all seven Minnesota AAAs with 160 participating service delivery organizations, including health care providers. The session will focus on Juniper's business model and MSO functions, including a technology platform, marketing support, analytics and consulting physician. Presenters will discuss their own path to build capacity and to ensure that local service delivery organizations were ready to perform under health plan contracts administered by the MSO through a wholly-owned subsidiary of the urban AAA. Presenters will also hear initial results from the MSO's outbound call center to engage health plan members in healthy aging classes through enrollment, reminders and other follow-up activities. The session will invite workshop participants to share their experiences with creating successful ventures to deliver sustainable services at scale that meet the market footprint of third-party payors.

**Presenters:**
- Dawn Simonson, Executive Director, Metropolitan Area Agency on Aging, North St. Paul, MN
- Earlene Buffalo, Director, Minnesota Indian Area Agency on Aging, Minnesota Chippewa Tribe, Cass Lake, MN
- Lori Vrolson, Executive Director, Central Minnesota Council on Aging, Sartell, MN


**TW167**
**The Flourish Model: Advancing Integrated Care**
*Innovative Programs for Integrated Care*

To promote effective care coordination and quality care for older adults to hard to reach and vulnerable populations and those living in rural areas, the Flourish Care model developed partnerships between primary care practices, local AAAs and community coalitions as part of a federal grant to promote quality care for older adults. The initiative has been expanded to include behavioral health and also utilizes and assessment index to facilitate care planning and service interventions. This presentation reports on the lessons learned in creating this model of care and the outcomes achieved for older adults served through this coordinated health care

model. Two case studies and an Inter-professional Care Management Experience (ICME) will be shared.

**Presenters:**
- Barbara Gordon, Director, KIPDA Area Agency on Aging and Independent Living, Louisville, KY
- Anna Fau, Executive Director, Institute for Sustainable Health and Optimal Aging; Associate Dean, University of Louisville, Kent School of Social Work, Louisville, KY
- Joe D'Ambrosio, Director of Health Innovation and Sustainability, Institute for Sustainable Health and Optimal Aging, Louisville, KY


**TW175**
**Innovations in Addressing Elder Abuse in Indian Country**
*Title VI Programs:  Unique Challenges and Solutions*

In 2016, ACL launched an elder justice innovation grant designed to further the development of effective and replicable approaches to address elder abuse in Indian Country. Through this effort, 16 tribes have received funding to work in a number of areas, including improving public awareness about native elder abuse, providing training to tribal staff on identifying abuse, and developing tribal elder abuse codes. In this session, participants will hear from three of the tribes that have used their funding to improve their tribes' policies, procedures, and partnerships to be better prepared to receive and handle elder abuse reports, as well as strategies for adapting these efforts for use in other tribes.

**Presenters:**
- Lora Lee LaFrance, Director, St. Regis Mohawk Tribe, Akwesasne, NY
- Carol Nichols, Coordinator, Standing Rock Sioux Tribe, Fort Yates, ND
- Marcia Hall, Tribal Courts Adult Protection Services Manager, Fort Hall, ID


**TW132**
**Session Title:** Everyone Can Have a Crisis. Here's Our Solution!
*Meeting the Needs of Diverse Aging Populations*

**Session Description:**
Are you ready to gain a better understanding of the challenges older adults in your community are experiencing and what your AAA's helplines are facing? Come learn how Florida Aging and Disability Resource Centers have collaborated with the WellMed Charitable Foundation to provide case management and crisis resolution for our community's older adults.  We believe this is a best practice and the goal of this innovative partnership is to replicate this solution-focused program throughout Florida.

**Presenters**:
- Katie Parkinson, Chief Operating Officer, Senior Connection Center, Inc., Tampa, FL
- Ann Marie Winter, Executive Director, Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg, FL

**TW174**
**OAA Legal Assistance & Area Agencies on Aging: A Mission-Based Discussion**
*Cutting-Edge: OAA & Caregiver Programs*

Come learn more about the AAA roles, responsibilities and key relationships in the delivery of Older Americans Act–funded legal assistance. In this session, participants will review the OAA legal services provisions and discuss key accountabilities for the delivery of legal assistance. Ample real-world promising practices and examples will also be shared. This session is intended to offer an opportunity for an open conversation about relationships, responsibilities and opportunities in the development and delivery of OAA legal services.

**Presenters:**
- Omar Valverde, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Hilary Dalin, Director, Office of Elder Justice and Adult Protective Services, Administration for Community Living, Washington, DC
- Jaye Martin, Executive Director, Maine Legal Services for the Elderly, Augusta, ME

**TW92**
**Let Us HARP on You About Fall Prevention**
*Best Practices in Healthy Aging*

Most falls experienced by older adults occur in the home—and home hazards are associated with a higher risk of falling. Low-income older adults, who generally have higher rates of disability and live in substandard housing, need feasible interventions to help them safely age in place. The Home Hazard Removal Program (HARP) is a new home hazard removal and fall risk self-management program delivered in the home by occupational therapists.

To evaluate the program, a randomized control trial was conducted with 310 community-dwelling older adults receiving aging services in the community. HARP had high acceptability with older adults and was feasible to deliver in the community. Participants received an average of four (range zero-11) home modifications for a mean cost of $196.52 initially and $21.67 at the six-month follow up. Nearly 50 percent of individuals in the HARP group made additional changes to reduce fall risk after the intervention. Adjusted for fall risk, individuals in the HARP group fell 1.4 times versus 2.2 times in the control group over 12 months. A return on investment of 111 percent is estimated based on health care usage between groups. This low-cost home hazard removal program demonstrated acceptability, feasibility, and a significant reduction in falls for at-risk community-dwelling older adults.

**Presenters:**
- Marian Keglovits, Occupational Therapist, Washington University School of Medicine, St. Louis, MO
- Emily Somerville, Occupational Therapist, Washington University School of Medicine, St. Louis, MO
- Anneliese Stoever, Community Programs Manager, St. Louis Area Agency on Aging, St. Louis, MO
- David Sykora, Executive Director, St. Louis Area Agency on Aging, St. Louis, MO

**TW147**
**Tested Ways to Boost Your Advocacy Game**
*Advancing our Advocacy*
The saying goes all politics is local—but so is all policy and advocacy! Successful advocacy strategies start at the community level with creativity and ingenuity leading the way. Advocacy leaders from across the Aging Network will share cutting edge, effective advocacy and grassroots engagement strategies and discuss what does—and sometimes doesn't—work for achieving your advocacy goals.

**Panelists:**
- Autumn Campbell, Director, Public Policy and Advocacy, National Association of Area Agencies on Aging, Washington, DC
- Local aging advocacy experts sharing best practices and resources.

## 2:00 p.m. – 4:00 p.m.                    MOBILE WORKSHOP

**Advanced Care Planning: Helping Families Plan for the End of Life**
*Location:  Lake Lawn Metairie Cemetery and Funeral Home*

AAAs and Title VI programs are in a unique position to provide education and support to individuals and families regarding advanced care planning. When someone is sick or frail is not the best time to think of their final resting plans. Thinking ahead can help someone make informed and thoughtful decisions about their end of life plans and wishes. This session will highlight the benefits and possible cautions regarding advanced care planning and will be followed by a bus tour through a famous New Orleans landmark, the historic Metairie Cemetery. The tour will highlight some of New Orleans most famous architects, politicians, madams, generals and other colorful characters in New Orleans history.

**Presenters:**
- Lauren Livermore, Community Relations Representative, Lake Lawn Metairie Cemetery
- Gerard Schoen, III, Community Relations Director, Lake Lawn Metairie Cemetery

*This session is open to 25 individuals and pre-registration is required.*

## 2:30 p.m. – 3:45 p.m.                    CONCURRENT WORKSHOPS

**TW191**
**Healthy Heart, Healthy Brain:  New Communication Tools for Indian Country**
*Title VI Programs: Unique Challenges and Solutions*

This session will introduce to participating Title VI and area agency on aging representatives a new series of communications tools for American Indian and Alaska Native (AIAN) elders, their family caregivers and those who serve them, promoting the link between healthy hearts and healthy brains. While one in three Native elders over 65 is likely to develop Alzheimer's or some other form of dementia, there has been little attention paid to addressing dementia among the nation's AIAN population. In 2018-2019 the Association of State and Territorial Health Officers (ASTHO) with support from the Centers for Disease Control & Prevention's (CDC) Alzheimer's

disease and Healthy Aging Program and the Division for Heart Disease and Stroke Prevention, commissioned the International Association for Indigenous Aging (IA2) to produce these communications tools. The tool kit consists of culturally appropriate posters, flyer, radio PSAs, short videos, a guide for health care providers serving AIAN elders, and articles published in *Indian Country Today*. This work complements the recently released Healthy Brain Initiative Road Map for Indian County, produced by the Alzheimer's Association and CDC, with input from IA2. This session will introduce the communication tools, learnings gained through the development of the tools, discuss current and future dissemination plans and obtain feedback from session attendees.

**Presenters:**
- Dave Baldridge (Cherokee), Executive Director, International Association for Indigenous Aging
- Bill Benson, President, Board of Directors, International Association for Indigenous Aging

**TW38**
**Addressing Older Adult Malnutrition, A Priority for Population Health Management**
*Best Practices in Healthy Aging*

Malnutrition is a growing, costly—and preventable—health problem among older Americans. Up to half of older adults are or are at risk for becoming malnourished. It is estimated that the annual cost of disease-associated malnutrition in this population exceeds $51 billion. As financial incentives for health care providers, including risk-based care contracts, accountable care organizations, and bundled payment models drive care out of acute care settings, community-based organizations (CBOs) are uniquely positioned to play a significant role in population health management by preventing and addressing malnutrition in community-dwelling older adults.

CBOs are firmly rooted within their communities and provide an array of programs and services that support older adults to help them manage their health, economic, and social well-being in their homes. Existing program assessments, care transition practices, disease prevention and health promotion programs can be modified and leveraged to screen for and address the functional, social and economic risk factors that contribute to or worsen malnutrition.

These risk factors include physical, sensory, mood and cognitive impairments, lack of transportation, food insecurity, poverty, social isolation or inadequate access to public benefit programs and other essential supportive services. Simple, validated tools can be implemented into workflows to detect risk for malnutrition, including recent weight loss and poor intake of nutrients and/or appetite. Available screening tools that help identify the social determinants of health (SDOH) can be systematically adopted to identify unmet health-related social needs.

After the root cause of malnutrition or malnutrition risk has been identified, CBOs can further support population health management by addressing the SDOH to prevent poor health outcomes and unnecessary health care costs. The SDOH are frequently associated with worsening malnutrition-related health conditions including frailty, falls or loss of independence by connecting seniors to programs and services that they need and want.

**Presenters:**
- Janet Buls, Health & Wellness Coordinator, Northeast Iowa Area Agency on Aging, Waterloo, IA
- Kristi Shannon, Director of LifeLong Links, Northeast Iowa Area Agency on Aging, Waterloo, IA

## TW171
## Development, Implementation and Scaling of an Evidence-Informed Intervention for Dementia Caregivers
*Building Livable Communities for All Ages*

With funding through the Administration for Community Living's (ACL) Alzheimer's Disease Initiative–Specialized Supportive Services (ADI-SSS) program, the Roslyn Carter Institute for Caregiving (RCI) developed the Dealing with Dementia Behaviors (DWD) intervention in English and Spanish. Evidence-informed DWD is an educational program for caregivers of people living with dementia. The program designed to assist caregivers in keeping their loved ones in their homes and communities was developed and piloted in the state of Georgia and is presently being used in communities across the country.

This comprehensive session will cover information on the ACL funding vehicle used in the development of the program, a presentation from RCI on the development, piloting and scaling of the program in Georgia, as well as   a presentation from Nevada Senior Services on its decision to partner with RCI for training and implementation of DWD in its community.

**Presenters:**
- Erin Long, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Gayle Alston, Program Director, Roslyn Carter Institute on Caregiving, Americus, GA
- Jeffrey Klein, President and CEO, Nevada Senior Services, Las Vegas, NV

## TW131
## Silver Otter Strategies: Disrupting Tradition for Better Community Health Outcomes
*Business Building 2.0:  Strategies to Strengthen Systems and People*

Silver Otter Strategies is a newly formed wholly-owned subsidiary corporation of Greater Lynn Senior Services, Inc. (GLSS). Its fundamental mission is to parlay the 40 years of experience and expertise developed through our AAA into a focused and sustainable capacity for creating livable communities and better health outcomes for all residents.  At a time when shifting landscapes threaten to limit AAA resources and reach in general and within the health care sector, Silver Otter Strategies is charged with "disrupting" those patterns that constrain AAA capacities while also infusing innovative solutions with the traditions that both address social determinants of health and ensure person-centered and community first values.

Participants in this session will learn why GLSS developed a social enterprise, how Silver Otter Strategies functions in that space and discuss the relevance of this effort within the context of their own experiences.  The session will also identify how Silver Otter Strategies is developing consumer-driven responses to the challenge's AAAs and other nonprofits face and how it is using data in new ways to develop better and more inclusive predictive analytic capacities around consumer health and well-being. Participants will hear about our ongoing data

management and technology platform challenges as well as the fixes we have applied. Offering impact data, the session will also present several successful innovations and innovative partnerships—as well as one or two not-yet-ready-for-prime time efforts—designed to help improve community health, integrate health care, and lower health care costs. Participants will be encouraged to think about how social enterprises such as Silver Otter Strategies can play a role in bridging market sectors, meeting the challenges of regional and consolidation pressures, and sustaining key AAA values and traditions.

**Presenters:**
- Valerie Parker Callahan, Director, Planning and Development/ Executive Director, Silver Otter Strategies, Inc., Greater Lynn Senior Services, Lynn, MA
- Aimee Garman, Assistant Director, Planning Department/ Assistant Director, Silver Otter Strategies, Inc., Greater Lynn Senior Services, Inc., Lynn, MA

## TW108
## Fight Fraud! Tools for Educating Seniors about Today's Scams
*Cutting-Edge OAA & Caregiver Programs*

Does it break your heart when you hear that a senior in your community has been victimized by a scam? Are you not sure where to turn? Join us for an interactive conversation about how we can help educate and protect older adults in our communities from being victimized by frauds and scams. We'll share information about collaborative work that is being done in Colorado between AARP and AAAs. We'll also explain how the Aging Network can tap into the AARP Fraud Watch Network's educational resources, including the free national helpline.

**Presenters:**
- Mark Fetterhoff, Advisor, AARP, Denver, CO
- Erin Fisher, Director, Alpine Area Agency on Aging, Silverthorne, CO

## TW168
## Social Media and Your Agency
*Meeting the Needs of Diverse Aging Populations*

Deep dive into social media skills, strategies and tools AAAs can use with limited resources. Have you wanted to take your AAA's social media game to the next level? Join n4a staff for an interactive discussion of how AAAs can build a robust social media presence to help boost your agency's mission. We'll cover planning, promotion, partnerships and more!

**Presenter:**
- Joellen Leavelle, Director, Communications, National Association of Area Agencies on Aging, Washington, DC

**TW113**
**Resiliency: The Lifelong Impact of Internment Camps**
*Meeting the Needs of Diverse Aging Populations*

The world today is witnessing perhaps the greatest dislocation of populations in human history, with millions of individuals and families either forced or choosing to move out of their homes and communities and often across national borders due to violence, war, genocide, ethnic cleansing, starvation or other reasons, often for lengthy periods of time.

Sadly, this is hardly a new phenomenon in world history. Presenters will facilitate a panel discussion of survivors who will share their stories and tell of their experiences as refugees who had to live in internment or refugee camps in the hope of either returning home or finding new homes, and the impact this experience has had on their lives and how it has affected them as they age.

The panel will specifically address Japanese Americans who were forced into U.S. internment camps following Japan's attack on Pearl Harbor, refugees from African nations who lived in migrant and refugee camps, and Holocaust survivors who lived in post-war displaced person camps. With specific emphasis in the Older Americans Act encouraging Aging Network providers to target these populations, this session will provide critical insights.

**Presenters:**
- Mary Lynn Kasunic, President & CEO, Area Agency on Aging, Region One, Phoenix, AZ
- William Benson, President, Health Benefits ABCs, LLC, Silver Spring, MD
- Jolie Mbonyingabo, Elder Refugee Program Director, Area Agency on Aging, Region I, Phoenix, AZ

**TW91**
**Ensuring Strategic Integration at Every Level In Your Organization**
*Business Building 2.0:  Strategies to Strengthen Systems and People*

Using the SAOL model, attendees will learn strategies for ensuring strategic integration throughout their organization. You know your organization's mission but has your organization established an organizational vision? Has your organization identified specific core competencies? Has your organization's staff had the opportunity to identify how their contributions are aligned with the organization's vision? Attend this workshop to learn how to ensure that your entire team knows where your organization is going and how their work contributes to this effort. Attendees will leave with a framework and strategies they can use to ensure their organizations are strategically aligned.

**Presenters:**
- Suzanne Burke, Chief Executive Officer, Council on Aging of Southwestern Ohio, Cincinnati, OH
- Duana Patton, Chief Executive Officer, Ohio District 5 Area Agency on Aging, Inc., Ontario, OH

**TW105**
**Supporting the Champions: Strategies to Retain Evidence-Based Program Leaders**
*Maximizing Resources Through Strategic Volunteer Engagement*

According to n4a's 2017 National Survey of Area Agencies on Aging,  93  percent of AAAs implement evidence-based health promotion and disease prevention programs. Volunteers play an essential role in implementing these programs—serving as peer leaders across the country to inspire, motivate and engage older adults and adults with disabilities in achieving their individual health goals. This session will highlight strategies used by a Florida AAA to recruit and support volunteer leaders for evidence-based programs. Presenters will share best practices and lessons learned, as well as challenges for recruiting, screening, engaging and retaining volunteers from states across the country, including data from the National Chronic Disease Self-Management Education Database and the National Falls Prevention Database.

**Presenters:**
- Kathleen Zuke, Senior Program Manager, National Council on Aging, Arlington, VA
- Kristen Griffis, Executive Director, Elder Options, Gainesville, FL
- Kristie Kulinski, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC

## 4:00 p.m. – 4:30 p.m.             FAST TRACKS

**TFT34**
**Pulling the Network Together Through Advocacy**
*Advancing our Advocacy*

AgeOptions created the Advocacy Task Force in 1995 to respond to the tensions grantmaking decisions have on relationships between Grantees and the Grantors. With time and improved facilitation, the Task Force has become a focal point for not only the Aging Network, but policy advocates concentrating in different areas. The task force has provided training, information and special presentations by respected experts at the federal, state and local levels with a focus on services, programs and benefits for older adults in the community. This session will discuss the planning and implementation of our advocacy Task Force.

**Presenters:**
- Jonathan Lavin, former CEO (retired), AgeOptions, Oak Park, IL
- Brad Winick, Chair, Board of Directors, AgeOptions, Chicago, IL
- Kimberley McCahill, Director, Grants Management and Planning, AgeOptions, Oak Park, IL
- Diane Slezak, President and CEO, AgeOptions, Oak Park, IL

**TFT16**
**Making Meals Easy: Frozen Meal Prep for the Boomers**
*Best Practices in Healthy Aging*

Meal preparation programs, both mail order and grocery store inspired meal kits (think Hello Fresh and Hy-Vee's Simple Fix), are very popular but most tend to target busy families. While the ease and convenience of these healthier meals are appealing, we know that baby boomers are also busy volunteering, caring for grandchildren, working, or shopping, golfing or traveling! We

devised Making Meals Easy to serve those older people who tend to grab a slice of pizza, eat cold cereal, or fill up on popcorn after a busy afternoon or morning out. Fixing a meal by yourself is often uninspired and tedious but working with others to make up to eight meals that serve two people in under two hours can fill both your stomach and your soul. Participants work together to prepare freezer-ready meals that can be dropped in a slow cooker or slipped in the oven with little or no additional work.

**Presenter:**
- Janet Buls, Health & Wellness Coordinator, Northeast Iowa Area Agency on Aging, Waterloo, IA

## TFT112
## EMS Responds: Rural EMS and Dancing Sky AAA Partnership
*Innovative Programs for Integrated Care*

Studies have shown that people in rural areas are at a greater risk of developing dementia. As the number of people diagnosed with dementia increases, so too do the challenges of rural providers in meeting the needs of these individuals. As the Dancing Sky Area Agency on Aging of Northwest/West Central Minnesota worked to increase dementia awareness through Dementia Friends and Dementia Friendly America initiatives, they identified the need for a more comprehensive approach to community education and awareness. The AAA developed "EMS Responds: A Patient-Centered Approach to Emergency Care of Dementia Patients." This program partners with rural EMS and First Responder programs to provide education to increase their knowledge and understanding of dementia. In addition, they are introduced to resources available to older adults (such as the Senior LinkAge Line®, and referrals to Evidence-Based Falls Prevention programs). While taking part in the program, EMS personnel are guided through a dementia simulation exercise and an opportunity to learn more about the disease and how to see beyond the disease while identifying patient needs. Incorporated are discussions on the challenges of dementia, strategies for adaptive communication, and a special pain assessment scale for advanced dementia patients. The conversation also includes isolation challenges, long transport times, and the welfare of the caregiver. "EMS Responds" provides a unique opportunity for collaboration between the AAA, rural EMS providers and the communities they serve by bringing awareness of other initiatives for dementia awareness within other community organizations.

## TFT123
## Quantifying the Value of Health Care Transportation
*Enhancing Independent Living through Mobility Innovations*

The Atlanta Regional Commission Area Agency on Aging and its partner Grady Health Care administered the Rides to Wellness Project to focus on increasing health care access and reducing missed appointments and health care costs. Funded through a grant from the Federal Transit Administration, the project empowered more than 200 patients to use public transportation with confidence and increased opportunities to access health care services and other activities that enable them to live in the community.

More than 50 percent of participants improved their appointment adherence over the six months of the Rides to Wellness program. Furthermore, after completing Rides to Wellness

these participants reported an increase of 4.3 healthy days gained. When compared to no intervention, Rides to Wellness proved to be a cost-effective intervention to decrease missed appointments and improve health outcomes.

Presenters will share strategies for creating a strong evaluation plan to include measurable outcomes on both the program's cost effectiveness and improvements in patient health. Attendees will come away with best practices to overcome the barriers during implementation of a new program and how to work effectively across the health and transportation sectors to ensure success for all stakeholders. Participants will leave the session with evidence for smart and cost-effective investments into programs that are bridging the gap between health care and transportation. Come learn how to replicate Rides to Wellness to fit the needs of your individual communities!

### TFT33
### Making Veteran-Directed Care Happen in an Unpredictable Environment
*Business Building 2.0: Strategies to Strengthen Systems and People*

In 2009, the Veterans Administration (VA) implemented Veteran-Directed Care (VDC) to improve care for aging and disabled veterans and to rebalance care to the community from institutions. VDC, originally known as Veteran-Directed Home and Community-Based Services, is a self-directed program delivered by aging and disability agencies in partnership with local VA Medical Centers. As a part of a larger evaluation of VDC, the Durham VA Health Care System and Duke University worked to identify organizational conditions and strategies that support or hinder successful program implementation, especially in a shifting and unpredictable funding environment. Attend this session to hear what was learned from this research and to share your own VDHCBS/VDC experiences!

**Presenters:**
- Nina Serber, Health Science Research Specialist, Durham VA Health Care System and Duke University Department of Population Health Sciences, School of Medicine, Durham, NC
- Alecia Slade, Health Science Research Specialist, Durham VA Health Care System and Duke University Department of Population Health Sciences, School of Medicine, Durham, NC
- Kathleen Perry, Health Science Research Specialist, Durham VA Health Care System and Duke University Department of Population Health Sciences, School of Medicine, Durham, NC

### TFT79
### ART Alzheimer's Response Team, A Public-Private Partnership
*Innovative Programs for Integrated Care*

In San Diego County, more than 84,000 people are living with Alzheimer's Disease and Related Dementias (ADRD), locally the third leading cause of death. By 2030, it is estimated this will increase to 115,000 individuals. The County of San Diego Health and Human Service Agency, Aging & Independence Services and other key stakeholders including Alzheimer's San Diego, the Grossmont Healthcare District, the San Diego County Sheriff's Department and the District Attorney's Office, and Sharp Grossmont Hospital worked together to develop the Alzheimer's Response Team (ART) Pilot Project. The goals of the project are to enhance prevention efforts, expand dementia crisis response teams, and

develop recommendations on how to improve the interaction between older adults who are in crisis, law enforcement and the criminal justice system.

Service begins with the call for help and ends with support and services for clients living with ADRD and their caregivers. A Crisis Response Team deploys initially to address the crisis, and a Support Team provides case management for up to six months to prevent future crises. Referrals for ART are received 24 hours a day by Adult Protective Services, which evaluates for eligibility and determines the need for a one-hour vs. one-day response. Initial home visits are made by an APS social worker skilled in crisis intervention to stabilize the situation and assist with an immediate safety plan. In the days that follow, APS and dementia experts at Alzheimer's San Diego visit the family to develop a family-centered plan of care that addresses the needs of the person living with dementia, their primary care partner, and the entire family. Ongoing support, caregiver skills training, coaching, counseling, and more are provided by the team for a period of six months during which time the team meets every two weeks to review cases.

**Presenters:**
- LaShaunda Gaines, Adult Protective Services Program Manager, County of San Diego Health & Human Services, Aging & Independence Services, San Diego, CA
- Jessica Empeno, VP, Program Operations, Alzheimer's San Diego, San Diego, CA

## 4:00 p.m. – 5:15 p.m.         Workshop

**TW170**
**Boosting Contributions at Meal Sites: Insights from a Pilot Program**
*Business Building 2.0:  Strategies to Strengthen Systems and People*

Have you looked at contributions at your congregate meal site and wondered how you might be able to increase them? Have you wondered what others are doing across the country to increase contributions at their congregate meal sites? In this session, we will cover these topics and much more.

Behavioral science, the field of study examining how individuals make choices, has informed federal programs ranging from ways to decrease energy costs in federal assisted housing to testing methods to increase renewal rates of federal student aid. Strategies seeking to improve the overall efficiency of programs have been developed and tested by the Office of Evaluation Sciences (OES) team. These strategies are potentially important to supporting AAAs enhance their business acumen efforts.

In this session, presenters from ACL, OES and a local senior center will highlight strategies developed and implemented at a local meal congregate site to increase, in a non-coercive manner, voluntary contributions from participants. Additionally, participants will learn about the strategies used by meal site programs across the country to collect or solicit voluntary contributions.

Discussion will focus on the lessons learned, experiences from participants who engaged with meal site staff during the duration of this intervention, and in what ways these strategies can be sustained at a any congregate meal site.

**Presenters:**

- Vijeth Iyengar, Office of Supportive and Caregiver Services, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Keri Lipperini, Director, Office of Nutrition and Health Promotion Programs, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Elana Safran, Behavioral Scientist Office of Evaluation Sciences (OES)/U.S. General Services Administration, Washington, DC
- Jill Hall, Division Chief of Senior Centers and Community Services, Baltimore County Department of Aging, Towson, MD

## 4:45 p.m. − 5:15 p.m.                    FAST TRACK SESSIONS

**TFT63**
### The Role of AAAs in Dementia Services and Brain Health
*Cutting-Edge OAA & Caregiver Programs*

As the population of older adults continues to grow, the number of individuals living with Alzheimer's and other dementias will also increase. Individuals with dementia and their caregivers need a significant level of care and support, including access to an array of home and community-based services. This session will highlight the findings of a poll assessing how AAAs across the country have adapted to serve growing numbers of individuals who have dementia and their caregivers. Presenters will discuss innovative programs developed, challenges experienced in serving this population, and initiatives related to brain health, with an in-depth look at the San Francisco LGBT Dementia Care Project, which focuses on increasing access to dementia-capable care for lesbian, gay, bisexual and transgender seniors and adults with disabilities.

**Presenters:**

- Beth Blair, Senior Research Associate, National Association of Area Agencies on Aging, Washington, DC
- Sherri Clark, Aging Services Program Specialist, U.S. Administration on Aging, Administration for Community Living, Washington, DC
- Shireen McSpadden, Executive Director, San Francisco Department of Aging and Adult Services, San Francisco, CA

**TFT84**
### FIRST: Integrated Dementia-Specific Interventions and Supportive Services
*Innovative Programs for Integrated Care*

**Session Description:**
FIRST is a pilot project developed by the County of San Diego with funding from the Administration for Community Living. FIRST is designed to improve the dementia-capability of San Diego County's aging and disability network by consistently identifying individuals with dementia, providing a home-based behavioral symptom management training for caregivers and providing dementia-specific case management services. Learn best practices and how you can increase the dementia capability of your organization.

The FIRST Project is designed to address the gaps in service by integrating new practices into existing programs as well as piloting a new case management program. Our initial intervention is a service improvement and system-level change to identify, pilot and implement a brief ADRD screening tool. The purpose of the tool is to identify individuals likely to have ADRD, not to make a clinical diagnosis. The tool was used by social workers and other non-clinical personnel in the course of their regular practice. Individuals who screen positive for possible ADRD are referred to their physicians for an accurate diagnosis. The second intervention consists of two components, a behavioral symptom management intervention for social workers to use in the home with caregivers and a dementia-specific case management program to improve quality of life and future planning for those with ADRD living alone or with a family caregiver.

We will report on our experience and lessons learned using the above innovative interventions and discuss how other agencies can integrate them into their practice.

**Presenters:**
- Elizabeth Lee Wellbrock Aging Policy & Programs Specialist, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA
- LaShaunda Gaines, Adult Protective Services Program Manager, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA
- Kristen Smith, Aging Program Administrator, County of San Diego Health and Human Services Agency, Aging & Independence Services, San Diego, CA

# WEDNESDAY, JULY 31

| 7:00 a.m. – 8:00 a.m. | CONTINENTAL BREAKFAST |
|---|---|
| 8:00 a.m. – 10:00 a.m. | CLOSING GENERAL SESSION |
| 10:30 a.m. – Noon | NEW BOARD OF DIRECTORS MEETING |