

Monday, May 22

7 a.m. - 8:30 a.m.	Conference registration, networking and continental breakfast	Roanoke Foyer
8 a.m.	Welcome Mayor Sherman P. Lea, Jr., City of Roanoke	Roanoke Ballroom
8:15 a.m. - 9:45 a.m.	<i>Eldertopia: The Rise of a New Old Age</i> - Dr. Bill Thomas	Roanoke Ballroom
10 a.m. - 3 p.m.	Virtual Dementia Tour <i>sponsored by Va. Assisted Living Assoc. & Commonwealth Senior Living</i>	Bent Mountain

BREAKOUT SESSIONS	Culture Change	Community Engagement	Safety & Financial Security	Livable Communities
*rooms are same for each column	Crystal Ballroom	Roanoke AB	Pocahontas	Washington

10 a.m. - 11:30 a.m.	The Use of Antipsychotic Medication in Assisted Living Facilities: Research Findings and Best Practices	Research Findings: Making the Case for Promoting Health and Well-Being through Volunteering	How to Protect Older Adults from Financial Exploitation	Aging in Place in Rural Virginia: Three Approaches to Implementing Livable Community Initiatives
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11:45 a.m. - 1:15 p.m.	Gov. Terry McAuliffe (Lunch)	Roanoke Ballroom
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BREAKOUT SESSIONS	Culture Change	Community Engagement	Safety & Financial Security	Livable Communities
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1:30 p.m. - 2:15 p.m.	Family Caregivers and Managed Long-Term Supports and Services	Raise the Bar! Strategically Recruit & Engage Retired Professionals as Citizen Advocates	Fighting Healthcare Fraud: Agencies and Partnerships Protecting Older Virginians	A Panel Discussion on Access to Transportation: A Tool to Help Seniors "Age in Place" Successfully
2:25 p.m. - 3:10 p.m.	Innovative Programs for Integrated Care: VAAACares	Micro-communities: The Rise of Residential Care Homes in Long Term Care	WINGS: Stakeholders Working Together to Target Guardianship Reform	

3:30 p.m. - 5 p.m.	<i>Caregiver Leave Policies: A Panel Discussion on Best Practices</i>	Roanoke Ballroom
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5 p.m. - 6:30 p.m.	Reception	Garden Court
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Tuesday, May 23

7 a.m. - 8 a.m.	Conference registration, networking and continental breakfast	Roanoke Foyer
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8 a.m. - 9:30 a.m.	<i>IMPROVING TOMORROW FOR OLDER ADULTS IN VIRGINIA: Ten Action Steps We Need To Take Today</i> - John Martin	Roanoke Ballroom
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BREAKOUT SESSIONS	Culture Change	Community Engagement	Safety & Financial Security	Livable Communities
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9:45 a.m. - 11:15 a.m.	Innovations in Dementia Care and Training	Creating Solutions for Families in Transition and Loss: An Open Discussion & Interactive Problem Solving Workshop	Exploring a Person-Centered Approach for Trauma-Informed Outcomes for Cases Involving Long-Term Care Ombudsman/ APS Partnerships	Aging in Place in the Commonwealth
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11:30 a.m. - 12:45 p.m.	<i>Disrupt Ageism</i> - Ayn Welleford, Tracey Gendron and Jenny Inker (Lunch)	Roanoke Ballroom
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BREAKOUT SESSIONS	Culture Change	Community Engagement	Safety & Financial Security	Livable Communities
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1 p.m. - 1:45 p.m.	Project Healthy Grandparents: Delivering Care in the School Based Clinics	Grayson County Senior Advocacy Committee Model	Going to the Chapel: Legal & Practical Considerations When Marrying Later in Life	Best Practices: Integrated Community Based Services That Work
1:55 p.m. - 3:30 p.m.	No Wrong Door: Opening the Doors to Collaboration and Culture Change	50+ Community Engagement: Arts, Parks and Kids	1:55 p.m. - 2:40 p.m. Avoiding Unintended and Unanticipated Consequences with Municipal Senior Citizen's Real Estate Tax Deferral Program	Chronic Disease Self-Management Education: It's Free! It's Fun! It's Empowering!

Visit www.vgcoa.com for expanded session descriptions and presenter bios.

2:45 p.m. - 3:30 p.m.
What We Know, Say and Believe: Leveraging the Person-Centered Advanced Care Planning Conversation

#VGCOA2017

2017 Virginia Governor's Conference on Aging Expanded Conference Program

Monday, May 22

Visit our exhibitors!

Roanoke and Crystal Foyers, 7am-5pm

Welcoming Remarks, Mayor Sherman P. Lea, Jr., City of Roanoke
Roanoke Ballroom, 8am

Opening Plenary: "Eldertopia: The Rise of a New Old Age"
Roanoke Ballroom, 8:15am-9:45am

The development of a new perspective on age and aging is both necessary and possible. Given the importance of aging in our lives, and the impact of aging on our families and society, a new openness and even curiosity about human aging would seem more than warranted. The time has come for our wondrous longevity to emerge from the long shadow cast by the vigor and virtues of youth.

Speaker:

Dr. Bill Thomas has built a reputation as one of the most eclectic and creative thinkers working in the field of medicine. Author, entrepreneur, musician, teacher, farmer and physician, Dr. Thomas' wide-ranging work explores the terrain of human aging.

Named by The Wall Street Journal as one of the top ten Americans shaping aging, Dr. Thomas is internationally known for his health care system innovations. He is the founder of a global non-profit (The Eden Alternative) and creator of The Green House Project, radical new approaches to reform long term care. Dr. Thomas also developed the Senior ER model of care and is now prototyping a tiny-house model designed to maximize independence and wellbeing.

Virtual Dementia Tour

Sponsored by Virginia Assisted Living Association and Commonwealth Senior Living

Appalachian Room, 10am-3:30pm

The world can be a daunting place to negotiate for those living with dementia. The impact of dementia goes far beyond the individual with the disease, farther than the effect on the family and local community. Dementia has become a societal imperative, with profound influence on businesses, health care and the economy. The Virtual Dementia Tour is an evidence-based clinically developed simulation of the effects of aging and dementia to give families, caregivers, and the general public an opportunity to walk in their shoes. This life-changing experience results in a better understanding of the physical and cognitive challenges faced by those living with dementia, which empowers us to provide them with better care and support. The Tour gives us a glimpse of what it is like to have dementia and how to alter our own behavior to help persons with dementia live a better quality of life.

The Use of Antipsychotic Medication in Assisted Living Facilities: Research Finds and Best Practices

Crystal Ballroom, 10-11:30am

This session will present the initial findings from an ARDRAF-funded research study on the use of antipsychotic medications in assisted living facilities in Virginia. The research findings will be discussed in the wider context of policy and practice considerations in Virginia, including what next steps may be helpful. Insights into researching a community identified need will also be shared.

Speakers:

Jenny Inker is an instructor in the Virginia Commonwealth University Department of Gerontology, with research interests in disrupting ageism in healthcare and long-term care, and the development of elderhood. A gerontologist, licensed Assisted Living Facility Administrator, and experienced senior living leader, Jenny holds an MBA from George Washington University and an MS (Gerontology) from Virginia Commonwealth University. She is a doctoral candidate in the VCU School of Allied Health PhD in Health Related Sciences program.

Charlotte Arbogast, MS (Gerontology) is a Senior Policy Analyst with the Virginia Department of Medical Assistance Services (DMAS) in the Division of Aging and Disability Services. She is a subject matter expert on aging and long term services and supports (LTSS) policy, tracking federal and state legislation and assisting with regulation, policy and program development. She is also a member of the Geriatric Mental Health Partnership and the Lindsay Institute for Innovations in Caregiving Advisory Council and serves as an adjunct instructor at Virginia Commonwealth University.

Maya Op de Beke is currently pursuing her MS (Gerontology) at Virginia Commonwealth University, following receipt of her BS (Psychology) in Toronto, Canada. Maya also currently works as a research assistant and teaching assistant in the VCU Department of Gerontology. With the completion of her Masters in December 2017, she expects to work in the health care policy arena, with a focus on low-income individuals and older adults.

Research Findings: Making the Care for Promoting Health and Well-Being through Volunteering

Roanoke AB, 10-11:30am

In this interactive session, you will learn how volunteering contributes to older adults' health and well-being. You'll also discuss the Aging Network Volunteer Resource Center's health benefits campaign, materials, and how you can develop a targeted recruitment campaign.

Speaker:

Peter Lane is Director of Leadership and Volunteer Development at the National Association of Area Agencies on Aging (n4a) where he directs n4a's Aging Network Volunteer Resource Center. The Center's mission is to strengthen the capacity of the country's 622 AAAs to involve volunteers (especially older volunteers) and to increase the opportunities for meaningful service available to older Americans. Prior to joining n4a, Peter was Director of Programs at the Institute for Conservation Leadership where he assisted hundreds of local, regional, and national organizations, and collaborative efforts in building stronger organizations and achieving greater impact. Peter has also worked as a volunteer training manager, supported county governments in the development of volunteer programs, and initiated the National Association of Volunteer Programs in Local Government. He was also a Peace Corps volunteer in Congo (DRC). Throughout his career, Peter has designed, led, and facilitated hundreds of organizational and leadership development workshops, training sessions, and retreats and planning processes. He has a B.A. from Clark University and a M.Ed. from the University of Massachusetts at Amherst.

How to Protect Older Adults from Financial Exploitation

Pocahontas, 10-11:30am

The speakers will present a collaborative, step-by-step guide as to (1) free ways to prevent financial exploitation; (2) how law enforcement can assist in both the prevention and recovery of assets from a forensic approach; and (3) the critical role of geriatric care management in reducing exploitation. The audience will explore how a team-based, technological approach among various disciplines can minimize or eliminate exploitation.

Speakers:

Susan Drees-Armstrong, MBA, CFE, Special Agent Accountant, Virginia State Police, is a sworn police officer with the Virginia State Police. She is a Certified Fraud Examiner through the Certified Fraud Examiner's Association, has earned a Master's Degree in Business Administration with a minor in Accounting, and a Bachelor's of Science Degree in Criminal Justice with a minor in Accounting. Agent Armstrong has work experience in fraud investigation, finance, business accounting, inventory management, and business management. She has participated in a variety of criminal investigations including, but not limited to, financial elder exploitation, fraud cases, banking crimes, embezzlement, larceny, and violent crimes.

Gary H. Oberlender, MD, FACP, is a 1980 graduate of Hahnemann Medical College in Philadelphia, PA. After two years as a general practitioner in rural Bland County, VA, he completed his Internal Medicine training at the University of Virginia Affiliated Program in 1985. He then joined the staff at the Veterans Affairs Medical Center in Salem, Virginia where he served as Chief of Geriatric Medicine and Associate Chief of Staff for Education. Dr. Oberlender is Board Certified in Internal Medicine and Geriatric Medicine and is an elected Fellow of the American College of Physicians. In 2006, Dr. Oberlender retired from the VA and established a private consultative practice of Geriatric Medicine where he provides In-Home Comprehensive Geriatric Evaluations and Independent Medical Evaluations of Decision-Making Capacity for estate planning and guardianship/conservatorship hearings. He has also provided detailed case reviews in contested will lawsuits and has been certified as a subject expert by several Virginia Circuit Courts where he has provided in-court testimony. Dr. Oberlender's practice is based in Roanoke and his services are available to seniors and attorneys throughout Virginia.

Christopher A. Desimone, Esq., is President of Anderson, Desimone & Green, PC, an estate planning and elder law firm in Southwest Virginia. He was voted by his peers as a *Virginia Super Lawyer*. He has dedicated much of his practice to protecting older adults in our community and was recently appointed to the Virginia Alzheimer's Commission. Chris graduated from the University of Rochester, received his Juris Doctorate and MBA from the University at Buffalo, and completed advanced fiduciary training at the Center for Fiduciary Studies, as valedictorian. He helps those that have very little money as well those who are wealthy. Through the Virginia Center on Aging, he published "*Protecting the Vulnerable: Free ways to Prevent Financial Exploitation*".

Amy Marschean joined DARS in January 2012 as a Senior Policy Analyst for Aging after practicing for approximately twenty years as a local government attorney in both Alexandria and Hanover and as a health care staff attorney with the state for the Virginia General Assembly and the Office of the Attorney General. Her legislative and legal backgrounds attracted her to her current policy position to help the Commonwealth plan for livable communities and home and community based services for its aging population. A native of Long Island, New York, she graduated from the College of William and Mary and the University of Virginia School of Law.

Aging in Place in Rural Virginia: Three Approaches to Implementing Livable Community Initiatives **Washington Lecture Hall, 10-11:30am**

In this moderated interactive session, three distinct collaborative approaches to addressing livable communities in rural southwest Virginia will be introduced, compared, contrasted, and discussed. Audience members will be invited to follow-up with questions for the panelists, to enhance their understanding of how livable community initiatives are established—how they evolve and how community needs, governance, and resources influence the approaches taken.

Speakers:

Brian Beck, MBA, Chief Financial Officer of Appalachian Agency for Senior Citizens, received his MBA in Health Care Administration from King University, Bristol, TN and his Bachelor Arts in Accounting from the University of Northern Iowa, Cedar Falls, IA. Mr. Beck worked as a project controller for an Environmental Protection Agency contractor and as an Accounting Analyst prior to becoming the Chief Financial Officer of AASC in 2010. AASC serves Buchanan, Dickenson, Russell and Tazewell Counties in SW VA and operates 30 programs including Public Transit and PACE.

Nancy Brossoie, PhD, Center for Gerontology at Virginia Tech, is a senior research faculty member with a research interest in the concepts of aging in place and livable communities. She is a founding member of the Aging in Place Leadership Team of the NRV (AIP) to promote area housing options and housing programs that support older residents' ability to remain in their homes for as long as possible. Nancy is also a research partner with an international team that examines livable communities and housing for older adults in Seoul and Jeju, South Korea. Since 2016, Nancy has been active with the VA Governor's Conference on Aging by presenting her research and by serving on the conference's Livable Communities workgroup

Tina King, MEd, Executive Director New River Valley Agency on Aging, has served as the Executive Director since 2006 and has worked within the NRV Agency on Aging since 1983 helping to implement and execute core services and new programs to better meet the needs of the aging population in the New River Valley. She is also the executive director for the New River Valley Senior Services, Inc. and Pulaski Area Transit. Both Ms. King's undergraduate and graduate degrees concentrated on public health and health promotion which underpin her interest in healthy aging issues; including livable communities and aging in place. In addition to being an active participant in the New River Valley Aging in Place Leadership Team, she is a member of the Virginia Tech Center for Gerontology Futures Board, and is a Virginia representative for the Southeastern Area Agencies on Aging Association.

Regina Sayers, MSM, Executive Director of Appalachian Agency for Senior Citizens, received her Master's Science Management in Health Care Administration from Marshall University, Huntington, WV and her Bachelor's Science in Human Resources from Bluefield College, Bluefield, VA. She also completed Medical Technology training at Bluefield Sanitarium School of Medical Technology, Bluefield, WV. Ms. Sayers worked in health care as Administrative Lab Manager and Physician Practice Manager until becoming the Executive Director of AASC in 2010. AASC serves Buchanan, Dickenson, Russell and Tazewell Counties in SW VA and operates 30 programs including Public Transit and PACE.

Sandy Troth, RN, is a retired integrative medicine nurse certified in the use of a variety of alternative therapies. She is currently the chair of the Grayson County Senior Advocacy Committee and was recently appointed chair of the Mount Rogers Community Services Board where she has served for 6 years. Active in her community, she was the founding president of Master Gardeners of the Blue Ridge and served for almost 15 years on the board of Matthews Living History Farm Museum.

Lunch Plenary: Age Out Loud with Governor McAuliffe

Governor Terry McAuliffe, Governor of Virginia

Roanoke Ballroom, 11:45am-1:15pm

This year's theme for Older Virginians Month is "Age Out Loud." Join Governor McAuliffe as he inspires us all to "Age Out Loud" and discusses how the Commonwealth's innovative aging network is demonstrating how to Design, Engage, and Implement livable communities, culture change in long term care services and supports, and older adult safety and financial security.

Family Caregivers and Managed Long –Term Supports and Services

Crystal Ballroom, 1:30-2:15pm

This presentation will look at the shift to managed long term supports and services (MLTSS) through the eyes of the consumer in Virginia. MLTSS offers an opportunity to better address the needs of the family caregivers who are critical to helping managed care plan members live at home rather than institutions. Drawing on AARP's research, these opportunities and promising practices from other states will be shared.

Speaker:

Bob Stephen is AARP's Vice President, Caregiving and Health Programs and serves as AARP's Lead for Caregiving. In these roles, he leads the strategy and execution of AARP's enterprise-wide efforts to help 50 plus Americans live independently at home, while supporting the family caregivers who so often make this possible and manages community program development related to health and caregiving. Bob joined AARP in 2010 and served in a strategy role before joining CSN. Prior to joining AARP six years ago, Bob spent over two decades in strategy development and management consulting where he worked with rural communities and healthcare organizations to develop and implement community health strategies. He has a BA from the University of Iowa and an MBA in Strategy and Finance from the University of Chicago Booth School of Business.

Raise the Bar! Strategically Recruit and Engage Retired Professionals as Citizen Advocates

Roanoke AB, 1:30-2:15

Loudoun County AAA's national award winning volunteer program has attracted and enthusiastically engaged high level professional retirees as extremely effective citizen advocates in their community, which is home to many well educated federal and military retirees as well as federal contractors. This dynamic, professionally designed volunteer program increased effectiveness of the agency's service delivery and significantly increased the agency's community outreach and advocacy efforts. The volunteer program reflects the agency's mission, expectations, and commitment to meaningful volunteer placement, retention and engagement.

Speakers:

Dr. Lynn Reid is Director of the Loudoun County AAA. She has an extensive background in Health Behavior and Gerontology. Dr. Reid earned her Ph.D. from the University of Maryland and a Doctoral Level Gerontology certificate from the Center on Aging at the University of Maryland. She has been a national presenter since 2003.

Debra Bressler is the Volunteer Engagement Manager of the Loudoun County AAA. She has a Master's degree in Human Resource Management and Certification of Volunteer Management (CVA) with over 24 years' experience managing volunteers with various nonprofits. She is a trainer for Points of Light Institute *Excellence in Volunteer Management* training series for which she has trained 222 community volunteer managers. She has been a national presenter since 2007

Fighting Healthcare Fraud: Agencies and Partnerships Protecting Older Virginians

Pocahontas, 1:30-2:15

Every year, billions of taxpayer dollars are lost to healthcare fraud, errors, and abuse. The Virginia Office of the Attorney General's Medicaid Fraud Control Unit (MFCU) and the Senior Medicare Patrol (SMP) represent state and federal initiatives to combat fraud, protect our most vulnerable citizens and preserve the integrity of the Medicaid and Medicare programs. This session will teach you about common scams targeting seniors, highlight partnerships protecting older Virginians, and learn how to prevent, detect, and report healthcare fraud.

Speakers:

Marly Santoro is the Director of the Virginia Senior Medicare Patrol (Virginia SMP) program. As the Director, she works to strengthen statewide partnerships and initiatives to educate Medicare beneficiaries, their families and caregivers to prevent, detect and report healthcare fraud. She is the former public policy associate at Limited to Lindberg, LLC where she worked on aging and health policy issues on behalf of the National Academy of Elder Law Attorneys, National Association for Geriatric Education and the National Association of State Long-Term Care Ombudsman Programs. Previously, she worked in San Antonio, Texas managing non-profit programs serving low-income seniors. Marly received a Bachelor's degree in Social Work and a minor in Gerontology from James Madison University and a Master's degree in Social Work from Virginia Commonwealth University.

Michele Leith serves as the Northern Virginia Community Outreach Coordinator for the Office of the Attorney General Mark R Herring. She received a Bachelor's degree in Integrative Studies/Psychology from George Mason University in Fairfax, VA and a Master's Degree in Forensic Psychology from Marymount University in Arlington, VA. During her career Michele has worked for a variety of human and social services agencies within the Northern Virginia region and has served diverse community and client populations to include both adult and minor criminal justice offenders, victims of crime and violence and their loved ones, mental health service recipients, human trafficking victims, public school students, and the homeless.

In her role with the Attorney General's Office, Michele is currently a board member of the Northern Virginia Aging Network (NVAN) and the Virginia Coalition for the Prevention of Elder Abuse (VCPEA). She also maintains memberships in the Northern Virginia Human Trafficking Task Force and the Prince William County Gang Intervention Team (GRIT). Michele travels throughout the Northern Virginia Region providing outreach, education, and training services and presentations that provide support, information and resources from the Office of the Attorney General to citizens of the Commonwealth.

A Panel Discussion on Access to Transportation: A Tool to Help Seniors “Age in Place” Successfully **Washington Lecture Room, 1:30-3:10pm**

The need for transportation for shopping, entertainment, education, cultural activities, worship and medical appointments is a concern to seniors as they “Age in Place” as well as the general public in Virginia. Expert Panelists will discuss the diverse transportation programs available across the state which will include urban, metro and rural communities. The audience will learn how these communities have developed transportation programs based on their geography and community needs.

Speakers:

Jeanna Muhoro started working for the Fairfax County Department of Transportation in 2004 as a program assistant to the Special Populations Transportation Programs. Within the year became the programs Outreach Coordinator, promoting the programs and educating the public on available transportation options in Fairfax County. Now working for Neighborhood and Community Services with their Human Services Programs, she continues to educate the public on available transportation options as well as participate in finding new strategies to get senior citizens and persons with disabilities where they need to go.

Gerald Patesel is Vice President Community Services for the Peninsula Agency on Aging providing oversight to the Peninsula Agency on Aging Nutrition and Transportation Programs for over 16 years. The service area covers four (4) cities and two (2) counties) of the Virginia Peninsula with offices in Newport News and Williamsburg Virginia. The Transportation Department utilizes twenty (20) part-time drivers with a fleet of nineteen (19) passenger vans to transport seniors to non-emergency medical appointments, adult daycare facilities, and PAA congregate dining locations.

Glenn Padeway began his career in transportation in Denver, CO in 1995 as a fixed route bus operator. He arrived in Virginia in 2008 becoming the Chief of Operations for Fairfax County Human Services Transportation (HST). He was promoted to his current position as the Manager of HST in 2014. Human Services Transportation offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church participating in human services agency programs. HST also provides transportation for the Greater Mt Vernon Head Start Program, maintains a partnership with all five taxi cab companies in Fairfax County through their Taxicab Voucher Program and staffs the Mobility Management Division.

Joe Ratliff is the Director of AASC’s Four County Transit. He holds a BS in Business Administration from the University of Virginia’s College at Wise. Joe has been the Director of the Four County Transit system for over 10 years. Prior to joining AASC, he worked in management with a major corporation for 16 years. Joe’s responsibilities during this time included being a corporate trainer, new market development and startup, marketing and business unit management.

Jennifer Kanarek is the program manager of NV Rides. She holds an MSW in Management and Community Practice from the University of Tennessee, and a BS in Journalism from the University of Florida. Jennifer has worked in the non-profit sector for 18 years, and was the marketing director for the JCC in Manhattan where she oversaw the marketing and outreach for senior adult programs and support services. During graduate school, Jennifer worked at the Knox County Area Agency on Aging as the volunteer coordinator for the Senior Companion program, and as an intern for a transitional housing program for homeless seniors administered by Catholic Charities of East Tennessee. Prior to joining NV Rides, she worked as the Community Engagement Coordinator at the Jewish Community Center of Northern Virginia (the J) where she created innovative programs throughout Northern Virginia to connect people of all ages to the center.

Moderator: Regina Sayers, MSM, is Executive Director of Appalachian Agency for Senior Citizens. Mrs. Sayers received her Master’s Science Management in Health Care Administration from Marshall University, Huntington, WV and her Bachelor’s Science in Human Resources from Bluefield College, Bluefield, VA. She also completed Medical Technology training at Bluefield Sanitarium School of Medical Technology, Bluefield, WV. Ms. Sayers worked in health care as Administrative Lab Manager and Physician Practice Manager until becoming the Executive Director of AASC in 2010. AASC

serves Buchanan, Dickenson, Russell and Tazewell Counties in SW VA and operates 30 programs including Public Transit and PACE.

Innovative Programs for Integrated Care: VAAACares

Crystal Ballroom, 2:25-3:30pm

VAAACares, Virginia Area Agencies on Aging – Caring for the Commonwealth, is a statewide collaborative that provides statewide coverage for high quality, innovative services across Virginia in a variety of health care venues. This model, designed on the approach utilized by the Eastern Virginia Care Transitions Partnership, has demonstrated great success in improving chronically ill individuals' health outcomes while realizing impressive reductions in healthcare costs.

VAAACares provides on-going Medicaid-compliant Care Coordination, an innovative hospital to home transitional care program, and other critical in-home service supports.

Speakers:

Kathy Vesley is President and CEO of Bay Aging in Urbanna, Virginia. This is the lead agency for the state and national award winning Eastern Virginia Care Transitions Partnership (EVCTP), an innovative hospital to home transitional care program covering 20% of the Commonwealth. As a result of EVCTP's success in reducing readmissions and ED visits the Virginia Center for Health Innovations supported its statewide expansion. The statewide collaborative is VAAACares, Virginia's Area Agencies on Aging—Caring for the Commonwealth. In addition, Kathy leads Bay Aging toward excellence in other services—senior housing development, rural public transportation, the Veterans-Directed Home and Community Based Services (HCBS) program and more. Prior to joining Bay Aging in 1998, Ms. Vesley served for several years as the Deputy Commissioner of the Virginia Department for Aging. Her undergraduate degrees are from the College of William and Mary with graduate certification from Gallaudet University.

William S. Massey is no stranger to the ins and outs of the non-profit community. He started out with his B.A. in Business Administration from Elon College and pursued graduate studies in Public Administration at George Mason University. A native of Eastern Virginia, he is currently President and Chief Executive Officer of Peninsula Agency on Aging, Inc. in Newport News, Virginia and has served in this position since 1984. Prior to that, he served as Director of Administration and Finance with Bay Aging in Urbanna, Virginia; and has even held counseling and supervisory positions with the Virginia Department of Rehabilitative Services. Working in the nonprofit sector for over 35 years is quite a daunting task, but it is a task he continues to enjoy. The satisfaction of going home feeling the positive differences made for those he's come in contact with throughout the day makes it possible. His dedicated work to improve the quality of life for our region is multifaceted, and ever-changing. Mr. Massey is currently a member of the Board of Directors of Riverside Walter Reed Hospital in Gloucester, Virginia, and regularly presents testimony on various aging issues before federal and state legislative committees. His past Presidencies include: President of the Virginia Association of Area Agencies on Aging, President of the Eastern Virginia Health Systems Agency, Inc. in Norfolk, Virginia, and President of the Southern Gerontological Society. He has also served on the Board of the National Association of Area Agencies on Aging. On the off chance he manages to have some free time, he enjoys the relaxation that comes with gardening and working around his house.

Micro-Communities: The Rise of Residential Care Homes in Long Term Care

Roanoke AB, 2:25-3:30pm

Micro communities, or residential care, as they're more commonly known, are a category of senior living that encompasses various types of smaller senior communities. These care settings focus on improved access to and coordination of medical and non-medical services in the comforts of a residential home. While each home differs in policies, procedures, and criteria; each home focuses on a wide range of social supports and wrap-around services provided by multiple providers to maintain health and functioning of its community residents. This alternative has proved successful for a fraction of its aging population and serves as an outstanding alternative in long-term care. This session will highlight some of the generalized models used across micro-communities, discuss the pros and cons of these settings; while providing useful check-lists for consumers and providers when considering placement options. This workshop will include an interactive feature for professionals allowing them to flex their brain and advocacy muscle towards assessing placement options for two mock families.

Speaker:

Shervonne E. Banks, MSG is the lead Gerontologist and owner of Caregiver's Corner LLC, a full-service geriatric care management firm serving the Hampton Roads area. Ms. Banks has worked with aging populations for more than 10 years. She specializes in Transition from Hospital to Home Discharge Planning, Complex Care Coordination, and Alternative Care Setting Placement. Ms. Banks has worked across various levels of long-term care to include protective services, advocacy, crisis intervention and managed care in senior and executive leadership roles across the Hampton Roads area. Ms. Banks has extensive experience in developing and implementing person centered practices in the context of aging and end of life. Ms. Banks received her Master's degree in Gerontology from the University of Massachusetts Boston, and is currently pursuing a Doctorate in Gerontology from Nova Southeastern University.

WINGS: Stakeholders Working Together to Target Guardianship Reform

Pocahontas, 2:25-330pm

Are there things you would change about guardianship in Virginia? In November 2016, the Virginia Supreme Court convened judicial, legal, aging, disability and health care stakeholders in an ongoing partnership to focus on guardianship reform. Learn about the challenges they have identified and the solutions they are considering.

Speakers:

Erica F. Wood is assistant director of the American Bar Association Commission on Law and Aging. She has been associated with the Commission since 1980, where she has worked primarily on issues concerning adult guardianship, health care and financial decision-making, legal services delivery, dispute resolution, health and long-term care, and access to court. She has participated in national studies on public guardianship and guardianship monitoring; and played a role in convening national consensus conferences on guardianship. Prior to 1980, she served as staff attorney at Legal Research and Services for the Elderly, National Council of Senior Citizens. Ms. Wood received her B.A. from the University of Michigan and her J.D. from the George Washington University. In 2013 she received the Isabella Horton Grant Guardianship Award from the National College of Probate Judges. In 2016 she was appointed by the Governor to the Virginia Commonwealth Council on Aging.

Sally Balch Hurme, J.D., has led the national conversation on many of the legal issues of concern to older persons, their families, and their caregivers. Whether the issue is how to make decisions for others or plan for what comes next, she has focused her professional career on explaining the law so everyone can understand it. Recently retired after more than 20 years at AARP, she has focused most recently on providing support and resources for caregivers. Hurme is the author of the award winning ABA/AARP Checklist series: *Checklist for Family Caregivers*, *Checklist for My Family*, *Checklist for Family Survivors*, and *Get the Most Out of Retirement*.

Paul DeLosh is the Director of the Department of Judicial Services (DJS) of the Office of the Executive Secretary (OES) of the Supreme Court of Virginia. DJS serves as the liaison between the judiciary's administrative office of the courts and the Virginia state courts providing services through education, publications, technical assistance, and the research, development, and support of various programs. The department serves the judicial system of Virginia through its Court Services Dispute Resolution Services, Drug Treatment Court, Records Management Services, and Foreign Language Services divisions. Paul attended Virginia Commonwealth University. He holds a Bachelor of Science degree in Business Administration; a Master of Science; and is a 2015 Fellow of the Institute for Court Management. Paul is also certified faculty for the Institute for Court Management and a member of the ICM Advisory Board. He is currently serving a second term on the National Association for Court Management (NACM) Board where he currently serves as their Secretary/Treasurer.

Afternoon Plenary: Caregiver Leave Policies: A Panel Discussion on Best Practices

Roanoke Ballroom, 3:30-5pm

With the dramatic aging of the U.S. population, the country is facing a crisis in caregiving. It has been estimated that 61% of family caregivers of adults age 50 and older are currently employed either full-time (50%) or part-time (11%). The health of the caregiver is impacted greatly by the stress of meeting the competing responsibilities of work, family, income

generation and caregiving. This panel will discuss and explore some of the workplace solutions that are being used to support working family caregivers, including leave time.

Speakers:

Cynthia Hutchins is the Director of Financial Gerontology for Bank of America Merrill Lynch, with more than 30 years of experience in wealth management and retirement industry. Cynthia works closely with Merrill Lynch financial advisors to provide training, education, resources and one-on-one attention to engage clients on the topics of aging, longevity, retirement and later life planning.

Cynthia is deeply involved in the development of a new approach to help pre-retirees and retirees prepare for retirement across seven life priorities, including work, leisure, health, finance, family, giving and home. She was central to the creation of the Merrill Lynch Longevity Training Program, developed in partnership with USC Leonard Davis School of Gerontology to help Merrill Lynch financial advisors better understand and address the evolving needs of the nation's aging population and their families. In 2015, a version of the training program for human resource and benefit plan professionals was launched to drive greater awareness of the needs the nation's aging workforce.

Burt Rea is a Managing Director with Deloitte Consulting's Human Capital practice. With over 25 years of business consulting experience, Burt provides advisory and project delivery support for global companies for change management, culture, organizational learning, employee engagement, communications, talent strategies, workforce transition, and leadership development. Burt is focused on assisting leadership teams to develop and implement new talent policies and business processes, innovative workplace strategies, and breakthrough technologies by engaging their employees and aligning their critical stakeholders. Burt has served clients in the Life Sciences, Consumer Products, Real Estate, Financial Services, Automotive, and Process Chemicals sectors. Burt is based in the New York City metro area. Prior to Deloitte, Burt served as a Military Intelligence officer in U.S. Army. Burt holds an MBA from the Wharton School, of the University of Pennsylvania, and a BSEE in Electrical & Computer Engineering from the University of Arizona.

Tammy R. Safewright, Human Resource Specialist with the County of Pulaski. She has over 25 years experience in local government focusing on payroll and human resources. She supports key leadership team members in the day to day operations of the County, Public Service Authority and provides assistance to the Department of Social Services. She is a member of the Society for Human Resource Management and The International Public Management Association for Human Resources.

Moderator: Dr. Richard W. Lindsay is Emeritus Professor of Internal Medicine and Family Medicine and former Head of Section of Geriatric Medicine at University of Virginia Heath Sciences Center in Charlottesville. He is a graduate of Cornell University and received his MD degree from New York Medical College where he was elected to AOA. He received his training in Internal Medicine at UVA where he was the Chief Medical Resident. He then served 2 years of active duty as a major in the Army Medical Corps. He is Past President of the American Geriatric Society. He serves on the Board of Directors of the Jefferson Area Board for the Aging and its PACE program. He has served 8 Governors of the Commonwealth as a member of the Governor's Advisory Board for Aging and the current Commonwealth Council on Aging. He serves on the Boards of Senior Navigator, Virginia Center on Aging at VCU and Virginia Gerontology Center at Virginia Tech. He is the co-founder of the Lindsay Institute for Innovations in Caregiving. He continues to teach in the Schools of Medicine and Nursing at UVA. He is the recipient of honors, most recently Next Avenue's 2016 Influencers in Aging and 2016 Rhoda L Jennings award from Southern Gerontological Society. He has three grown children and four grandchildren.

Evening Reception
Garden Court, 5:00-6:30pm

Tuesday, May 23

Visit our exhibitors!

Roanoke and Crystal Foyers, 7am-2pm

Morning Plenary: *IMPROVING TOMORROW FOR OLDER ADULTS IN VIRGINIA: Ten Action Steps We Need To Take Today*

Roanoke Ballroom, 8-9:30am

We've talked about it. We've thought about it. The time has come to do something about it. Now is the time for everyone supporting older adults across the Commonwealth to come together under a shared vision and action steps on how we will advance our category – elevate our agenda, engender greater support, generate more state and regional policies, and obtain more funding. In a not-to-miss keynote address, John W. Martin, CEO of SIR and the Institute for Tomorrow, will offer insights into the shifting dynamics of aging in Virginia, and will share ten “must do” action steps that we need to take now to create a better tomorrow. You'll come away informed, inspired, and ready to act.

Speaker:

John W. Martin is the CEO of and managing partner of SIR, a fifty-three-year-old full-service research and consulting firm headquartered in Richmond, Virginia. SIR has conducted over 14,000 marketing research studies, making it one of the most experienced marketing research firms in the country. Recognizing the growing impact and opportunity presented by 78 million Boomers as they redefine what it is like to grow old in America, John launched SIR's Institute for Tomorrow, a nationally recognized think tank on generational dynamics. The Institute for Tomorrow tracks generational trends and provides strategic consulting to governmental agencies, associations, and businesses on how to effectively market to Millennials, Gen Xers, Boomers, and the Silent Generation. SIR's Institute for Tomorrow findings have been featured in *The Washington Post*, the *Los Angeles Times*, the *Chicago Tribune*, *The Wall Street Journal*, *USA Today*, the *Toronto Star*, *BusinessWeek*, and *Barron's*, and on NBC Nightly News, CBS News, MSNBC, and NPR's Morning Edition.

Innovations in Dementia Care and Training

Crystal Ballroom, 9:45-11:15am

A panel of presenters, including representatives from the Riverside Center for Excellence in Aging and Lifelong Health, University of Virginia Memory and Aging Care Clinic, Jefferson Area Board for Aging, and the Department for Aging and Rehabilitative Services, will present their efforts to change the way those with dementia live and are cared for. This includes training nursing facility staff about person-centered dementia care, as well as providing counseling, care coordination, education, and engagement for persons living with dementia and their caregivers, by using innovative approaches and implementing evidence-based and evidence-informed programs. Conference attendees will learn about the implementation and outcomes of these programs, with an emphasis on how they are bringing about culture change in the provision of necessary services and supports.

Speakers:

Mary Martha Stewart is the Director of Culture Change and ClearPath for Riverside Health System's Lifelong Health and Aging Related Services Division. Lifelong Health is the largest provider of services for older adults of any health system in the Commonwealth of Virginia, offering community, facility, and home-based services. Mary Martha is responsible for developing and implementing innovative programs and services. Prior to joining the Riverside team Mary Martha was the Associate Director of Catholic Charities of Eastern Virginia, overseeing the organization's Adult and Senior Care Services Department. Additionally, she worked as an Instructional Designer for the Georgia Academy for Children and Youth Professionals. She received a BA in Psychology, Mary Washington College and MA in Human Resource Development, Marymount University.

Dr. Christine Jensen is the Director of Health Services Research with the Riverside Center for Excellence in Aging and Lifelong Health, in Williamsburg, Virginia. She teaches at Virginia Commonwealth University in the School of Allied Health and serves as Research Assistant Professor in the Public Policy Program at the College of William and Mary. She obtained her PhD in Human Development and Family Studies, with a specialty in gerontology, from the University of Delaware. She is active with the Gerontological Society of America, the Southern Gerontological Society, and the Alzheimer's Association. She recently served two terms as Chair of the Virginia Caregiver Coalition. Dr. Jensen is a Master Trainer with the Rosalynn

Carter Institute for Caregiving and was named the 2015 Applied Gerontologist of the Year by the Southern Gerontological Society.

Dr. Scott Sperling is a clinical neuropsychologist and Assistant Professor of Clinical Neurology at the University of Virginia. He attended the Wright Institute in Berkeley, CA, during which time he trained at the San Francisco VA Medical Center and VA Northern California Health Care System. He completed his internship at the Jesse Brown VA Medical Center and his postdoctoral fellowship in Clinical Neuropsychology at the University of Virginia. Dr. Sperling specializes in conducting evaluations for older individuals with cognitive and memory problems. His clinical work and research also focuses on dementia care and caregiver burden.

Dr. Carol Manning is the Director of the Memory Disorders Clinic, Director of the Neurobehavioral Assessment Laboratory, Associate Professor of Neurology and Vice Chair for Faculty Development in the Department of Neurology at the University of Virginia. She has additional appointments in the Departments of Psychology, Neuroscience, and School of Nursing. Dr. Manning is an active member of the Parkinson's Disease and Huntington's Disease Treatment Teams at the University of Virginia. In addition, Dr. Manning is Chair of the Central and Western Virginia Chapter Alzheimer's Association Board of Directors and was appointed by the governor of Virginia to the Alzheimer's Disease and Related Disorders Commission. Dr. Manning received her PhD in clinical psychology from the University of Texas at Austin in 1990 and is a board certified clinical neuropsychologist. Her clinical interests include diagnostic issues in dementia, cognitive and behavioral changes associated with neurodegenerative disease including Alzheimer's disease, Parkinson's disease, and Huntington's disease as well as depression and anxiety.

George Worthington is the Dementia Services Manager at the Jefferson Area Board for Aging, the area agency on aging serving the Charlottesville area. A returned Charlottesville native, George runs the Information and Assistance programs and leads the agencies participation in two pilot programs for improving dementia care run jointly with the University of Virginia Memory and Aging Care Clinic. He holds a Masters in Clinical Psychology from LaTrobe University in Australia, and is a registered psychologist in Australia. George comes to human services following a lengthy career as a market economist in the Asia-Pacific region.

Devin Bowers is the Dementia Services Coordinator at the Department for Aging and Rehabilitative Services (DARS). Mrs. Bowers coordinates services across the Commonwealth provided to persons with Alzheimer's disease and other forms of dementia, working in conjunction with the Alzheimer's Disease and Related Disorders Commission. Within DARS, Mrs. Bowers reviews existing programs and works with agencies to more effectively deliver services to Virginians with dementia, and identify gaps and reduce duplication in those services. Prior to assuming this position Mrs. Bowers worked with DARS coordinating Chronic Disease Self-Management Education and Options Counseling, and contributed to the development of the report, *Dementia Care Best Practices in the Commonwealth*. Mrs. Bowers is a graduate of the Master of Public Health program at George Mason University, specializing in global and community health, and the Post-Baccalaureate Graduate Certificate in Aging Studies program at Virginia Commonwealth University.

Creating Solutions for Families in Transition and Loss: An Open Discussion & Interactive Problem Solving Workshop

Roanoke AB, 9:45-11:15am

Whether you, someone you provide services to or someone you know recently experienced the death of a loved one, are preparing for a future event, or have any major transitions in your life, it can often be an overwhelming and consuming experience. The overwhelming questions are what this interactive session aims to answer,

- Where do I start?
- What next?
- Where do I look for trusted help?
- What if I can't afford a lawyer, a real estate agent or resources and guidance like these?
- How much does a funeral cost and how do I pay for it?
- What do I do first?

- What do I do with their social media accounts?

Those are just some of the questions individuals and families in these situations are faced with and often in unexpected timing, needing things "sorted out" yesterday. This panel is comprised of professionals and a client with first-hand experience of the "where do I start" mentality. The "OPEN SEAT" encourages breakout session attendees to take an active roll in the problem solving aspect, be it financial, legal or emotional pieces. The goal of this session is to share case studies, engage conference attendees and provide resources and solutions for parties involved in life change or loss to guarantee a successful outcome.

Speakers:

Matt Paxton, Co-Founder & Chief Marketing Officer, is one of the top hoarding experts in the country and a featured cleaner on the hit television show HOARDERS. Paxton started cleaning out homes after his father and grandparents passed away in the same year. His business Clutter Cleaner focused on solving difficult living situations caused by hoarding, but the experience of handling his father's and grandparents' estates stuck with him and is the reason for creating Legacy Navigator. He lives in Virginia with his wife and three sons.

Kara McCallum has worked for the past 20 years as a Licensed Clinical Social Worker supporting families and older adults through difficult transitions. In addition to her work as a therapist in community mental health settings, an oncology social worker, and a disability rights advocate for Virginia's Protection and Advocacy Agency, Kara has served as an ER crisis interventionist, assisting families through traumatic experiences.

Kara advocates for support systems that allow people choice, particularly older adults who prefer to age in place and families who are dealing with loss or illness. She is a proponent of building communities that respect the legal and ethical rights of older adults by facilitating self-determination.

Moderator: Eldon James has spent 39 years working in and with Virginia state and local governments. Eldon received Bachelor's degree in Recreation Resource Management and his Masters in Urban and Regional Planning from Virginia Commonwealth University. He spent seventeen years working in state and local government in positions with the Commission of Outdoor Recreation, the Cooperative Extension Service and King George County, the final five years as county administrator. Eldon left King George county government to open Eldon James & Associates, Inc. in 1994 and has served as the principal of this public policy, planning, project and program management firm since then. One of the consulting firm's longest standing clients is the Virginia Association of Area Agencies on Aging. Other current clients include over a dozen Virginia localities, the Virginia Goodwill (Industries) Network, the Virginia Chapter of the American Planning Association, the Rappahannock River Basin Commission and the Virginia Recreation and Park Society.

Exploring a Person-Centered Approach for Trauma-Informed Outcomes for Cases Involving Long-Term Care Ombudsman/ APS Partnerships

Pocahontas, 9:45-11:15am

This presentation focuses on the person-centered approach for successful trauma-informed outcomes of joint Long-Term Care Ombudsman and Adult Protective Services cases. The presentation will explore the characteristics, roles, and responsibilities of persons involved and will discuss cases using the measures for quality of life, such as, but not limited to, autonomy, individuality, dignity, privacy, enjoyment, meaningful activity, relationships, security/safety, comfort, spiritual well-being, and functional competence. The session will explore the unique partnerships that enhance the quality of the delivery of services, with a dedicated focus on trauma-informed care toward positive outcomes for restorative justice in situations of elder abuse, neglect, and exploitation.

Speakers:

Janet Brennend. As a local representative of the Virginia Long-Term Care Ombudsman program and Elder Abuse Prevention Specialist for the New River Valley Agency on Aging, Janet Brennend, provides advocacy services for and on behalf of persons residing in long-term care settings as well as to persons, 60 years of age and older, who receive long-term care services in the community. She holds a Bachelor's degree in Human Services Counseling with a minor in psychology, from Old Dominion University, as well as Associate Degrees from New River Community College in Early

Childhood Education, Arts and Sciences, and Community and Social Services. Janet had served as an advanced crisis intervention volunteer, community resource specialist, and hotline worker in a local domestic violence and sexual assault program. Janet has actively worked on linking the aging /disability services field with the domestic violence programs in her role as the co-chair for the *Elder Justice Task Force of the New River Valley* and has actively engaged professionals and citizens in elder abuse prevention and elder justice efforts through community presentations and outreach. She has been awarded the Helen J. Napps award for her elder abuse prevention efforts and continues to strive to enhance the community's awareness of the prevalence of abuse among older adults in her day-to-day work as an elder rights advocate. Through her advocacy efforts, she has empowered caregivers, older adults, and adults with disabilities to be active participants in the decision making for quality of care and quality of life.

Pamela B. Teaster, Ph.D., is the Director of the Center for Gerontology and a Professor in the Department of Human Development at Virginia Tech. She is the Secretary General of the International Network for the Prevention of Elder Abuse and is the Secretary of the Board of Trustees of the Center for Guardianship Certification. She helped established the Kentucky Justice Center for Elders and Vulnerable Adults and the Kentucky Guardianship Association. Her research concerns the abuse of elders and vulnerable adults, public and private guardianship, the ethics of surrogate decision making, public policy, and quality of life of older adults and has involved working with international, national, state, and community organizations and entities. Dr. Teaster is a Fellow of the Gerontological Society of America and the Association for Gerontology in Higher Education. She is the recipient of the Rosalie Wolf Award for Research on Elder Abuse. She has published over 100 scholarly articles and book chapters and is editor/author of 4 books.

Aging in Place in the Commonwealth

Washington Lecture Hall, 9:45-11:15am

Most seniors want to stay in their homes and “age in place”, however the housing needs of seniors living in rural Virginia can be quite different than those living in urbanized areas. Further, the resources available in cities to address housing accessibility needs are different in scale and character from those in rural communities. This session will explore the unique needs of both groups as well as solutions and best practices at work in Virginia and across the country.

Speakers:

Bob Adams is the President of Housing and Development Advisors (HDA), a firm that provides a range consulting services to non-profit, for profit and public sector clients in the area of affordable housing development, finance and policy. HDA currently provides staffing for Housing Virginia – a statewide non-profit organization that works to advance affordable housing through education and policy development. HDA also staffs several other start up non-profit organizations, including the Maggie Walker Community Land Trust and Virginia Accessible Housing Solutions. He has worked in the field of affordable housing and community development for over 35 years and has held leadership positions at Community Housing Partners, the National Low Income Housing Coalition, the Virginia Department of Housing and Community Development and VHDA. Mr. Adams is a graduate of Yale University and holds a Master's degree in urban planning from Virginia Commonwealth University.

Lee Householder is Chief Executive Officer of project:HOMES. Lee oversees the operation of a diverse collection of programs that serve project:HOMES' four core objectives of Revitalization, Rehabilitation, Weatherization and Conservation. In partnership with the project:HOMES Board of Directors, Lee is responsible for strategic planning for the organization as community need and funding sources evolve. Lee is in his 10th year as CEO at project:HOMES. Lee brings to project:HOMES 20 years of experience in urban planning and community development in the Richmond region. Lee is an adjunct faculty member at L. Douglas Wilder School of Government and Public Affairs and where has taught Housing and Urban Planning for 12 years.

Lunch Plenary: Disrupt Ageism

Roanoke Ballroom, 11:30am- 12:45pm

Ageism is a well-documented, systemic phenomenon whereby prejudice toward aging and older adults is expressed explicitly through actions and behaviors and implicitly through attitudes, beliefs and values. Ageism is perpetuated

through the common use of certain words and phrases that normalize age-based prejudice into culturally accepted, everyday discourse. In short, ageism is contagious, it is transmitted socially through a process called relational ageism.

The momentum to expose and eradicate ageism is mounting on a national level and decades of research devoted to the study of ageism is being translated and disseminated to wider audiences. There is still much work to be done to create a “new lens” in which we challenge society’s long standing view of aging as deterioration and decline.

Speakers:

Ayn Welleford is an Associate Professor and Chair of VCU's Department of Gerontology. Dr. Welleford received her B.A. in Management/Psychology from Averett College, M.S. in Gerontology and Ph.D. in Developmental Psychology from Virginia Commonwealth University. She has taught extensively in the areas of Lifespan Development, and Developmental Gerontology, Geropsychology, as well as Ethical Decision Making and Human Values. She currently works to #DisruptAgeism while "Promoting Optimal Aging for Individuals and Communities" through her Teaching, Scholarship, and Community Engagement. Outside of the classroom, Dr. Welleford provides community education and serves on several boards and committees.

Tracey Gendron is an Associate Professor in the Department of Gerontology in the School of Allied Health Professions at Virginia Commonwealth University. Dr. Gendron has a Master's of Science in Gerontology, a Master's of Science in Psychology and a PhD in Developmental Psychology. Dr. Gendron takes an all-inclusive approach to teaching about aging, particularly highlighting those understudied and underrepresented groups that are at increased risk of negative health outcomes based on discrimination. Her research is focused on the language, expression and perpetuation of ageism, aging, anxiety, and gerontophobia. Her personal and professional goal is to raise awareness of how deeply embedded ageism is within all cultures and settings.

Jenny Inker is an instructor in the Virginia Commonwealth University Department of Gerontology, with research interests in disrupting ageism in healthcare and long-term care, and the development of elderhood. A gerontologist, licensed Assisted Living Facility Administrator, and experienced senior living leader, Jenny holds an MBA from George Washington University and an MS (Gerontology) from Virginia Commonwealth University. She is a doctoral candidate in the VCU School of Allied Health PhD in Health Related Sciences program.

Project Health Grandparents: Delivering Care in the School Based Clinics

Crystal Ballroom, 1-1:45pm

Project Healthy Grandparents is an evidenced-based program that focuses on improving the health of grandmothers caring for school-aged children. This program brings together community partners to work together in delivery of culturally-sensitive care and address health needs right in the community. The aims of the community based intervention will focus on improving management of chronic disease during visits with the advanced practice doctorate nurse(DNP) to the school-based clinic. The DNP will provide short term case management services to include health assessments, education on individual risk factors, develop shared goals to reduce risk factors, and review prescribed and over the counter medications.

Speaker:

Ethlyn McQueen-Gibson is currently pursuing her clinical doctorate degree in nursing as a full-time student attending Ursuline College in Cleveland, Ohio. Prior to returning to college, she worked as a clinical administrator for Riverside Health System for their PACE (program all-inclusive care for the elderly) program covering their sites in Hampton, Newport News, Richmond, Petersburg and Charlottesville. She holds a Master of Science degree in Nursing from Georgia Regents University, formerly known as the Medical College of Georgia in Augusta, GA; and a Bachelor of Science degree in Nursing from Ursuline College in Cleveland, OH. She has practiced nursing for over 30 years to include clinical and administrative positions, and is a veteran having served as a commissioned officer in the U.S. Army Nurse Corps on active and reserve duty.

Grayson County Senior Advocacy Committee Model

Roanoke AB, 1-1:45pm

In this interactive session, the current Chair of the Grayson County Board of Supervisors and a charter member of the Grayson County Senior Advocacy Committee will describe in detail the steps they took to form a public-private partnership to identify and address the needs of their locality's rapidly aging population.

Speakers:

Brenda Sutherland lives and farms with her husband in Elk Creek, Virginia. She is a retired educator, and is currently the Executive Director of the Crossroads Institute in Galax, a rural entrepreneurial and educational initiative. Wytheville Community College is a tenant in the Crossroads Institute, which also contains a small business incubator. Ms. Sutherland is also the current Chair of the Grayson County Board of Supervisors and is Vice-Chair of the District III Governmental Cooperative Board of Commissioners.

Amelia Bland Waller is a government attorney who lives in Elk Creek and Abingdon, Virginia. She is active in many community organizations in both places, and was one of the founding members of the Grayson County Senior Advisory Committee. She also is a mediator and conflict transformation skills trainer. As part of her employment, she reviews and suggests amendments to bills pending while the Virginia General Assembly is in session.

Going to the Chapel: Legal & Practical Considerations When Marrying Later in Life

Pocahontas, 1-1:45pm

This session will highlight the unintended consequences that marriage can have on an older adult's income, public benefits and estate. We will discuss the benefits and limitations of legal documents to ensure that the elder's wishes are respected. This session focuses on planning for adults who are capable of making decisions; it does not address issues of incapacity or diminished decision-making.

Speaker:

Loretta Morris Williams is certified in Elder Law by the National Elder Law Foundation. She practices in the areas of elder law, special needs planning, Medicaid, guardianship, wills, trusts, and probate. Loretta is a senior associate attorney with the law firm HALE BALL Baumgartner Carlson Murphy, PLC in Fairfax, Virginia. Loretta is Past President of the Virginia Academy of Elder Law Attorneys (VAELA), a member of the National Academy of Elder Law Attorneys, and a member of NAELA's Council of Advanced Practitioners. Loretta has an AV peer rating from Martindale, is named a Virginia Super Lawyer by Super Lawyer, Inc. and has been recognized as a Top Lawyer by Northern Virginia Magazine. Loretta has her undergraduate degree from Duke University, her law degree from The Catholic University of America Columbus School of Law and is licensed to practice in Virginia.

Best Practices: Integrated Community Based Services That Work

Washington Lecture Hall, 1-1:45pm

The Best Way to Age Together. A Cluster Care Model of integrating community based services that work! Learn how an agency's goal of keeping people in their homes while efficiently and effectively providing stellar services by connecting the dots to home based care, home delivered meals and volunteer services works. Take away tools to replicate this model provided.

Speakers:

Trina Mayhan-Webb is the director of the Fairfax Area Agency on Aging, but previously was the manager of Volunteer Solutions. In that role, she oversaw the day to day operations for the volunteer program with 9 staff and over 4,000 volunteers. Trina is a Certified Volunteer Administrator with over 20 years of experience in volunteer and aging administration. She has been with Fairfax County for 12 years and has won numerous awards for Best Practices, Innovation, Achievement and Partnership Collaboration.

Sheila Giza is an Adult Service Supervisor for Fairfax County. In addition to supervising an Adult Services Unit, she has supervised the Home Care Unit in the Fairfax County's Division of Adult and Aging for the past seven years. As supervisor of the Home Care Unit, she oversees all aspects of the county contract for home based care. Prior to that, she was an

Adult Protective Services supervisor in the same Division. She is an MSW and is a licensed clinical social worker in Virginia and Maryland.

Beth Ann Margetta is a Licensed Clinical Social Worker and currently works as a supervisor with the Nutrition Unit, which provides Meals on Wheels to Fairfax County residents. Her interest in working with older adults began while completing her graduate studies at Virginia Commonwealth University, where she worked in age-related field placements, including a skilled nursing facility and an adult day health center. She began her career with Fairfax County's Department of Family Services as an Adult Protective Services Social Worker and came to the County's Area Agency on Aging through the local Long-Term Care Ombudsman Program. She is passionate about working to enhance the quality of life and care for older adults in the Fairfax County community and beyond

No Wrong Door: Opening the Doors to Collaboration and Culture Change

Crystal Ballroom, 1:55-3:30

Virginia is recognized as a national leader of No Wrong Door (NWD), bringing streamlined access to long term services and supports through a statewide public/private collaborative. This interactive workshop, divided into two segments, includes a panel discussion with community leaders highlighting successes and challenges of being part of the NWD system and a dynamic game of problem-solving, drawing teams of participants into real world scenarios. Participants will gain an insider's view of the benefits of this innovative system and network of partners—including the technology, person-centered practices and concrete ways to breakdown silos.

Speakers:

Betty Brickhouse has worked at the Central Virginia Alliance for Community Living (Area Agency on Aging) for six years. Much of her time is spent nurturing Community Partnerships and developing a true No Wrong Door Community in Lynchburg and its surrounding counties. Ms. Brickhouse serves on the Board of Horizon Behavioral Health, The Central Virginia Academy for Nonprofit Excellence and is President of the Board of the Central Virginia Adult Care Center. She received her Bachelor's degree in Political Science/Philosophy and a Certificate in Gerontology from Lynchburg College.

Thelma Bland Watson has served as Executive Director of Senior Connections, The Capital Area Agency on Aging since 2002. Dr. Watson is a former Commissioner and Deputy Commissioner of Aging for the Commonwealth of Virginia, Department for the Aging (now a part of the Virginia Department for Aging and Rehabilitative Services). She also served as Executive Director of Field Services for the National Committee on Social Security and Medicare in Washington, D.C. from 1997 to 2002. Dr. Watson received a graduate degree in Gerontology and a Doctorate in Public Policy and Administration from Virginia Commonwealth University (VCU).

Sara Link joined the Virginia Department for Aging and Rehabilitative Services in 2016 as the Policy Advisor and Lead Strategist for No Wrong Door Virginia. Formerly, Sara has served as Director of the Greater Richmond Age Wave collaborative, Director of Community Impact: Health at United Way of Greater Richmond & Petersburg, and as an analyst for New York City government in various city agencies including the Office of the Mayor, Housing Development Corporation and New York City's Department for the Aging. A native of Richmond, Virginia, Sara received her Bachelors' degrees from Mary Washington University in Geology and Spanish Literature. She holds a Master's Degree in Urban Policy and Management from New School University, located in New York City.

Sue Robinson is the Director of Compliance at The Woodland Inc. in Farmville, Va. She is an RN, BSN, LNHA, certified Dementia Care Specialist and a CMS Certified (LTC) Medical Facilities Inspector who served the state of Virginia for several years. She has also served as a LTC nurse consultant and offered expert testimony in Virginia for various prominent law firms. She has dedicated over 15 years of her career to ensuring quality care and services for the long-term care population in Virginia in a professional capacity, as well as, personally by serving with the Silverchair Learning System Advisory Board, the Longwood University Community Partners Board, several Career and Technical Center Advisory Councils, and the Virginia Stroke Task Force.

Katie Roeper joined the Department for Aging and Rehabilitative Services as Assistant Commissioner in August 2009, to provide strategic direction for the development of the No Wrong Door system. Katie is responsible for expanding resources for and increasing access to, aging and disability supports through “No Wrong Door Previously Katie served as Executive Director of VirginiaNavigator, a nationally-recognized, statewide nonprofit that developed and manages No Wrong Door’s provider database and a family of interactive websites for older adults, individuals with disabilities, veterans and families.

Colleen Wilhelm has worked in the field of aging for 20+ years. Currently, Ms. Wilhelm serves as Director of Strategic Partnerships at Family Lifeline working with the Home Care and Visiting Volunteers Programs. She started her career as a Case Manager at Peninsula Agency on Aging, worked in Adult Protective Services in Montgomery County, VA. and, after working in the for-profit industry for several years, became the Program Director of ElderFriends, A Service of Family Lifeline in Richmond, VA.

Justine A. Young has been the executive director of Piedmont Senior Resources for four years bringing new vision and energy to an organization which serves the Farmville area and surrounding counties. Prior to this position, she was the Community Health Coordinator with VCU's Massey Cancer Center, engaged to do a published cancer health assessment of the Piedmont Health District. She is a registered nurse with 17 years of ICU experience and 10 years as Director of Nursing in Long Term Care. Additionally, Justine is a Captain in the U.S. Army Reserves. She served on the local YMCA and Lodge for the Blind Boards, as well as, serving as incoming President of the local Lions Club. Justine received her Bachelor’s degree in Political Science from the University of Florida and a Master’s of Business Administration from Lynchburg College.

50+ Community Engagement: Arts, Parks and Kids

Roanoke AB, 1:55-3:30pm

Older adults who are 50+ offer richness to the community through engagement, expertise, and scope. In Fairfax 50+ Community Action Plan community forums, nearly 800 residents provided input on the livable community and future they desire. Come hear about innovative initiatives in the Fairfax 50+ Community Action Plan:

- Creative Aging Festival - annual month-long festival in May
- Outdoor Fitness Gyms - free, multi-age use, regardless of ability level
- 50+ Parks Web Portal - highlights activities and experiences for older adults.
- Shark Tank - competition for high school students developing products to assist older adults, caregivers, and people with disabilities.
- GrandInvolve - 100 older adult volunteers in 5 Title 1 elementary schools, *Winner of GOVERNOR'S VOLUNTEERISM AND COMMUNITY SERVICE AWARD*

Speakers:

Evan Braff has worked for Fairfax County for over 20 years. Currently, Evan is a Regional Manager with the Fairfax County Department of Neighborhood and Community Services (NCS). In this role, he oversees Center Operations (community centers, teen centers, and senior centers) and community development and community capacity efforts in a designated part of Fairfax County. Evan also serves as the NCS Older Adult Program Coordinator. Prior to this position, Evan was the Senior Services Division Supervisor in the Department of Community and Recreation Services. Evan holds a B.A. in Sociology from George Mason University, a M.S. in Recreation and Leisure Studies from the State University of New York in Cortland, and a MPA from George Mason University. Evan is a Certified Therapeutic Recreation Specialist.

Andrea (Andi) Dorlester has been employed with the Fairfax County Park Authority for 12 years, where she spent most of that time as a senior park planner. In January 2017, she became the Manager of Park Planning. Andi's work has included developing park master plans, reviewing rezoning proposals and site plans for impacts to parks, participating in special land use studies, and as project manager for the "Great Parks, Great Communities" comprehensive park system planning effort for Fairfax County. In 2015, she spearheaded a project to bring outdoor fitness gyms to parks and senior centers in partnership with the Area Agency on Aging and the Department of Neighborhood and Community Services.

Catherine Cole is the At-Large Representative to the Fairfax Commission on Aging. Formerly the Director of ElderLink (a public private, non-profit partnership among the Fairfax Area Agency on Aging, Inova Health System and the Alzheimer's Association, National Capital Area Chapter, providing care coordination to older adults in Fairfax County), Ms. Cole's current projects include the "Shark Tank" High School Challenge sponsored by the 50+ Technology Committee and the Northern Virginia Dementia Care Consortium which sponsors an annual educational conference for caregivers. Ms. Cole has more than 25 years of experience assisting older adults and their family caregivers navigate the issues of aging.

Dorothy Keenan has worked with older adults for over 45 years and has spent her career planning and providing classes, programs and workshops to older adults. She retired in January of 2008 from Fairfax County's Community and Recreation Services as the Supervisor of Senior Services, overseeing the operations of 13 senior centers. Since her retirement, Dorothy has continued to work with the 50+ age group, providing classes and workshops to assist people who are transitioning into retirement. Currently, Dorothy is the coordinator of the GrandInvolve program, one of the County's 50+ initiatives. GrandInvolve seeks to increase the number of older adult volunteers who volunteer in a classroom at Fairfax County's Title 1 Schools. The objective is to improve both the quality of life for older adult volunteers and the educational outcomes of our school age children.

Jacquie Woodruff is Director of the Livable Communities Development team for the Fairfax Area Agency on Aging. She staffs the Fairfax Area Commission on Aging and the 50+ Community Action Plan work of the Fairfax County Board of Supervisors, and is Legislative Co-Chair for the Northern Virginia Aging Network (NVAN). She has worked as chief planner, long-term care ombudsman, and certified nurse aide. She served on the Boards of Directors for the National Citizens' Coalition for Nursing Home Reform and the National Association of Local Long-Term Care Ombudsmen, and was an Alternate Delegate for the 2005 White House Conference on Aging.

Avoiding Unintended and Unanticipated Consequences with Municipal Senior Citizen's Real Estate Tax Deferral Program

Pocahontas, 1:55-2:40pm

This session will discuss the nationwide problem of unintended and unanticipated consequences associated with senior citizen real estate tax deferral programs. It will also address the complex issues that prompt County Boards and City Councils to convert from tax exemptions/waivers to tax deferrals. Using case studies, this session will examine the dire consequences that can result from a change in seniors' tax relief status, and will propose alternatives for County Boards and City Councils currently considering changes to seniors' tax status. It will also examine solutions successfully adopted by municipalities in other parts of the nation.

Speakers:

Veronica E. Williams has been in the practice of law for over 20 years, and her practice is exclusive to estate planning, the settlement of estates, and advocacy for the elderly and infirm. Having served as her mother's caregiver off and on for 21 years, she knows how difficult it can be to balance care for a loved one with competing demands. She is professionally passionate about understanding life care planning and estate planning from the perspectives of the client and the caregiver. In 2014, the Governor of Virginia appointed Veronica to serve four year terms, as a board member, on both the Commonwealth Council on Aging, and the Virginia Public Guardianship and Conservatorship Board. In 2016, the Chief Justice of the Virginia Supreme Court appointed her to serve as an advisory member of the Virginia Working Interdisciplinary Network of Guardianship Stakeholders (WINGS).

She is a frequent teacher and speaker on the topics of Elder Law & Estate Planning, her professional perspectives have been published in the Daily Press Newspaper and the Virginia Lawyers Weekly, and she currently serves on the board of directors of the Virginia Academy of Elder Law Attorneys.

Laurie MacNaughton ranks in the top 1% of reverse mortgage specialists nationally, and specializes in both FHA Reverse Mortgage Refinance and Reverse for Purchase. She is certified to teach Continuing Education for Realtors both in Maryland and Virginia; Insurance professionals; Financial Planners; and Certified Investment Managers. She is a frequent speaker at elder law, healthcare, and financial planning events.

Her column *US of Aging* appears in the Times Community Media newspapers, and her articles have been published in numerous publications nationwide.

Laurie graduated with honors from Villanova University, and attended graduate school at George Washington University, and is a member of the National Aging in Place Council and the National Care Planning Council.

What We Know, Say and Believe: Leveraging the Person-Centered Advanced Care Planning Conversation **Pocahontas, 2:45-3:30**

Advance Care Planning: People of all ages do not discuss issues related to death and end of life wishes. Health care costs can be reduced and individual wishes respected through advance care planning and execution of legal documents (wills, powers of attorney and advance health care directives. Session will explore current End of Life and Advance Care Planning policies, legislation and best practices-regional, state and national. Speaker and panelists will give examples of best practices for advance care planning outreach and education to vulnerable populations as well as veterans and the faith community.

Speakers:

Robin Clair Cummings is the director of Honoring Choices Virginia, an advance care planning collaborative in Richmond, Virginia. Prior to this role, Ms. Cummings served as Director of Health Policy for the Medical Society of Virginia (MSV). During her twelve years with MSV and its foundation, Ms. Cummings established strategies aimed at improving the efficiency and quality of health care, working closely with physicians and other health care leaders to develop solutions around public health promotion and disease prevention, health insurance coverage, medication access, clinical quality improvement, and health information technology. In addition to her time with MSV, Ms. Cummings has worked in both the hospital and private practice settings. Ms. Cummings is a graduate of James Madison University and Virginia Commonwealth University, earning undergraduate and master's degrees in health administration.

David Murray has more than 30 years of leadership experience with non-profit organizations with more than 25 years in aging-related services. In 2011, while working as developer and director of the Peninsula Aging and Disability Resource Network at the Peninsula Agency on Aging in Newport News, he created the framework for regional human service providers to collaboratively support the regional health systems in forming the Advance Care Planning Coalition of Eastern Virginia (ACPCEVA). In April 2014, he became the Coalition's first Executive Director. He holds designations as Certified Senior Advisor, with the Society of Certified Senior Advisors (SCSA), and as Options Counselor through the Virginia Department for Aging and Rehabilitative Services (DARS). Most importantly, for the purposes of this conference, he has an Advance Directive for Health Care.

Kathy Struble is a Licensed Clinical Social Worker with Advanced Certification in Hospice and Palliative Care. She serves as Project Coordinator for the Palliative Care Partnership of the Roanoke Valley (PCPRV) Pilot Program; "The 3Rs of Advance Care Planning Navigation: A Training for Care Managers, Community Health Workers and Clergy/Health Ministers". This pilot program promotes outreach and access of Advanced Care Planning (ACP) resources to low-income, chronically ill older adults residing in Northwest and Southeast Roanoke, two medically underserved communities. The PCPRV has received funding from the Geriatric Training and Education (GTE) Initiative Grant from the Virginia Center for Aging for the implementation of the pilot. Kathy is a Certified Respecting Choices Advance Care Planning Facilitator with the Physician Orders for Scope of Treatment (POST) Pilot Program in Southwest Virginia. She is a graduate of the University of Pennsylvania School of Social Work, 1983. She has served on the Carilion Clinic Palliative Care Team and is retired from federal government following twenty years of service to military members and families with the Department of Navy and Department of Veterans Affairs. Kathy currently works for Carilion Clinic Hospice and for the Palliative Care Partnership of the Roanoke Valley (PCPRV).

Angie Phelon is the Director of Business and Service Development, The Capital Area Agency on Aging. She received her Bachelor of Arts in Human Services and Psychology from Elon University and her Master of Science in Gerontology from Virginia Commonwealth University. In her current position, she has oversight of the following programs: Care Coordination, Public Relations, Caregiver Support and Care Transitions. Her past experiences include management of a home care agency for six years. She also supervised and coordinated the integration of two local home care agencies

following an acquisition. In addition, she has over ten years of experience as a nursing home administrator and led the accreditation initiatives for a nursing home and two continuing care retirement communities.

Chronic Disease Self-Management Education: It's Free! It's Fun! It's Empowering!

Washington Lecture Hall, 1:55-3:30pm

Learn about the program that's swept the state, touching the lives of over 10,000 participants.

Speakers will describe and illustrate the Chronic Disease Self-Management Program that helps adults with chronic health conditions take control of their health and live life more fully. In addition to an overview and discussion, attendees will participate in activities including *mind over matter*, *using your mind to manage symptoms*, and *action planning*. Join us for a lively interactive session!

Speakers:

Kathy Miller has been the Director of Aging Division Programs at the Virginia Department for Aging and Rehabilitative Services (DARS) since 2007. For 4 ½ years before coming to VDA, she was the Director of Home and Community Services at Senior Connections, The Capital Area Agency on Aging. Kathy is a registered nurse by profession. She practiced as a Clinical Nurse Specialist at the Medical College of Virginia Hospitals for fifteen years before going into Home Health administration. She has extensive experience working with older adults in acute care settings, Medicare-certified home health agencies and non-profit human services organizations. In her current capacity, she oversees staff responsible for the Virginia Insurance Counseling and Assistance Program, the Chronic Disease Self-Management Education grant, the Virginia Public Guardian and Conservator Program, the Virginia GrandDriver project and various other initiatives and Older Americans Act services. Kathy holds Master of Science degrees in both Nursing and Health Administration.

Carol Walters has worked in the field of Food Service Management for 37 years. After receiving her BS in Food Service Management from Radford University she worked in long term care, school nutrition, and elderly nutrition programs. Carol is currently employed at the New River Valley Agency on Aging as the Nutrition Program Supervisor, a position she has held for 11 years. Carol oversees the Home Delivered Meal program and provides guidance and supervision to each of the designated Friendship Cafés. Carol is a certified Master Trainer for the Chronic Disease Self-Management Program (CDSMP) and is training individuals to increase their personal awareness and successful maintenance of their long term conditions. It is Carol's goal to be an active part of the program's advancement and growth as our communities become more aware of the program's benefits. Carol likes to garden and spend time with her new granddaughter.

Elizabeth Wray holds a degree in Human Services and has worked more than 30 years in the field. After Elizabeth received her degree in Human Services she became the Virginia Insurance Counseling and Assistance Coordinator and has held the position for 5 years. Elizabeth has 9 volunteers that work within the VICAP program; Elizabeth recruits, retains and trains all volunteers. She spends much of her time helping individuals navigate the complicated path of Medicare. Elizabeth is a certified Master Trainer for the Chronic Disease Self-Management Program (CDSMP) and is working to educate the public on how to manage and live well with chronic illness. In her personal time, Elizabeth expresses her passion for animal rescue and sits on the Board of Directors for the Humane Society of Pulaski County.