The Consumer Voice envisions a world in which all consumers of long-term care, services and supports are treated with respect and dignity and have a wide range of affordable, quality options across all settings. These options will make it possible for individuals to receive care and services in the location and manner of their choice and to attain a high quality of life.

THE NATIONAL CONSUMER VOICE FOR QUALITY LONG-TERM CARE
Welcome to the Conference

It has been my pleasure to serve as Executive Director of this wonderful organization for nearly two years now. I am in awe of our members and the work you do and I am so proud of what the Consumer Voice has accomplished in the midst of challenging times. Thank you for your advocacy, your commitment and passion. I’m also pleased to name a few of the major successes we have seen this year:

- This year marks our 35th anniversary! Thank you to our founder, Elma Holder, and to the other individuals who helped to shape, form and lead the organization over the years.
- Health reform was signed into law on March 23, 2010, and included the Nursing Home Transparency and Improvement Act, the Elder Justice Act, a national program of criminal background checks on long-term care employees, as well as provisions to improve quality and safety in home and community-based services and better access to nursing home alternatives. Nearly a dozen policy resolutions adopted by Consumer Voice member groups were addressed in some way in the legislation.
- We more than doubled our membership through our first-ever trial membership program.
- A work group of Board and staff members, along with input from the membership and other individuals and groups, completed a seven-month strategic business planning process, which resulted in an expanded mission, clear vision for the future, financial sustainability plan and culminated in a new three-year grant for the organization to begin implementation of our goals.
- After much deliberation, we changed our name to the “National Consumer Voice for Quality Long-Term Care” or “Consumer Voice” for short. We’ve already been quoted by this new name in dozens of media articles and blogs – and the name has been very well received by members, other partners and individuals and groups not previously familiar with our work.
- Launched a new initiative to expand our community of, and resources for, consumers and advocates by establishing partnerships with the disability community, creating a national guide for consumers and distributing grants to several Citizen Advocacy Groups.
- Held our first State Fundraising Challenge, bringing in over $10,000 for the Consumer Voice. Congratulations and thank you to the state of Michigan for winning!!
- Developed our second resident conference call series. Last year over 300 residents participated, and we are ecstatic to have calls again this year.
- Through the Ombudsman Resource Center, provided resources and training to thousands of ombudsmen, including a successful State Ombudsman Conference in April 2010.

As you can see, this has been a tremendous year!

While reflecting on our successes, this conference is also an opportunity among peers and friends to remember why we do the work we do and what needs our attention in the future. I look forward to sharing my thoughts with you on this – and I am quite sure our excellent plenary and workshop speakers will identify many issues we need to address.

I am sincerely excited about the opportunities in front of us and look forward to continuing to work with you to advance quality care for long-term care consumers.

With appreciation,

Sarah Wells
A special welcome to Florida and to our 35th anniversary as an organization committed to improving the quality of care and quality of life of those needing long-term care.

The two years of my presidency have been a tremendously exciting time. Thank you for the honor of serving you during this time that:

- Had us saying goodbye, as Executive Director, to our beloved Alice Hedt,
- Brought us Sarah Wells as our talented new Executive Director,
- Allowed us to participate in an intensive strategic planning process designed to move our mission forward,
- Allowed us to see our organization go from one of our lowest times financially to an optimistic time ahead of growth and more financial security to accomplish our mission and
- Saw us adopting a name change to increase our recognition, be more reflective of what we do as an organization, and help improve our outreach to those who do not know us.

Change is difficult ---- whether going from Alice Hedt to Sarah Wells, who are both absolutely wonderful people, or from our old board structure to a new Governing Board and a Leadership Council, or to changing our name from NCCNHR to The National Consumer Voice for Quality Long-Term Care. But we are excited by the positive changes that have the Consumer Voice well positioned for the future.

Thank you so much to Sarah Wells, our dedicated and hardworking staff, our old Board, our new Governing Board, our Leadership Council chaired by Sarah Slocum, and all of our dedicated members and supporters. Your hard work and support during these past two years of transition and change is very much appreciated.

All of my love and support,

Norma Harrison Atteberry, RN, BS
EXPANDING THE CONSUMER VOICE...

In June, NCCNHR proudly announced the results of its seven-month strategic business planning process funded by The Atlantic Philanthropies. Among these results were reorganization and expansion of advocacy priorities for individuals needing long-term care at home, in assisted living facilities and in nursing homes as well as the introduction of our new name, “The National Consumer Voice for Quality Long-Term Care” or “Consumer Voice” for short.

The Consumer Voice welcomes you to our 35th Annual Meeting & Conference, and as the organization celebrates 35 years of long-term care advocacy, we hope you learn more about our organization and how our new name and vision not only embrace the organization’s long history of advocacy work in nursing homes but also looks toward the future and how we can be the national voice for all long-term care consumers.

NEW NAME & LOGO:

The National Consumer Voice for Quality Long-Term Care has been a long-time tagline for the organization, and we are pleased to use that tagline as our new name. The new name and logo represent our commitment to the organization’s roots and our dedication and commitment to achieving Quality Care, No Matter Where.

OUR VISION & MISSION:

The Consumer Voice envisions a world in which all consumers of long-term care, services and supports are treated with respect and dignity and have a wide range of affordable, quality options across all settings. These options will make it possible for individuals to receive care and services in the location and manner of their choice and to attain a high quality of life.

The Consumer Voice is a leading national voice representing consumers in issues related to long-term care, helping to ensure consumers are empowered to advocate for themselves and serving as a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual.

The Consumer Voice’s mission is to represent consumers at the national level for quality long-term care, services and supports. To carry out our mission, we will:

- Advocate for public policies that support quality care and quality of life responsive to consumers’ needs in all long-term care settings
- Empower and educate consumers and families with the knowledge and tools they need to advocate for themselves
- Train and support individuals and groups that empower and advocate for consumers of long-term care
- Promote the critical role of direct-care workers and best practices in quality-care delivery

The Consumer Voice issues its first paper, *The Plight of the Nurse Aide in America’s Nursing Homes*. A preliminary report on nursing home cost also is released. Both are circulated widely to health care professionals, state and national organizations, state government agencies and nursing homes.
The solid base for the Consumer Voice is its more than 200 member groups and a growing individual membership of more than 2,500. Members and subscribers to the Consumer Voice's information resources from nearly all 50 states comprise a diverse and caring coalition of local citizen advocacy groups, consumers of long-term care, state and local long-term care ombudsmen, legal services programs, religious organizations, professional groups, nursing home employees' unions, concerned providers, national organizations and growing numbers of family and resident councils.

The Consumer Voice provides information and leadership on federal and state regulatory and legislative policy development and models and strategies to improve care and life for residents of nursing homes and in other long-term care settings. Ongoing work addresses issues such as:

- Enforcement of the Nursing Home Reform Act and the Affordable Care Act long-term care provisions
- Inadequate staffing in nursing homes, particularly all levels of nursing staff;
- Poor working conditions, salaries and benefits for long-term care workers;
- Maintenance of residents' rights and empowerment of residents;
- Support for family members and development of family councils;
- Resources for and support to Citizen Advocacy Groups (CAGs);
- Development and support for the long-term care ombudsman program;
- Minimizing the use of physical and chemical restraints;
- The high cost of poor care, such as pressure sores, dehydration, incontinence and contracture of residents’ muscles; and
- Accountability to taxpayers for nursing home expenditures and failure to fulfill government contracts.

The Consumer Voice publishes *A Consumer Perspective on Quality Care: The Residents' Point of View*. For this seminal report, the Consumer Voice convened small groups of residents in 15 states, who described their vision of quality nursing home care. The report is released during a National Symposium on Quality Care in Clearwater Beach, Florida. Seventeen of the participating residents join researchers, educators, advocates, practitioners and public officials to respond to residents’ views and chart ways to achieve quality care.
CONSUMER VOICE
GOVERNING BOARD

During the Consumer Voice’s recent business planning process, the organization determined major structural changes would be needed to carry out its mission. As a result, the Consumer Voice developed and implemented a reorganized governance structure based on best practices among similar organizations and the specific needs of the Consumer Voice, itself. This reorganization created a new governance structure consisting of a Governing Board and Leadership Council.

The Leadership Council is now responsible for providing input on long-term care issues related to the organization’s policy and programmatic agendas. The Governing Board is responsible for traditional governance functions, including fiscal oversight and fundraising. To ensure the groups remain aligned, they are linked through a liaison role and joint committees. In addition to its many other advantages, the restructuring provides an excellent opportunity to bring more consumers directly in to the Consumer Voice’s leadership.

Norma Harrison Atteberry
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MEET THE LEADERSHIP

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Elizabeth Wiley
CONSUMER VOICE STAFF

Sarah F. Wells, MA, Executive Director
Sarah F. Wells, MA, has served as Executive Director of the Consumer Voice since January 2009. In this role, she directs the operations of the organization, leads fundraising and strategic planning efforts, liaises with the Governing Board and represents the Consumer Voice in advocacy efforts for long-term care consumers. Sarah came to the Consumer Voice after nearly a decade at Women In Government (WIG), a national, nonprofit organization providing public policy education for women state legislators, where she served as Vice President. While at WIG, Sarah was instrumental in significantly increasing the organization's operating budget, establishing a public policy department from the ground up, and leading numerous policy initiatives that resulted in significant state action. Sarah received her master's degree in public policy and women's studies from The George Washington University and her bachelor's degree in political science and women's studies from American University. In addition, she holds a certificate in executive nonprofit management from the Center for Social Leadership and has completed additional health policy coursework at The Johns Hopkins University. Sarah has served as an appointed member from the Mason District on the Fairfax County, Virginia Advisory Social Services Board and as a representative to the County’s Long-Term Care Coordinating Council. She is a member of the American University Government Relations Alumni Career Committee, National Honorary Committee Member of the Collegiate Cancer Council and is a former Board Member of Community Bridges in Silver Spring, Maryland.

Janet Wells, Director, Public Policy
Janet Wells first joined the Consumer Voice in 1986 as Director of Publications after a 15-year career in civil rights and women's rights advocacy. From 1992 until 2000, Janet was a long-term care specialist with AARP, where she was team leader of the Association's Long-Term Care Team, conceived and coordinated national conferences on long-term care as a women's issue and improving the quality of paraprofessional jobs in long-term care and developed research projects and educational and communications programs on long-term care and health care reform issues. In 2000, she returned to the Consumer Voice as Director of Public Policy to oversee the organization's legislative and regulatory initiatives and special projects to improve the quality of care in nursing homes.

Lori O. Smetanka, JD, Director, The National Long-Term Care Ombudsman Resource Center
Lori Smetanka became the Director of the National Long-Term Care Ombudsman Resource Center in June 2004. In her role, she provides support, technical assistance and training for 53 state and more than 600 local long-term care ombudsman programs. Lori first came to Consumer Voice in 1993 on a public policy internship. She joined the staff at the Consumer Voice in 1994 as Law and Policy Specialist, focusing on the Nursing Home Reform Act and survey and enforcement issues. From 2002 until June 2004, Lori worked as Information Specialist for the National Long-Term Care Ombudsman Resource Center. Lori has a Juris Doctor from the University of Dayton School of Law.

Jessica Brill Ortiz, MPA, Program Manager
Jessica Brill Ortiz, MPA, joined the Consumer Voice in 2006 and currently serves as Program Manager. In this position, Jessica manages grant-funded projects, assists with fund development and provides information, guidance, support and technical assistance related to the continuum of long-term care services on the state and national level to consumers and advocates, including resident councils, family councils and Citizen Advocacy Groups. Jessica holds a Master of Public Administration, a Master of Arts in political science and an advanced certificate in health services management and policy from the Maxwell School of Citizenship and Public Affairs at Syracuse University.

The Consumer Voice presents the Campaign for Quality Care's views to Congress during a session hosted by Sen. David Pryor, who helped craft landmark nursing home reforms. The organization steers a national movement for passage of the 1987 Nursing Home Reform Act, comprised of amendments in the federal budget bill, the Omnibus Reconciliation Act of 1987ting the Nursing Home Reform Act. With bipartisan support, Congress passes the Nursing Home Reform Act on December 22. Elma Holder and Barbara Frank call it "a tremendous victory for residents and for all those groups who worked so hard for so long."
Milissa Lake Spencer, Ombudsman Specialist, The National Long-Term Care Ombudsman Resource Center
Milissa Lake Spencer joined the Consumer Voice in 2007 as Ombudsman Specialist for the Center. She is responsible for providing support and training for both state and local ombudsmen. Prior to coming to Consumer Voice, she worked as a local long-term care ombudsman in Indiana for nearly 14 years. During that time, Milissa played an important role in the development of the Indiana Volunteer Ombudsman Program; she also co-founded the Indiana Culture Change Coalition. Milissa has a bachelor’s degree in individual and family studies with emphasis on aging from Purdue University.

Becka Livesay, Program Associate - Communications and Outreach, The National Long-Term Care Ombudsman Resource Center
Becka Livesay joined the Consumer Voice in 2008 and currently serves as a Program Associate - Communications and Outreach at the National Long-Term Care Ombudsman Resource Center. In her role, she is responsible for providing technical assistance to state and local ombudsmen and spearheads communication efforts for the organization. While she works on a wide variety of projects, Becka is particularly interested in issues related to direct care workers and represents the Consumer Voice at the Eldercare Workforce Alliance. Prior to Consumer Voice, she was at the American Society of Hematology, where she worked in the communications department. Becka has a bachelor’s degree in magazine journalism from the S.I. Newhouse School of Public Communications at Syracuse University. She also has a degree in Spanish language and culture and studied abroad in Cuenca, Ecuador.

Christina Steier, Project Consultant
Christina Steier joined the Consumer Voice in 2009 and currently serves as a Project Consultant. In her role, she is responsible for leading the Consumer Voice’s database conversion from the current system to a more up-to-date system, creating better ways to communicate with and manage members. She also maintains the Consumer Voice’s membership, corresponding with individual and group members. Christina is a 2010 graduate from American University with bachelor’s degrees in musical theatre and sociology.

The Consumer Voice and the Ombudsman Resource Center are also pleased to work with several outstanding consultants/contractors, including:

Alejandra Ona, Bookkeeper/Accountant
Robyn Grant, Consultant to the Consumer Voice and NORC
Sara Hunt, Consultant to NORC
Sarah Burger, Consultant to the Consumer Voice and NORC
Ira Hirsh, RedTongue (Conference Audio/Visual)
Teddy Spittal, BigHeadIS (Website)
NPower (Information Technology)

A special thanks to Christina Taylor and Jen McNulty of TaylorMade Experiences for their event planning services for this conference.

The Consumer Voice kicks off a campaign to save the Nursing Home Reform Act with a Washington press conference endorsed by Senators William Cohen and David Pryor and Representatives Pete Stark and Henry Waxman. Groups like AARP, the Alzheimer’s Association, the National Committee to Preserve Social Security and Medicare and the Service Employees International Union also commit to the Consumer Voice’s fight.
The Consumer Voice sincerely thanks each of our sponsors for support of the 35th Annual Meeting & Conference. Their support enables the Consumer Voice to keep registration fees affordable and offer scholarships to those who would otherwise be unable to attend.

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YOU WON'T WANT TO MISS...

As you review the conference schedule, don’t miss these unique opportunities during the 2010 Consumer Voice Annual Meeting & Conference.

**TUESDAY, OCTOBER 19, 3:45 P.M.**
First-Timers Orientation (Sponsored by NALLTCO)

First time attending a Consumer Voice conference? Attend the First-Timers Orientation, sponsored by the National Association of Local Long-Term Care Ombudsmen, and learn how to make the most of your first conference experience; tips and highlights included throughout this welcoming “Meet ‘n’ Greet.”

**WEDNESDAY, OCTOBER 20, 8:30 A.M.**
Plenary Session: *Older Americans Act Reauthorization – Listening Session*

In 2011, Congress will consider reauthorization and amendments to the Older Americans Act (OAA). Since 1965, the OAA has promoted the development of a comprehensive and coordinated service system, which has contributed to enhancing the lives of older individuals, family caregivers and persons with disabilities. During this listening session, official listeners from the Senate Special Committee on Aging and the Administration on Aging will share goals and processes related to Reauthorization, including how advocates can be involved in the processes. Individuals interested in making a brief presentation during the session should sign up in advance at the registration desk.

**WEDNESDAY, OCTOBER 20, 7:00 P.M.**
Evening Social Event & Auction

Join us for the Consumer Voice’s annual “FUN-d-raising” event as we celebrate our 35th anniversary! It’s free to attend and features dessert, cash bar, auction and silent raffles. Prizes include hotel stays, luggage, restaurant gift certificates, event tickets, sports memorabilia and more. Don’t miss this wonderful networking and socializing opportunity!

**FRIDAY, OCTOBER 22, 8:45 A.M.**
Awards Ceremony & Closing Plenary: *Advocating for Access and Quality in the “Non-Nursing Home Setting”*

Celebrate your colleagues’ accomplishments and hear panelists discuss expanding opportunities to receive long-term care outside nursing homes, what advocates need to know about state planning to implement new provisions in the Affordable Care Act and the need for transparency and public oversight in home and community-based services.

The Consumer Voice publishes and begins national distribution of a new book for consumers, *Nursing Homes: Getting Good Care There*. Authors are Sarah Greene Burger, Sara Hunt, Virginia Fraser and Barbara Frank.
Caribe Royale Hotel and Convention Center
8101 World Center Drive
Orlando, FL 32821
Website: www.cariberoyale.com
Phone: 407-238-8000
MONDAY, OCTOBER 18
8:30 a.m. - 2:30 p.m. New State Long-Term Care Ombudsman Orientation
3:00 p.m. - 6:00 p.m. NASOP Meeting

TUESDAY, OCTOBER 19
7:00 a.m. - 7:00 p.m. Registration
8:00 a.m. - 12:00 p.m. NASOP Meeting (Continued)
8:00 a.m. - 12:00 p.m. Citizen Advocacy Group Meeting
12:30 p.m. - 3:30 p.m. Pre-Conference Intensives
3:45 p.m. - 4:30 p.m. First-Timers Orientation
4:30 p.m. - 5:15 p.m. Welcome Remarks & Roll Call of States
5:15 p.m. - 6:30 p.m. Opening Plenary
6:30 p.m. - 7:15 p.m. Reception
7:15 p.m. Dinner on Your Own

WEDNESDAY, OCTOBER 20
7:00 a.m. - 7:00 p.m. Registration
7:00 a.m. - 8:00 a.m. Breakfast
7:00 a.m. - 8:00 a.m. NALLTCO Board Meeting
8:30 a.m. - 10:00 a.m. Plenary Session
10:00 a.m. - 10:30 a.m. Break
10:30 p.m. - 12:00 p.m. Breakout Sessions
12:15 p.m. - 1:45 p.m. Lunch
12:15 p.m. - 1:45 p.m. NALLTCO Membership Meeting
12:15 p.m. - 1:45 p.m. Family Council and Family Members Meeting
12:15 p.m. - 1:45 p.m. Roundtable Discussion on Care-Setting Transitions & HCBS
2:00 p.m. - 3:30 p.m. Breakout Sessions
3:30 p.m. - 4:00 p.m. Break
4:00 p.m. - 5:30 p.m. Breakout Sessions
5:45 p.m. - 7:00 p.m. Dinner on Your Own
5:45 p.m. - 7:00 p.m. OmbudsManager’s Users Group Meeting
7:00 p.m. - 10:00 p.m. Evening Social Event & Auction

THURSDAY, OCTOBER 21
7:00 a.m. - 6:00 p.m. Registration
7:00 a.m. - 8:00 a.m. Breakfast
7:00 a.m. - 8:00 a.m. Assisted Living Consumer Alliance Meeting
8:30 a.m. - 10:00 a.m. Plenary Session
10:00 a.m. - 10:30 a.m. Break
10:30 p.m. - 12:00 p.m. Breakout Sessions
12:15 p.m. - 1:45 p.m. Lunch on Your Own
2:00 p.m. - 3:30 p.m. Resident Dialogue with CMS and AoA
2:00 p.m. - 3:30 p.m. Breakout Sessions
4:00 p.m. - 6:00 p.m. Annual Business Meeting for Membership
6:30 p.m. - 10:00 p.m. Governing Board & Leadership Council Meetings

FRIDAY, OCTOBER 22
7:00 a.m. - 10:00 a.m. Registration
8:00 a.m. - 8:45 a.m. Breakfast
8:45 a.m. - 10:00 a.m. Awards Ceremony
10:00 a.m. - 11:30 a.m. Closing Plenary
11:30 a.m. - 11:45 a.m. Closing Remarks
11:45 a.m. Conference Concludes
New State Long-Term Care Ombudsman Orientation
(By Invitation Only - Breakfast begins at 8:00 a.m.)

National Association of State Long-Term Care Ombudsman Programs (NASOP) Meeting (By Invitation Only)
TUESDAY, OCTOBER 19

7:00 a.m. - 7:00 p.m.  
Registration Open

8:00 a.m. - 12:00 p.m.  
NASOP Meeting (Continued) (By Invitation Only)

8:00 a.m. - 12:00 p.m.  
Citizen Advocacy Group (CAG) Meeting (Open to CAGs Only)

Moderator/Facilitator: Robyn Grant, Long-Term Care Policy Director, United Senior Action; Consumer Voice Leadership Council Vice Chair

12:30 p.m. - 3:30 p.m.  
Pre-Conference Intensives (Additional fee of $60 is required. Please sign up at the registration table.)

Empowered Decision Making for Those Without Capacity -
Presenter: Viki Kind, Clinical Bioethicist, Kind Ethics

Moderator: Claire Curry, Legal Director, Civil Advocacy Program, Legal Aid Justice Center

When making decisions for those without capacity, how do we know what’s the right thing to do? Learn the decision-making pathway, tools and questions to use to give voice to those who cannot advocate for themselves. These tools can be used throughout organizations as standards for respecting and protecting diverse residents. This is not a one-size-fits-all solution but can be adapted based on a person’s level of incapacity and the situation. End-of-life decision making will also be addressed. Respect and compassion are the core values of this process.

Financial Exploitation of Care Facility Residents: Tools for Prevention and Intervention - Presenter: Iris C. Freeman, MSW, Adjunct Professor, Center for Elder Justice and Policy, William Mitchell College of Law

Moderator: Deb Holtz, Minnesota State Long-Term Ombudsman

This session presents a model protocol developed by the Center for Elder Justice and Policy in St. Paul, Minnesota, to help care facility staff prevent and detect financial exploitation of a resident and intervene effectively. Topics include behavioral definitions of exploitation, behavioral and environmental signs, strategies for prevention, action steps for facility staff, communication and documentation, working on financial issues with families and the roles and limitations of public agencies. This session is geared toward resident and family council leaders, administrative and social service staff in care facilities, long-term care ombudsmen and others working to combat elder financial exploitation.
First-Timers Orientation: Sponsored by the National Association of Local Long-Term Care Ombudsmen

Learn how to make the most of your first conference experience; tips and highlights included throughout this welcoming “Meet ‘n’ Greet.”

Welcome Remarks & Roll Call of States featuring Sarah F. Wells, Executive Director, Consumer Voice; Norma Atteberry, President, Consumer Voice Governing Board; Robyn Grant, Vice Chair, Consumer Voice Leadership Council

Opening Plenary: Focus on Elder Justice: A Prosecutor’s Perspective on Building Partnerships to Stop Elder Abuse - Presenter: Paul Greenwood, LL.B, Elder Abuse Prosecution Unit, San Diego District Attorney’s Office

Moderator: Alison Hirschel, Counsel, Michigan Campaign for Quality Care

One of the country’s leading prosecutors of elder abuse gives a passionate and practical overview of how to prosecute abuse of the elderly in long-term care. Paul Greenwood, LL.B, provides straightforward advice to ombudsmen and citizen advocates about overcoming barriers to partnering with law enforcement and tells how the Elder Justice Act will provide opportunities for research, advocacy and public education to aid prosecutors and advocates in addressing elder abuse.

Greenwood is a former English barrister and solicitor who has practiced law in England and the United States for more than 30 years. He moved to California in 1991 and heads the Elder Abuse Prosecution Unit in the San Diego District Attorney’s Office — one of the few dedicated elder abuse units in the country. He has prosecuted more than 200 felony cases of physical and financial elder abuse, and he travels widely, educating the public to protect against elder abuse and training frontline law enforcers and prosecutors.

Opening Reception

Dinner on Your Own
Registration Open

Continental Breakfast & Group Meetings

NALL TCO Board Meeting (By Invitation Only)

Plenary Session: Older Americans Act Reauthorization - Listening Session - Presenters: Joseph Rodrigues, California State LTC Ombudsman; President, National Association of State LTC Ombudsman Programs; Gail MacInnes, National Policy Analyst, PHI; Sara Clary, Director, Benefits Access Policy, National Council on Aging

Official Listeners: Debra Whitman, Staff Director, U.S. Senate Special Committee on Aging; Becky Kurtz, Director of the Office of Long-Term Care Ombudsman Programs, Administration on Aging, U.S. Department of Health and Human Services

Moderator: Sarah Slocum, Michigan State LTC Ombudsman; Chair, Consumer Voice Leadership Council

Reauthorization of the Older Americans Act (OAA) in 2011 offers a prime opportunity to reshape and modernize aging services in this country. Since 1965, the OAA has promoted the development of a comprehensive and coordinated service system which has contributed to enhancing the lives of older individuals, family caregivers and persons with disabilities. During this plenary session, Official Listeners from the Senate Special Committee on Aging and the Administration on Aging will share goals and processes related to Reauthorization including how advocates can be involved in the process. Panelists will share perspectives and recommendations. Following the panel recommendations, participants will be invited to present their views on the reauthorization of the OAA. Individuals interested in making a presentation (2-3 minutes in length) during the general session should sign up in advance at the registration desk. We will accommodate as many as time will allow.

Break

Breakout Sessions

The Resident Wants Marlboros... Who Should I Listen To? Advocating for Residents With a Legal Representative - Presenters: Aubrey Posey, Legal Advocate, Florida Long-Term Care Ombudsman Program; Lashea Heidelberg, District Ombudsman Manager, East Central Florida Ombudsman Council; Steven Hitchcock, Attorney, Karol, Hausman, Sosnik & Finchum LLP

Moderator: Jackie Majoros, Esq., State LTC Ombudsman, Vermont Legal Aid, Inc.

When legal representatives are involved in a resident’s care, advocating for the resident’s choices and least restrictive alternatives can be difficult. Although state laws regarding guardianship, powers of attorney and other legal representatives vary, all of them share the
concept of least restrictive alternatives and the necessity to promote the highest quality of care and life for the resident. This presentation will provide advocates working with residents tools to help them in promoting the residents' retained rights while respecting the legal representative’s powers and duties.

Inappropriate Use of Anti-Psychotics in Nursing Homes: Issues and Advocacy - Presenters: Karlin Mbah, Advocate, FRIA: The Voice and Resource for Quality Long-Term Care; Richard Mollot, Executive Director, Long Term Care Community Coalition; Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy, Inc.

Moderator: Mark Miller, New York State LTC Ombudsman

The off-label use of antipsychotic medications (such as Haldol, Zyprexa, Risperdal and Seroquel) in elderly nursing home residents with dementia is a national concern, with research showing that they are not only ineffective in this population but also can cause severe side effects or death. Several pharmaceutical companies have been prosecuted for illegal promotion of antipsychotics as chemical restraints, and some states have taken steps to curb misuse. The panel will discuss the abuse of antipsychotics and strategies to create awareness of the problem and prevent misuse.

Disaster Preparedness: Planning to Improve Outcomes - Presenter: Norma Atteberry, RN, BS, President, Consumer Voice Governing Board

This session will review disasters that can affect long-term care facilities and the possibility of increased morbidity and mortality associated with poor planning and the execution of a disaster plan. The workshop will cover planning for resident-specific needs during a disaster, critical parts of an effective disaster plan for a facility and working with the community and state as facilities stay in place, evacuate and recover. The workshop also will look at dealing with a disaster from the medical director, facility administrator and consumer perspective.

Cross-Cultural Communications: Ombudsman Programs and Legal Services Programs - Presenters: Eric Carlson, Attorney, National Senior Citizens Law Center; Karen Boyles, Ombudsman Program Coordinator, Atlanta Legal Aid Society; Sherry Huff Culp, Executive Director, Nursing Home Ombudsman Agency of the Bluegrass, Inc.

Moderator: Shelley Hitt, Colorado State LTC Ombudsman

“Why won’t she represent my client?” thinks the long-term care ombudsman. Meanwhile, on the other end of the phone, the lawyer thinks, “Why doesn’t the ombudsman program give me anything I can work with?” During this session, the presenters will describe the long-term care cases that seem most appropriate for legal representation and facilitate a give-and-take to explore how lawyers and ombudsman programs can work together for clients’ best interests.

Boxed Lunch
12:15 p.m. - 1:45 p.m.  
**NALTCO Membership Meeting**

Facilitator: Bill Lamb, Associate Director for Public Service, UNC Institute on Aging; Treasurer/Secretary, Consumer Voice Governing Board

This meeting provides an opportunity for family members and family council members to network with one another and share strategies, obstacles, successes and resources. The meeting is to stimulate family council development and encourage those who are involved in this often challenging and frustrating work. Family members and family council members are welcome to attend.

12:15 p.m. - 1:45 p.m.  
**Family Council and Family Members Meeting**

Facilitator: Jessica Brill Ortiz, Program Manager, Consumer Voice

Join us for an informal facilitated conversation about transitions between care settings and home and community-based care. Come prepared to share experiences and insights on the topics. The roundtable space is limited, and registration is first come, first served; sign up to attend at the registration desk.

2:00 p.m. - 3:30 p.m.  
**Breakout Sessions**

*Gay and Gray or Heading That Way* - Presenter: Debi Lee, Lead Regional Ombudsman, Centralina Area Agency on Aging

Moderator: Andrew Hales, Ombudsman Services Coordinator, Georgia Office of the State Long-Term Care Ombudsman

The session focuses on efforts in North Carolina to bridge the gap between direct care workers and LGBT elders through relationship building, training and mutual support and advocacy. The session will discuss the specific efforts to build and sustain relationships with the LGBT community in Charlotte, North Carolina, by maintaining a presence at the LGBT Community Center, which holds a monthly “Progressive Dinner and Dialogue” series that brings DCWs and LGBT elders together to address concerns related to legal, housing, language, caregiving, finances, etc. It will also cover tools used during this series to generate dialogue as well as lessons learned and ideas for in-service facility staff trainings.

*The First 48 Hours: Helping Residents Receive a Good Start* - Presenter: Barbara Frank, B&F Consulting

Moderator: Bill Lamb, Associate Director for Public Service, UNC Institute on Aging; Treasurer/Secretary, Consumer Voice Governing Board

The first 24-48 hours of a new resident’s stay in a care setting can make a critical difference in their long-term well-being, whether they are there for a short stay or for the rest of their lives. This session will explore how long-term care ombudsmen can support residents and families during this initial period, as they learn how the care setting
works and the care staff learns about them. It will also facilitate sharing among participants about how to work collaboratively with care providers to maintain residents’ normal daily rhythms and thereby prevent problems from occurring.

**Building a Grassroots Movement: Engaging Family Caregivers and Older Adults in the Campaign for Better Care** - Presenters: Cecili Thompson Williams, Outreach Director, Campaign for Better Care, National Partnership for Women and Families; Heather Bruemmer, Executive Director, Wisconsin Board on Aging and Long Term Care; A.J. Nino Amato, President/Executive Director, Coalition of Wisconsin Aging Groups

Moderator: John Weir, Long-Term Care Ombudsman, Kalamazoo County Human Services, Human Services Department - AAA IIIA/ Kalamazoo County Government; President-Elect, Consumer Voice Governing Board

Grassroots mobilization is a central element of the Campaign for Better Care and key to meeting the Campaign’s goals of improving health care delivery for vulnerable older adults with multiple chronic conditions and building a sustained movement of organized activists for social change. This workshop will highlight the strategies being used – online and on-the-ground – to build a lasting consumer voice of older adults and their families to advocate for better care. It will also engage attendees in innovative campaign brainstorming to identify creative new strategies and techniques to engage consumers in advocacy efforts.

**Are you an Owl or Shark? Conflict Management Skills for Ombudsmen** - Presenter: Cindy Kincaid, Regional Ombudsman, Centralina Area Agency on Aging

Moderator: Michelle Motta, Indiana Regional Long-Term Care Ombudsman, Voices

When working to develop conflict management skills for ombudsmen, are you an owl or shark? This session will help ombudsmen determine conflict management styles and then learn ways to work with other styles to successfully resolve conflict. Gain a better understanding of the steps to resolve conflict. What to do when all those involved want something different.

3:30 p.m. - 4:00 p.m.

4:00 p.m. - 5:30 p.m.

**Break**

**Breakout Sessions**

**Strategies to Increase Consumer Involvement in the use of Civil Monetary Penalties to Improve Nursing Home Care and Quality of Life** - Presenters: Richard Mollot, Executive Director, Long Term Care Community Coalition; Arlene Germain, Massachusetts Advocates for Nursing Home Reform; Kim McRae, Living the Good Life, Georgia Culture Change Coalition; Diane Menio, Executive Director, CARIE

Moderator: Richard Mollot, Executive Director, Long Term Care Community Coalition
Learn more about how to encourage and work with your state to use funds from Civil Monetary Penalties (CMPs) to support innovative quality of life and care in your state’s nursing homes. CMPs present an underutilized resource for states to improve the quality of nursing home life. This session presents findings from a year-long project working with ombudsmen, consumers and advocates in four states to foster consumer involvement in states’ funding processes to increase funding of culture change initiatives and related activities. Learn about the strategies these consumers used. Use them in your state. At the end of the session, each participant will be asked to develop at least one goal to improve their state CMP funding process and at least one strategy for achieving that goal.

**Synchronicity Among Local and State Ombudsmen** (Note: This session will be videotaped.) - Presenters: Patty Ducayet, Texas State Long-Term Care Ombudsman, Texas Department of Aging & Disability Services; Suzanna Swanson, LMSW, Director, Dallas County Ombudsman Program, The Senior Source

Moderator: Sara Hunt, MSW, Consultant, National LTC Ombudsman Resource Center

Synchronizing our messages increases our impact. The Texas Long-Term Care Ombudsman Program will share experiences and examples of how a local and state ombudsman accomplished milestones together. This session will help ombudsmen explore how their communications can further shared program goals. Table top examples will facilitate small group discussion.

**Protecting Residents’ Rights Through Litigation** - Presenters: Steven Levin, JD, Founding Partner, Levin & Perconti; Wendy Meltzer, Executive Director, Illinois Citizens for Better Care, Consumer Voice Leadership Council

When nursing home residents are injured or killed as a result of a nursing home or staff member’s negligent conduct, it may be necessary to seek legal action to compensate victims and their families. Litigation sends a message to negligent owners that poor care will not be tolerated. Steven Levin, who has represented Illinois advocates and families for more than 25 years, and long-time Illinois consumer advocate Wendy Meltzer discuss how advocates and attorneys can work together for change.

**Nursing Home Transition - MDS 3.0 Section Q** - Presenters: Becky Kurtz, JD, Director of Long-Term Care Ombudsman Programs, Administration on Aging, Department of Health and Human Services; John Sorensen, Project Officer & Outreach Coordinator, Money Follows the Person Rebalancing Demonstration, Centers for Medicare & Medicaid Services, Center for Medicaid, CHIP, and Survey & Certification

Moderator: Patty Pierson, Nebraska State LTC Ombudsman

Nursing home transition is getting a new focus with the implementation of the MDS version 3.0 and Section Q, which requires facilities to ask if a resident would like information about transitioning out of the facility. What should happen if a resident indicates s/he wants to move?
Who is responsible for providing information and assistance? What is the role of the ombudsman and to what extent do they follow the resident into another setting? Engage in dialogue with CMS and AoA on these important issues.

Dinner on Your Own

OmbudsManager’s Users Group Meeting

This meeting is for users of the OmbudsManager data entry system to engage in dialogue with Harmony Information Systems and members of the OmbudsManager Users Group. Light refreshments will be served.

Evening Social Event & Auction - Desserts and Beverages Available

Join us for the Consumer Voice’s annual “FUN-d-raising” event as we celebrate our 35th anniversary! It’s free to attend and features dessert, cash bar, auction and silent raffles. Prizes include hotel stays, luggage, restaurant gift certificates, event tickets, sports memorabilia and more. Don’t miss this wonderful networking and socializing opportunity!
Registration Open

Breakfast

Assisted Living Consumer Alliance Meeting

Plenary Session: Coming in 2011: Nursing Home Transparency and Improvements - Presenters: Cynthia Graunke, Director, Division of Nursing Homes, Centers for Medicare & Medicaid Services; Ed Mortimore, Technical Director, Division of Nursing Homes, CMS
Moderator: Toby Edelman, Staff Attorney, Center for Medicare Advocacy

In a few short months, consumers will see the first results of the nursing home transparency provisions in the Affordable Care Act (ACA), including significant new information on Nursing Home Compare; new state complaint procedure requirements; criminal background checks on workers; and changes in civil monetary penalties. Steps to implement ACA provisions that will become effective in 2012 and 2013 — including public reporting of nursing home owners and operators and comparative staffing information — are also under way. Federal officials at the center of implementing nursing home transparency and improvement will talk about what you can expect and listen to your views on how to make the law effective and transparency meaningful to consumers.

Break

Breakout Sessions

Helping Difficult Clients - Presenters: David Godfrey, JD, Staff Attorney, American Bar Association Commission on Law and Aging; Troy Johnson, MSW, Director of Programs and Services, Nursing Home Ombudsman Agency of the Bluegrass, Inc.; Sherry Huff Culp, CSW, Executive Director, Nursing Home Ombudsman Agency of the Bluegrass, Inc.
Moderator: Robyn Grant, LTC Policy Director, United Senior Action; Consultant, National LTC Ombudsman Resource Center

The most difficult clients are frequently those who need help the most. This program will help identify and offer strategies for working with the four most common causes of difficult behavior and the four most common behaviors of difficult clients. The workshop will be helpful for beginner to intermediate practitioners and for those who train new staff.

Ombudsman Programs Empower Residents Through Multi-Facility Council Meetings - Presenters: Natalie Clanzy, District Ombudsman Manager, Florida Long-Term Care Ombudsman Program; Brian Lee, Florida State Long-Term Care Ombudsman; Diane Carpenter, Regional Ombudsman, Florida Long-Term Care Ombudsman Program; Carol Weideman, Statistics, Florida Long-Term Care Ombudsman Program; Lori Walsh, Ombudsman Coordinator, CARIE
Moderator: Karen Guice, Long-Term Care Ombudsman, Jefferson
This session focuses on innovative approaches to linking residents of different facilities together and providing them with a venue to share ideas, discuss concerns and resolve problems. Florida’s Long-Term Care Ombudsman Program and the Philadelphia Long-Term Care Ombudsman Program have been successful in hosting a series of countywide meetings and workshops for resident council representatives. Attend this session if you are interested in learning how to implement similar events in your community.

**Quality of Care is Essential – Quality of Life is Critical**

- Presenters: Kathie Gately, BSW, Arkansas State Ombudsman, Division of Aging & Adult Services; Teresa Stricker, Nevada State Ombudsman, Aging & Disability Services Division

Take advantage of this excellent opportunity to enhance your knowledge of “Geriatric Failure to Thrive Syndrome.” Participants will hear state-of-the-art information about this little discussed topic and will participate in interactive dialogue with the presenters. Learn how proper assessment and culture change can help residents diagnosed with this syndrome. Hear about specific case studies that will enhance participant’s insight, knowledge and sensitivity to this issue. This session is intended for all participants.

**“The Strongest Message Possible”— The Story Behind the $677 Million Skilled Healthcare Nurse Staffing Verdict**

- Presenters: Michael D. Thamer, JD, Trinity Institute; Christopher J. Healey, JD, Luce Forward; Melanie Harrington, PhD, Trinity Institute

Moderator: Charlene Harrington, PhD, University of California - San Francisco

The legal team that successfully sued Skilled Healthcare for understaffing 22 of its California nursing homes will describe the evidence that led a jury to render one of the largest damage awards in history against a nursing home chain. Lawyers and researchers discuss why they brought the suit as a class action, how they collected and presented evidence about the corporation’s failure to meet minimum staffing requirements and what motivated jurors to send what one called “the strongest message possible” in a case that defined minimum staffing as a resident’s right. The ruling also requires the company’s California facilities to comply with state nurse staffing standards for the next two years with a third party monitoring their performance.

**Ombudsmen: Smart Practices on Elder Abuse in Assisted Living & Residential Care Facilities**

- Presenter: Catherine Hawes, PhD, Regents Professor, Texas A&M Health Science Center

Moderator: Alice H. Hedt, Maryland State LTC Ombudsman

This session will summarize and discuss findings from a 2007-2009 study on how states detect, investigate, resolve and prevent elder abuse in assisted living and residential care facilities. The study, conducted by the Program on Aging and Long-Term Care at the Texas A&M Health Science Center for the National Institute of Justice, sought to identify smart practices to be replicated in other settings. The session will focus discussion on these “smart practices” reported by
ombudsmen around the country in terms of detecting, resolving and preventing elder abuse in residential care settings.

Lunch on Your Own

Resident Dialogue with CMS and AoA (By Invitation Only)

Breakout Sessions

Innovative Collaborations to Improve Nursing Home Life for Residents, Family and Staff - Presenters: Karlin Mbah, Family Council Coordinator/Policy Advocate, FRIA: The Voice and Resource for Quality Long Term Care; Claire Curry, Legal Director, Legal Justice Center; Jonathan Evans, MD, MPH, Medical Director, Trinity Mission Health and Rehabilitation; Zelda McGruder, LPN, Trinity Mission Health and Rehabilitation; Luv Berkley, Unit Manager, Trinity Mission Health and Rehabilitation; Latisha Ayres, CNA, Trinity Mission Health and Rehabilitation; Brittany Burgess, CNA, Trinity Mission Health, and Rehabilitation; Sheila Faulkner, CNA, Trinity Mission Health and Rehabilitation; Melva Proctor, CNA, Trinity Mission Health and Rehabilitation

Moderator: Gail MacInnes, MSW, National Policy Analyst, PHI

Panelists from Virginia and New York will present two promising models for changing nursing homes through collaborations between direct care workers, community advocates, family councils and, in the case of New York, the union. Hear certified nursing assistants (CNAs) and licensed practical nurses share their experiences of leading a Virginia quality improvement pilot project, which is based on empowerment of CNAs at Trinity Mission and creation of a more supportive work place. The medical director and the chairperson of the citizen advocacy group, which helped to design, fund and implement the project will also share their perspectives. The goal of “VA Gold” project is to improve quality of care by reducing CNA turnover.

The presenter from New York will describe a collaborative project between FRIA, family councils and 1199 SEIU Labor/Management Project. That project plans to foster person-centered care by using focus groups of formal and informal caregivers to hear what dignity means for residents and for staff. Two positive outcomes the focus groups are expected to produce are improved job satisfaction for CNAs and creation of a required CNA in-service training on person-centered care. Key points in project planning and development as well as tips for partnering with direct care staff, unions and professional organizations will be discussed.

Outreach to Home and Community-Based Services - Presenters: - Louise Ryan, Washington State Long-Term Care Ombudsman; Rose Floyd, King County Long-Term Care Ombudsman, Solid Ground; Leanna Gorski, Administrative Ombudsman, Solid Ground; Mary Fogh, Volunteer Coordinator, Solid Ground

Moderator: John McDermott, Hawaii State LTC Ombudsman

The National Citizens’ Coalition for Nursing Home Reform changes name to NCCNHR with the tagline: “The National Consumer Voice for Quality Long-Term Care.” The Consumer Voice also testifies at May 2, 2007, hearing on OBRA ’87 anniversary, addresses enforcement, staffing and the need for transparency.
Washington has long promoted home and community-based services (HCBS). As nursing home beds have declined, alternatives such as home care, assisted living and adult family homes multiplied at a speed that lead to poor care, weak standards and enforcement. A recent expose in the Seattle Times entitled “Seniors for Sale” highlighted the challenges that rapid HCBS expansion presents. This session will look at and provide practical systems advocacy tips to get ahead of the curve on HCBS. The King County Long-Term Care Ombudsman Program will present on successful strategies they use to conduct outreach to the 1100 adult family homes in their county.

**Nursing Home Transparency - Tracing the Chain of Corporate Responsibility** - Presenters: Nathan P. Carter, Attorney, Colling, Gilbert, Wright & Carter

Moderator: Mark Rickling, Service Employees International Union

Two events in 2007 put energy behind the drive for nursing home transparency — the takeover of the country’s largest nursing home chain, ManorCare, by the multinational private equity firm, the Carlyle Group, and a New York Times investigation that exposed the complex ownership and operating structures that insulate nursing homes from accountability. Several plaintiff lawyers with experience representing families against corporate chain nursing homes, including Orlando lawyer Nathan Carter, worked behind the scenes to help the Times unravel the complex system. In this session, Carter will talk about the current status of nursing home ownership, reasons behind the complexity, the implications for the delivery of care and how the new nursing home transparency law can help to improve corporate responsibility.

**Guardianship Issues** - Presenters: - Diane Menio, Executive Director, CARIE; Lori Walsh, Long-Term Care Ombudsman Coordinator, CARIE; Erica Wood, Assistant Director, ABA Commission on Law & Aging

Moderator: John Weir, Long-Term Care Ombudsman, Kalamazoo County Human Services, Human Services Department - AAA IIIA/ Kalamazoo County Government; President-Elect, Consumer Voice Governing Board

This session will examine the use of guardianship in long-term care settings. Information will be presented largely via case study. Cases will be reviewed that point to concerns of beneficence versus autonomy and independence. Other cases will raise concerns about using guardianship as a form of “collections,” essentially using guardianship to access finances for payment of services and move Medicaid applications more quickly rather than using other less intrusive methods. Guardianship is a drastic measure that strips the individual of all rights. The presenters will discuss advocacy strategies and will facilitate discussion with participants.

4:00 p.m. - 6:00 p.m.

Annual Business Meeting for Membership

6:30 p.m.

Dinner on Your Own

6:30 p.m. - 10:00 p.m.

Governing Board & Leadership Council Meetings
FRIDAY, OCTOBER 22

7:00 a.m. - 10:00 a.m.
Registration Open

8:00 a.m. - 8:45 a.m.
Breakfast

8:45 a.m. - 10:00 a.m.
Awards Ceremony

Janet Tulloch Memorial Advocacy Award
The award was established in 2000 after the death of Janet Tulloch, a nursing home resident, author, committed advocate and long-time member of the Consumer Voice’s Board of Directors. It honors a citizen advocate who has worked directly with and for residents to improve the lives of long-term-care residents.

This year we are proud to present the award to Barbara Frank for her continued dedication toward the improvement of quality of life and care for long-term care residents. She began her career as a consumer advocate and worked for the Consumer Voice for 16 years and as the Connecticut State Long-Term Care Ombudsman for four years. Barbara has devoted her career to working at the national, state and local levels in the fields of long-term care and workforce development. She is a well-known trainer, teacher, speaker and facilitator and has influenced many. Barbara is a co-founder of B&F Consulting and works with organizations throughout the nation to implement the pricniples of culture change. According to a colleague, Janet Tulloch would say, “that Barbara, she’s amazing.”

Cernoria Johnson Memorial Advocacy Award
Cernoria McGowan Johnson (1909 - 1990) set up the national program of Nursing Home Ombudsman in 1974. The award in her honor is presented each year to someone whose work has had national impact or is a model for national excellence and who exemplifies accomplishment in his or her chosen field.

The Consumer Voice is pleased to honor Becky Kurtz with the 2010 Cernoria Johnson Memorial Advocacy Award for her work and dedication as a mentor, role model and leader. Becky served as the Georgia State Long-Term Care Ombudsman from 1994-2010. Today, she is the nation’s first Director of Long-Term Care Ombudsman Programs at the Administration on Aging. While with the Georgia State Ombudsman Program, Becky developed a set of policies and procedures that have been used as a model for several states. Becky is widely recognized as an outstanding leader and innovator among her colleagues.

Elma Holder Founder’s Award
Established in 2002 as a lifetime achievement award to honor a person whose life work exemplifies leadership in the field of long-term-care reform, the award is also a tribute to Elma Holder, the Consumer Voice’s founder and friend. Elma’s personal commitment, integrity and vision shaped the organization and quality of care and life in long-term care.

Charlene Harrington is Professor Emeritus of Sociology and Nursing at the University of California, San Francisco. Her research spans three decades and almost every critical event in the history of nursing home reform - including participation in the 1986 Institute of
Medicine study that created the blueprint for the 1987 Nursing Home Reform Act; development of a consumer information system that became Nursing Home Compare; years of research establishing the link between nurse staffing levels and nursing home quality and influential testimony in hearings leading up to the passage of nursing home transparency in the 2010 health care reform law. A former California survey director, Charlene tracks trends in nursing home compliance and enforcement and the performance of large nursing home chains. Less known to Consumer Voice members is the fact that Charlene directs the Personal Assistant Services Center at UCSF and is one of the nation’s leading experts on home and community-based services.

Howard Hinds Memorial Award
The Hinds Award was established in 2005 in memory of the late Howard Hinds, a Tennessee District Long Term-Care Ombudsman. Howard was a true champion for residents and for the ombudsman program as well as a passionate advocate on national issues. The award honors an individual who has effectively advocated for residents on the local level.

This year the Howard Hinds Memorial Award is given to Eileen Bennett and Helen Stanton.

Eileen Bennett has served as a well known and respected ombudsman in Montgomery County, Maryland, for more than 20 years. During her career, Eileen has elevated the routine activities and casework done by local and regional ombudsmen and has been integral in bringing residents’ voices to policymakers. Last year, she was elected as Chairman of the National Association of Local Long-Term Care Ombudsmen. Throughout her work, Eileen has been a strong advocate for nursing home residents and works on their behalf anytime of day or night.

Helen Stanton’s work has profoundly expanded the ombudsman program in Idaho and has provided many with a better understanding of long-term care issues. Helen began her career with the long-term care ombudsman program as an AmeriCorps VISTA worker in January 2004. Since then, she successfully designed and implemented a model program of volunteer ombudsmen for the elderly in Idaho. Through these efforts, Helen has improved the lives of long-term care residents and played a key role in recruiting and training volunteers. In 2008, she was honored for her achievements with the Governor’s Brightest Star Award.

Toby S. Edelman Legal Justice Award
This award was created in 2009 to honor those who, working through or with the legal system, go to extraordinary lengths to achieve justice for long term-care consumers. It is named in honor of Toby Edelman of the Center for Medicare Advocacy, whose work for more than 30 years has influenced and shaped long term-care law, policy and enforcement.

The recipient of this year’s Legal Justice Award is Alison E. Hirschel, an outstanding advocate for the elderly as an elder law attorney for the Michigan Poverty Law Program; counsel to both the Michigan Long-Term Care Ombudsman Program and the Michigan Campaign for Quality Care; former co-director of the Community Legal Services Program in Philadelphia and immediate past president and long-term
board member of the Consumer Voice. Galvanized by the neglect she saw in a nursing home where she volunteered as a high school student, Alison committed herself to a career as a lawyer - one who advocates for elderly clients not only by litigating but also by grassroots organizing, legislative and administrative advocacy, using the media and training consumers and professionals. She has taught at both the University of Michigan and University of Pennsylvania law schools.

Public Policy Award
The Consumer Voice’s Policy Leadership Award recognizes an individual who has provided exemplary leadership in the public policy field in advancing quality of care and quality of life for residents receiving long-term care services.

The Consumer Voice Public Policy Award this year is given to Marie-Therese (MT) Connolly for her outstanding contributions to increasing public awareness of elder abuse and improving government’s ability to investigate and prosecute abuse in long-term care facilities and the community. From 1999-2007, MT headed the U.S. Department of Justice’s Elder Justice and Nursing Home Initiative, which formed working groups to coordinate federal, state and local enforcement against institutions whose actions resulted in serious harm or death to residents. Her work played a defining role in the development and passage of the Elder Justice Act, which was included in health care reform this year. After leaving the Justice Department, MT became a Woodrow Wilson Center Senior Scholar, and she continues to research and to write and speak passionately and eloquently about our country’s failure to address the widespread abuse and exploitation of the elderly. She is currently writing a book about elder abuse.

10:00 a.m. - 11:30 a.m.
Closing Plenary: Advocating for Access and Quality in the “Non-Nursing Home Setting” - Presenters: Charlene Harrington, PhD, RN, University of California/San Francisco; Anne Montgomery, Senior Policy Advisor, Senate Special Committee on Aging; Louise Ryan, Washington State Long-Term Care Ombudsman; JoAnn Lamphere, Director, State Government Relations, Health & Long-Term Care Team, AARP

Thanks to Medicaid’s institutional bias, publicly supported alternatives to nursing homes have grown piecemeal and at a snail’s pace for decades. Under the Affordable Care Act, “non-nursing home settings” are expected to come into their own with expanded public financing for innovations in care coordination; more flexibility and financing for home and community-based services; incentives to move residents out of nursing homes; and a new voluntary public insurance program for long-term care, the CLASS Act. Panelists discuss expanding opportunities to receive long-term care outside nursing homes, what advocates need to know about state planning to implement new provisions and the need for transparency and public oversight in home and community-based services.

11:30 a.m. - 11:45 a.m.
Closing Remarks featuring Sarah F. Wells, Executive Director, Consumer Voice, and John Weir, President, Consumer Voice Governing Board

11:45 a.m.
Conference Concludes

Nearly a dozen policy resolutions adopted by Consumer Voice members were addressed in the passage of health care reform, including Nursing Home Transparency and Improvement, the Elder Justice Act, and the Patient Safety and Abuse Prevention Act. The Consumer Voice celebrates its 35th anniversary and begins doing business as “The National Consumer Voice for Quality Long-Term Care” with “Consumer Voice” as its shortened name.
Norma Atteberry
Norma Harrison Atteberry is a registered nurse from Milton, Florida. She received her B.S. in Health Education and is currently working on a master’s in aging studies. After a varied nursing career that included work as a psychiatric nurse, hospital educator and hospital department head, she has been self-employed exclusively as a Geriatric Consultant/Educator since 1993. Ms. Atteberry served more than 12 years on District and State Long-Term Care Ombudsman Councils in Florida and served as Chairperson of the Florida State Long-Term Care Ombudsman Council from 1991 - 1993. She has spoken at numerous district and state meetings on Geriatric issues and has been a frequent guest on local television regarding abuse and neglect in nursing home and mental health issues. She has served on numerous committees and was a Congressional Delegate to the White House Conference on Aging in 1995.

Latisha Ayres
Latisha Ayres, CNA, has been caring for residents at Trinity Mission in Virginia for more than five years and is now working as an activity aide with residents. Ms. Ayres is a strong leader and is able to make full use of her great creativity as she cares for residents with dementia.

Luv Berkley
Luv Berkley, LPN, has been with Trinity Mission in Virginia since 2006, working as a unit manager. She co-chairs the VA Gold Rewards and Recognition Team and loves to see its morale-boosting effect and the excitement generated by empowered CNAs assuming leadership roles in the facility. Ms. Berkley has always been a tremendous advocate for residents and families; now she adds CNAs to that list.

Heather Bruemmer
Heather Bruemmer has been the Executive Director/State Ombudsman for the State of Wisconsin Board on Aging and Long Term Care since January 2008. Previously she was the Program Supervisor for the ombudsman program for three years and a Regional Ombudsman for Northeast Wisconsin for five years. She has been with the Board on Aging and Long Term Care since February 2000. Ms. Bruemmer is currently Treasurer of the National Association of State Ombudsman Programs and also chairs the Appropriations and Finance committee for that organization. She also actively serves on the Restraint Advisory Council, the Coalitions of Wisconsin Aging Group Advisory Council and the Prevention Advisory Council and is the Aging Liaison for the Wisconsin Council of Physical Disabilities.

Karen Boyles
Karen Boyles is a graduate of DePauw University and Cleveland State University. She ran an AIDS service organization during the nineties. For the past 16 years she has been the manager of the Atlanta Legal Aid Society’s Long-Term Care Ombudsman Program.

Brittany Burgess
Brittany Burgess, CNA, is in her second year of caring for residents at Trinity Mission in Virginia. She started her training in the facility’s CNA class in 2009. She values the VA Gold project, especially the recognition of CNAs, like “Caught in the Act” and “CNA of the Month.” Ms. Burgess is a quick learner who plans to become a registered nurse.

Eric Carlson
Eric Carlson, an attorney with the National Senior Citizens Law Center, has specialized in long-term care since 1990. He co-counsels litigation on residents’ behalf and advises attorneys from across the country on long-term care issues. Mr. Carlson is the author of numerous publications and articles, including the legal treatise Long Term Care Advocacy (Matthew Bender and Co.) and the consumer guide 20 Common Nursing Home Problems, and How to Resolve Them.

Diane Carpenter
Ms. Carpenter has spent 30 years working in the medical field in positions ranging from nurses aide, respiratory therapist, activity director, quality assurance team leader, office manager and more. She joined the long-term care ombudsman program over seven years ago when she was certified as a long-term care ombudsman. The next year, she became as the District 6 Ombudsman Manager and has served as the District 8 Ombudsman Manager for two years. Since 2008, Ms. Carpenter has served as the Regional Ombudsman Manager for six District offices covering 36 counties.

Nathan Carter
Nathan Carter is a civil trial lawyer currently handling primarily nursing home litigation, medical negligence cases, product liability and other complex personal injury cases. After practicing with the largest plaintiffs firm in Florida, Morgan Colling & Gilbert, he left with several other partners, associates and staff to form Colling Gilbert Wright & Carter. He obtained his undergraduate degree in political science from the University of North Carolina at Charlotte and his law degree from the Mercer University School of Law in Georgia. During law school, he clerked for a firm in London.

Natalie Clanzy
Previously in her career, Natalie Clanzy spent time in a wide range of aging services including director of activities in a nursing home, consultant with a company providing training on how to care for people with Alzheimer’s Disease and other dementias and as assistant project director overseeing implementation of federal and state funded programs for the elderly. Ms. Clanzy has worked with the Department Of Elder Affairs for six years in the Tampa Bay area and is currently the District Ombudsman Manager for the Mid & South Pinellas County District.

Sara Clary
Sara Clary works with the Public Policy & Advocacy and Benefits Access Groups at the National Council on Aging, focusing primarily on advocacy and benefit programs for vulnerable seniors. Prior to joining NCOA, she was a staff attorney at Legal Services of Southern Piedmont in Charlotte, North Carolina, working in the Family Support and Healthcare project. Ms. Clary received her law degree from the University of Miami.
Toby Edelman
Toby S. Edelman is an attorney for the Center for Medicare Advocacy. She has advocated on behalf of nursing home residents since 1977. From 1977 through 1999, she was a staff attorney with the National Senior Citizens Law Center, where she was involved in the development and drafting of the Nursing Home Reform Law. Active in the law’s implementation, she represented residents in a variety of task forces and workshops convened by the Centers for Medicare & Medicaid Services. Ms. Edelman was the lead attorney for plaintiffs in Valdivia v. California Department of Health Services, in which a statewide class of nursing facility residents successfully challenged California’s refusal to implement the federal nursing home reform law. From 1977-1998, she coordinated a study, supported by the Commonwealth Fund of New York, regarding implementation of the Nursing Home Reform Law. She is a member of the Board of Directors of the Assisted Living Consumer Alliance. She received a BA from Barnard College, an Ed.M. from the Harvard Graduate School of Education and a JD from the Georgetown University Law Center.

Sheila Faulkner
Sheila Faulkner, CNA, works in transportation services and has been a CNA with Trinity Mission in Virginia for almost four years. She was nominated for Central Virginia’s CNA of the Year in 2010 and serves as a VA Gold Peer Mentor. She has been a CNA for 16 years and enjoys mentoring others.

Rose Floyd
Rose Floyd is a King County Long-Term Care Ombudsman staff person and has held this position since 2000. She is also a member of the City of Seattle’s Mayor’s Council on African-American Elders and a family caregiver.

Mary Fogh
Mary Fogh holds a master’s degree in adult education and training from Seattle University and a graduate certificate in gerontology from the University of Oregon. For the past five years, she has worked as a staff ombudsman and volunteer coordinator for the King County Long-Term Care Ombudsman Program. Ms. Fogh has more than 30 years of expertise and experience working with older adults. She has dedicated her career to the betterment of both active and vulnerable adults and is committed to advocating for the rights of residents in long-term care facilities.

PRESENTERS’ BIOGRAPHIES

Claire Curry
Claire E. Curry, JD, is a staff attorney with the Legal Aid Justice Center in Charlottesville, Virginia. Ms. Curry co-founded and currently chairs the Community Partnership for Improved Long-Term Care, an advocacy coalition bringing together residents, their loved ones and volunteers from diverse backgrounds to improve nursing home conditions in central Virginia. She is the former director of a community mediation center and has more than 25 years of experience providing legal services to low-income persons, focusing in recent years on advocacy for the elderly. She is one of the clinical supervisors for the Advocacy Clinic for the Elderly at the UVA School of Law.

Sherry Huff Culp
Sherry Huff Culp has a master’s degree in social work from the University of Kentucky and is a Kentucky-licensed certified social worker. Her background is in senior citizen center services and geriatric case management. Ms. Huff Culp became a long-term care ombudsman in 1996. In 1999, she became program director at the Nursing Home Ombudsman Agency of the Bluegrass, Inc. (NHOA) and is currently the Executive Director of NHOA and the Bluegrass District Long-Term Care Ombudsman. She serves on the Consumer Voice Leadership Council.

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Patty Ducayet
Patty Ducayet has served as the Texas State Long-Term Care Ombudsman for four years. Prior to this role, she directed aging programs for a non-profit agency for older adults in Dallas, Texas. She served as a local ombudsman in Dallas for three years. Ms. Ducayet is a licensed master social worker, earning her masters degree from the University of Denver and her bachelor’s from the University of Texas at Austin.

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Toby Edelman is an attorney for the Center for Medicare Advocacy. She has advocated on behalf of nursing home residents since 1977. From 1977 through 1999, she was a staff attorney with the National Senior Citizens Law Center, where she was involved in the development and drafting of the Nursing Home Reform Law. Active in the law’s implementation, she represented residents in a variety of task forces and workshops convened by the Centers for Medicare & Medicaid Services. Ms. Edelman was the lead attorney for plaintiffs in Valdivia v. California Department of Health Services, in which a statewide class of nursing facility residents successfully challenged California’s refusal to implement the federal nursing home reform law. From 1977-1998, she coordinated a study, supported by the Commonwealth Fund of New York, regarding implementation of the Nursing Home Reform Law. She is a member of the Board of Directors of the Assisted Living Consumer Alliance. She received a BA from Barnard College, an Ed.M. from the Harvard Graduate School of Education and a JD from the Georgetown University Law Center.

Jonathan Evans
Jonathan Evans, MD, MPH, serves as the Medical Director at Trinity Mission in Virginia. He is a community geriatrician with Blue Ridge Long-Term Care Associates, providing care to seniors throughout central Virginia and also serves as Medical Director for the Laurels. He is on the Executive Committee of the American Medical Directors Association and the former Chair of Geriatric Medicine and Palliative Care at the University of Virginia School of Medicine.

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Barbara Frank
Barbara Frank, B&F Consulting co-founder with Cathie Brady, works in-depth with organizations throughout the country seeking to stabilize staffing, improve clinically and progress in their culture change journey. Ms. Frank started her career as a consumer advocate. She worked with The National Consumer Voice for Quality Long-Term Care for 16 years and as Connecticut’s State Ombudsman for four years. She led a team that assisted 80 nursing homes in Louisiana to stabilize staffing after Hurricanes Katrina and Rita. B&F produced a film, The Big Uneasy, which captures leadership lessons from this experience and is being used as a primer for disaster preparedness education. Through their work with Quality Partners of Rhode Island, B&F produced a four-part webcast surveyor training program called From Institutional to Individualized Care and a Staff Stability Tool-kit.
Iris Freeman
Iris Freeman, MSW, is an Adjunct Professor in the Center for Elder Justice and Policy at the William Mitchell College of Law, where she co-teaches the Elder Justice and Policy Keystone class, supervises students’ policy research and serves as coordinator of the Vulnerable Adult Justice Project. Ms. Freeman directed the Advocacy Center for Long-Term Care for more than 20 years and was Director of Public Policy at the Alzheimer’s Association, Minnesota-Dakotas Chapter from 2000-2003. She has brought long-term care consumer perspectives to federal, state and local working groups and lawmakers since the 1970s, including the Institute of Medicine Committee on Nursing Home Regulations (1983-86) that paved the way for the 1987 Nursing Home Reform Act (OBRA). Beyond teaching and volunteer work, she is a public policy advisor to a coalition of seniors’ organizations and direct care workers in Minnesota.

Kathie Gately
Kathie Gately is currently the Arkansas State Long-Term Care Ombudsman. She received her BA in social work in 1983. Ms. Gately has enjoyed many positions during her career as an advocate for the elderly and disabled including 16 years as a social worker, assistant administrator and administrator. Ms. Gately began her work for the State of Arkansas in 2000 and was named the State Ombudsman in 2003. She sits on a variety of boards and committees and most recently received the Cernoria Johnson Memorial Advocacy Award from the Consumer Voice in 2009.

Arlene Germain
Arlene Germain is co-founder and president of Massachusetts Advocates for Nursing Home Reform (MANHR). Ms. Germain began her elder advocacy efforts 15 years ago when her mother entered a nursing home. Ms. Germain co-founded an independent family council at her mother’s nursing home and represents MANHR in the Massachusetts Culture Change Coalition, the Massachusetts Civil Monetary Penalties (CMP) Committee and the Coalition of Organizations to Reform Eldercare. She served on the board of the National Consumer Voice for Quality Long-Term Care and has been a participating member since 1997. Ms. Germain has more than 35 years of experience in the accounting field, and throughout all of her advocacy efforts, she maintained a career as controller of a prestigious venture capital firm.

David M. Godfrey
David M. Godfrey is a senior attorney at the American Bar Association Commission on Law and Aging. He serves as the lead attorney in the ABA Commission’s work under the National Legal Resource Center, funded by the Administration on Aging. Mr. Godfrey joined the Commission in 2008, following a career in elder law, service delivery program development and training for consumers and professionals. He was managing attorney for the Access to Justice Foundation in Lexington, Kentucky, where he was responsible for the operation of the Legal HelpLine for Older Kentuckians. Mr. Godfrey earned his BA with honors at Rollins College in Winter Park, Florida, and his JD cum laude from the University of Louisville School of Law.

Leanna Gorski
Leanna Gorski earned a certificate in gerontology from Edmonds Community College. She was awarded the opportunity to do her internship with the King County Long-Term Care Ombudsman Program. Upon graduation, Ms. Gorski was hired as the Administrative Ombudsman for the program.

Cynthia Graunke
Cynthia Graunke is the Director of the Division of Nursing Homes in the Center for Medicaid and State Operations at the Centers for Medicare & Medicaid Services. She is also a senior fellow in the Council for Excellence in Government. In more than 35 years of service in the Federal government, Ms. Graunke has worked in the Office of the Assistant Secretary for Health, the Veteran's Administration, the Consumer Product Safety Commission and CMS. Ms. Graunke holds a bachelor’s degree in health sciences and policy from the University of Maryland, Baltimore County.

Paul Greenwood
Paul Greenwood is a former English barrister and solicitor who has practiced law in England and the United States for more than 30 years. He moved to California in 1991 and heads the Elder Abuse Prosecution Unit in the San Diego District Attorney’s Office — one of the few dedicated elder abuse units in the country. He has prosecuted more than 200 felony cases of physical and financial elder abuse, and he travels widely, educating the public to protect against elder abuse and training frontline law enforcers and prosecutors.

Charlene Harrington
Charlene Harrington, PhD, RN, is a Professor Emerita of Sociology, Department of Social and Behavioral Sciences, UCSF. Dr. Harrington is the Principle Investigator for the PAS Center, and she is one of the leading experts on PAS and HCBS. Dr. Harrington has conducted numerous research studies on state long-term care policies and program characteristics since 1980 and conducted a large study of Personal Assistance Services and HCBS waivers in the states for CMS in 1998-2000. Since 1994, she has been funded to track Medicaid PAS participants, services and expenditures. She is the director of a consumer information project and manages a website for the California HealthCare Foundation, which includes nursing homes, home health, hospice and other long-term care programs. Dr. Harrington is a fellow in the American Academy of Nursing, a member of the Institute of Medicine, and is widely published on LTC and PAS, with over 200 published articles and books.

Melanie Harrington
Melanie E. Harrington, PhD, is a litigation analyst. As an independent contractor, Dr. Harrington works with the Law Offices of Michael D. Thamer where she conducts litigation analyses for plaintiffs in elder abuse civil actions. Dr. Harrington has a doctorate degree in experimental psychology. In addition, Dr Harrington serves as a jury consultant to attorneys in a range of legal fields. Prior to entering the legal arena, Dr. Harrington served on the faculty of the University of Nevada School of Medicine.
Catherine Hawes
Catherine Hawes, PhD, is a Regents Professor at the Texas A&M Health Science Center. She has led more than 25 research projects aimed at improving public policy and care of the elderly for federal agencies and national foundations, including developing the national nursing home resident assessment instrument, sometimes referred to as the Minimum Data Set; the nursing home complaint investigation improvement project for the Centers for Medicare & Medicaid Services; and the first national study of assisted living for the frail elderly. More recently, she has concentrated her research on elder abuse, starting with a study for CMS of state Nurse Aide Registries and their effectiveness in detecting and preventing abuse in nursing homes; a study for NIJ on state policies for detecting, investigating and resolving elder abuse in assisted living/residential care facilities and a new project for NIA to develop and test protocols for generating reliable estimates of the prevalence of elder abuse in nursing homes and assisted living and other residential care facilities. Dr. Hawes has published widely in such journals as The Gerontologist, The American Journal of Public Health, The Journal of the American Geriatrics Society and JAMA. She is a “Highly Cited” author – one of the top 250 social scientists worldwide and has served on national panels for foundations and CMS.

Christopher J. Healey
Christopher J. Healey, JD, practices in complex business litigation, including defense of consumer class action, unfair competition claims and related actions. He is a member of the American Bar Association, Business Trial Lawyers Association and San Diego County Bar Association. He received his law degree from Santa Clara University in 1982.

Lashea Heidelberg
Lashea Heidelberg is the District Ombudsman Manager for the East Central Florida Ombudsman Council, where she assists local ombudsmen with protecting the health, safety, welfare, human and civil rights of elders residing in nursing homes and other long-term care facilities.

Steven Hitchcock
Steven Hitchcock received his Bachelor of Science Degree in Pharmacy from Union University and his law degree from Stetson University College of Law. Mr. Hitchcock is an associate attorney with the law firm of Karol, Hausman, Sosnik, and Finchum, LLP in Clearwater, Florida, where he focuses his law practice in the areas of elder law, estate planning and guardianship. Mr. Hitchcock is a member of the Elder Law and the Real Property, Probate and Trust Law sections of the Florida Bar. He is also a member of the Clearwater Bar Association and has served on the Board of Directors of the Young Lawyers’ Division of the Clearwater Bar. Mr. Hitchcock has also been a member of the National Academy of Elder Law Attorneys, the Academy of Florida Elder Law Attorneys and the American Bar Association. He is currently a registered pharmacist.

Troy Johnson
Troy Johnson holds a master’s degree in social work from the University of Kentucky. His background is in child welfare mediation and program development. Mr. Johnson is a long-term care ombudsman. In February 2010, he became the Director of Program and Services at the Nursing Home Ombudsman Agency of the Bluegrass, Inc. Mr. Johnson provides technical assistance and professional supervision to ombudsmen. He also manages complaints against nursing homes, advocates on behalf of residents and provides professional and community education for a 17-county area.

Cindy Kincaid
Cindy Kincaid, MA, has served as a regional ombudsman for the past 10 years in Charlotte, North Carolina, where she works to resolve complaints for residents and families living in adult day care and nursing homes. Ms. Kincaid has presented locally, at the state level and nationally on dementia care and advocating for residents’ rights. She is currently the Vice-Chairman of the National Association of Local Long Term Care Ombudsmen.

Becky Kurtz
Since July 2010, Becky Kurtz has been the Director of the Office of Long-Term Care Ombudsman Programs within the U.S. Administration on Aging. In this capacity, she promotes effective ombudsman services for our nation’s long-term care facility residents and advocates for resident interests at the national level. Ms. Kurtz was Georgia’s State Long Term Care Ombudsman for 16 years. During that time, she served in various leadership roles in the National Association of State Long-Term Care Ombudsman Programs, including serving as its president from 2004-2006. Prior to her ombudsman work, she served as the Advocacy Coordinator for the Senior Citizens Advocacy Project (of the Atlanta Legal Aid Society) and as Assistant Corporation Counsel for the City of New York Law Department. A native of North Carolina, Ms. Kurtz is a 1984 graduate of Emory & Henry College (Emory, Virginia) and a 1988 graduate of Columbia University School of Law.

JoAnn Lamphere
JoAnn Lamphere, DrPH, is the Director, State Government Relations, Health & Long-Term Care, at AARP and leads a team of legislative experts and serves as a main advisor to AARP’s 53 state and local offices. Dr. Lamphere provides strategy and political guidance to support national and state legislative policies and priorities in areas of health care reform; long-term services and supports; effective, quality health care; and prescription drug affordability. Dr. Lamphere rejoined AARP in 2006 after serving six years as a senior consultant with The Lewin Group, where her areas of expertise included public sector financing, state health reform, long-term care policy, and tax credits for health coverage. From 1997 to 2000, she was Senior Policy Advisor for AARP’s Public Policy Institute. Dr. Lamphere earned her doctorate in health policy and management from Columbia University and is an Adjunct Associate Professor at the University of Maryland. In addition to being a noted author and frequent lecturer, she is a founding member of the Campaign for Effective Patient Care.
Brian Lee
Brian Lee is Florida’s State Long-Term Care Ombudsman. This program, administered by the Department of Elder Affairs, is a volunteer-based organization seeking to protect the health, safety, welfare, human and civil rights of elders residing in nursing homes and other long-term care facilities. Mr. Lee’s educational background includes an undergraduate degree from Olivet Nazarene University and a Master of Arts in History from the University of Illinois.

Steven M. Levin
Steven M. Levin, co-founder and senior partner of Levin & Perconti, is a nationally respected trial lawyer with more than 25 years of plaintiff personal injury litigation experience and success. He began his career as a private criminal defense attorney, during which time he gained extensive trial experience. In 1983, he founded Steven M. Levin and Associates, a firm dedicated to representing plaintiffs in substantial personal injury and wrongful death cases. In 1992, he and John Perconti founded Levin & Perconti. Mr. Levin has obtained a number of multimillion-dollar verdicts and settlements for his clients in a variety of personal injury and wrongful death cases, including birth injury, failure to timely diagnose cancer and workplace negligence, and he has also established a reputation as one of the country’s top litigators in the highly specialized area of nursing home abuse and neglect. He is a member of the American Association for Justice and a former chairman of its Nursing Home Litigation Group. He serves on the board of the Society of Trial Lawyers, the board of the Chicago Lawyer Chapter of the American Constitution Society, and is a board member of the Illinois Trial Lawyers Association.

Gail MacInnes
Gail MacInnes, MSW, currently works as a National Policy Analyst with PHI. Previously, she worked as a public policy consultant for clients such as the National Academy of Elder Law Attorneys and the New York Academy of Medicine, focusing on health care and aging issues. She also worked as a community organizer with the Coalition of Wisconsin Aging Groups in Milwaukee, Wisconsin. Prior to her position with CWAG, she worked for six years on advocacy for nursing home residents with the Consumer Voice. She holds a master’s degree in social work with a focus on community organizing and social and community development.

Karlin Mbah
Karlin Mbah, MA, is the Policy Advocate and Family Council Coordinator at FRIA, a non-profit organization dedicated to promoting the dignity and independence of seniors in long term care settings. She coordinates FRIA’s grassroots advocacy efforts at the state and national level, edits FRIA’s newsletter by and for family councils and builds caregivers’ advocacy skills though FRIA’s free telephone helpline. Her professional background encompasses 10 years of health advocacy in women’s issues, international health and long-term care. Ms. Mbah has been volunteering with older Americans since the age of three, beginning with the Lutheran Home at Topton, Pennsylvania, where her grandmother and great-grandmother lived.

Zelda McGruder
Zelda McGruder, LPN, handles all scheduling for Trinity Mission in Virginia, where she has been on staff since 2003. She worked as a CNA for 25 years before becoming an LPN. She teaches the facility’s CNA class and trains restorative aides and has a unique ability to inspire staff to come to work and give their best. Ms. McGruder is the Co-Chair of the VA Gold Retention Team.

Kim McRae
Kim McRae comes to long-term care, culture change and person-centered living through an 11-year history as a family caregiver and a consumer of aging services. Experiencing first-hand the system as it is, and wanting better for her mother, Barbara, who had Lewy Body dementia, Ms. McRae has been studying dementia care, long-term care and how to improve quality of life for elders for more than eight years. Together with a B.A. in journalism/advertising from The University of North Carolina at Chapel Hill, a background in consumer marketing, public relations and advertising and a deep desire to help others, she has become a ‘FCTA’ (Family Caregiver Turned Advocate). She promotes and champions person-centered aging services, humanizing dementia care and culture change. In addition to her work with her company Have a Good Life, she serves on the Marketing and Communications Committee and the National Coalitions Committee of the Pioneer Network and is a member of the National Assisted Living Disclosure Collaborative. She is on the Board of Directors of the Consumer Consortium on Assisted Living and is the co-founder and coordinator of the Culture Change Network of Georgia.

Diane Menio
Diane Menio joined the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) in 1989 and since 1995 has served as its executive director. Ms. Menio has trained extensively in the detection and prevention of abuse in the home as well as in institutional settings and other issues affecting older adults. In addition, she has consulted with the Pennsylvania Department of Education and the Health Care Financing Administration to develop abuse prevention training for practitioners. She has co-authored several articles on elder abuse and neglect and is a co-author of the book, “Abuse Proofing Your Facility.” She received a Master of Science in Gerontology from St. Joseph’s University in Philadelphia. Ms. Menio serves on numerous boards and workgroups. In 2007, she received the Advocate of the Year Award from the SeniorLAW Center and in 2009, the United Way of Southeastern PA’s Impact in Health Award. She has been an adjunct professor at St. Joseph’s University Gerontology program and at the School of Social Policy and Practice at the University of Pennsylvania.
Richard Mollot
Richard Mollot is the Executive Director of the Long Term Care Community Coalition, which is dedicated to improving care and quality of life for elderly and disabled long-term care consumers. He has conducted research on laws, policies and regulations affecting long-term care quality and oversight and identified best practices and developed recommendations for policymakers, regulators and the general public for improving long-term care quality standards, reimbursement and oversight. He has published reports and spoken on a range of issues, from nursing home staffing and working conditions to autonomy and self-direction in long-term care to reimbursement.

Anne Montgomery
Anne Montgomery is a senior policy advisor for the U.S. Senate Special Committee on Aging, chaired by Sen. Herbert H. Kohl (D-WI). She is responsible for policy development relating to long-term care, elder abuse and related issues for the Committee’s Democratic staff. Earlier, Ms. Montgomery was a senior health policy associate with the Alliance for Health Reform in Washington, DC, where she played a key role in writing and editing policy publications and designing public briefings and conferences for congressional staff and other stakeholders. Ms. Montgomery served as a senior analyst in public health at the U.S. Government Accountability Office and as a legislative aide to Congressman Pete Stark of the Ways & Means Health Subcommittee. She was an Atlantic Fellow in Public Policy in London in 2001-2002, where she undertook comparative research on long-term care in the U.S. and the UK. She also worked as a journalist covering the National Institutes of Health and Congress during the 1990s. A member of the National Academy of Social Insurance, Ms. Montgomery has an MS in journalism from Columbia University and a BA in English literature from the University of Virginia and has done gerontology coursework at Johns Hopkins University.

Ed Mortimore
Ed Mortimore leads a team of data analysts in the Survey and Certification Group at CMS’s Baltimore office. He has been responsible for Nursing Home Compare since its inception in 1998. He also led the development and publication of CMS’s Nursing Home Data Compendium. Mr. Mortimore holds a PhD in epidemiology from the University of Maryland and a master’s degree in social work from the University of Chicago.

Aubrey Posey
Aubrey Posey is the Legal Advocate for the Florida Long-Term Care Ombudsman Program. In this capacity, she assists the state ombudsman and the state and local councils in carrying out their respective duties and responsibilities, pursues administrative, legal and other appropriate remedies on residents’ behalf and serves as legal counsel to the state and local councils and to individual ombudsmen. Ms. Posey also served as Senior Law Clerk to The Honorable Bradford L. Thomas of the First District Court of Appeal. She received her law degree from Stetson University College of Law in 2005. While in law school she interned in the United State Attorney’s Office for the Middle District of Florida, Appellate Division, and worked as a certified legal intern in the Office of the State Attorney, Sixth Judicial Circuit, handling juvenile delinquency cases. She is a member of the Florida Bar, a board member of Tallahassee Women Lawyers and serves on the Elder Law Section’s Residents’ Rights Committee.

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Joseph Rodrigues
Governor Gray Davis appointed Joseph Rodrigues to the position of California State Long-Term Care Ombudsman in August 2002. In this role, Mr. Rodrigues oversees 35 local ombudsman programs, with approximately 1,100 certified ombudsmen who have a regular presence in more than 1,200 skilled nursing facilities and almost 8,000 residential care facilities for the elderly. Mr. Rodrigues has an extensive background in working with elders and adults with disabilities. He has worked in the human services, aging and long-term care system for more than 25 years. Prior to his appointment, Mr. Rodrigues was the Assistant Director of the Alameda County Area Agency on Aging, where he was responsible for the planning, developing and coordinating of social services for elders in his community. Before working for the County of Alameda, Mr. Rodrigues was the Executive Director of St. Peter’s Community Adult Day Care Center in San Leandro; the first licensed Adult Day Support Center in the county. Mr. Rodrigues is the President of the National Association of State Long-Term Care Ombudsman Programs and is a member of the American Society on Aging and Sigma Phi Omega, the national academic honor and professional society in gerontology. Mr. Rodrigues earned a Bachelor of Arts degree in Philosophy from St. Patrick’s College and a Master of Divinity degree from their graduate school. He also holds a Lifetime Instructor Credential from the California Community College system.

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Louise Ryan
Louise Ryan, MPA, is the Washington State Long-Term Care Ombudsman after having served as the Assistant State Long-Term Ombudsman for nine years. She has responsibility for the statewide Long-Term Care Ombudsman Program and all its staff and contractors including a corps of 400 certified volunteer ombudsmen. Ms. Ryan also serves on the Leadership Council of The National Consumer Voice for Quality Long-Term Care and as an advisory council member to Resident Councils of the State of Washington. Prior to working for the state ombudsman program, she worked in home care administration and for an employee assistance company as an elder care consultant. Ms. Ryan received her bachelor’s degree in vocational rehabilitation and a master’s degree in public administration from Seattle University.

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Governor Gray Davis appointed Joseph Rodrigues to the position of California State Long-Term Care Ombudsman in August 2002. In this role, Mr. Rodrigues oversees 35 local ombudsman programs, with approximately 1,100 certified ombudsmen who have a regular presence in more than 1,200 skilled nursing facilities and almost 8,000 residential care facilities for the elderly. Mr. Rodrigues has an extensive background in working with elders and adults with disabilities. He has worked in the human services, aging and long-term care system for more than 25 years. Prior to his appointment, Mr. Rodrigues was the Assistant Director of the Alameda County Area Agency on Aging, where he was responsible for the planning, developing and coordinating of social services for elders in his community. Before working for the County of Alameda, Mr. Rodrigues was the Executive Director of St. Peter’s Community Adult Day Care Center in San Leandro; the first licensed Adult Day Support Center in the county. Mr. Rodrigues is the President of the National Association of State Long-Term Care Ombudsman Programs and is a member of the American Society on Aging and Sigma Phi Omega, the national academic honor and professional society in gerontology. Mr. Rodrigues earned a Bachelor of Arts degree in Philosophy from St. Patrick’s College and a Master of Divinity degree from their graduate school. He also holds a Lifetime Instructor Credential from the California Community College system.
John Sorensen
A one time radio on-air personality, John Sorensen has been an advocate all his life, first for himself and later as the leader of a statewide, self-advocate, disability rights group in Maryland. Under his leadership the group became a force at the legislature, in the State’s Medicaid offices and numerous other areas affecting the lives of Marylanders with physical and developmental disabilities. Through his involvement in disability rights, he became involved in national disability policy issues. Now at the Centers for Medicare & Medicaid Services, Mr. Sorensen works as a project officer on the Money Follows the Person demonstration and has helped create the new Minimum Data Set Section Q.

Teresa Stricker
Teresa Stricker is currently the Nevada State Long-Term Care Ombudsman. She has been a licensed associate in social work for 22 years. Ms. Stricker’s past experience includes a long history of work with the disabled population within various work settings. She came to work for the State of Nevada 15 years ago as a community-based care program social worker and later supervised the Elder Protective Service Program before becoming an ombudsman. Ms. Stricker has been the State Ombudsman for almost three years. She chairs several committees and sits on numerous others.

Suzanna Swanson
Suzanna Swanson has been with the Long-Term Care Ombudsman Program for Dallas County for six years. She supervises six local ombudsmen to oversee advocacy in 65 nursing homes and 170 assisted living facilities in the county. She is a licensed master social worker, earning her bachelor’s degree from the University of Arkansas and master’s degree from the University of Texas at Arlington. She previously directed a tutoring and mentoring program by older adults for three years. Before this work, Ms. Swanson was a social worker in a Dallas not-for-profit nursing home.

Michael Thamer
Michael Thamer, Esq., is a California attorney whose practice focuses primarily on fighting all forms of corporate and government abuse. In the last eight years, Mr. Thamer has dedicated his practice to representing the interests of victims of elder and dependent adult abuse throughout the state of California. Mr. Thamer has tried over 40 jury trials to verdict in State and Federal District Courts. In March 1998, Mr. Thamer obtained a $94.7 million punitive damage award in Gregory v. Beverly Enterprises, Inc. in Siskiyou County. He is a regularly invited lecturer on elder and dependent adult abuse litigation and has presented lectures for California Advocates for Nursing Home Reform, Consumer Attorneys of California, School of Gerontology at the University of Southern California and the California Healthcare Association.

Lori Walsh
Lori Walsh earned a Bachelor of Science in Elementary Education at Salem State College and worked her way through school as a nursing assistant at a nursing home. After teaching fifth grade, she moved to Philadelphia and returned to long-term care work as the Assistant Director of Therapeutic Recreation at a Center City nursing home. Three years later, she joined CARIE as a long-term care ombudsman and volunteer ombudsman Coordinator. She transitioned to the position of Statewide Coordinator of the Health Care Fraud Education Project where she was responsible for expanding the program statewide. In October 2004, Ms. Walsh was promoted to the position of Long-Term Care Ombudsman Coordinator and is responsible for providing ombudsman services for long-term care consumers in North, South, Southwest and West Philadelphia.

Debra Bailey Whitman
Debra Bailey Whitman serves as the Staff Director for the U.S. Senate Special Committee on Aging where she works to advance Chairman Herb Kohl’s agenda to improve our nation’s nursing homes, lower the cost of health care and increase retirement security for all Americans. Previously, Dr. Whitman worked for the Congressional Research Service as a specialist in the economics of aging. In this capacity, she provided members of Congress and their staff with research and advice and authored analytical reports describing the economic impacts of current policies affecting older Americans, as well as the distributional and intergenerational effects of legislative proposals. From 2001 to 2003, Whitman served as a Brookings LEGIS Fellow to the Senate Health, Education, Labor and Pensions Committee, working as a health policy adviser to Senator Edward M. Kennedy. Earlier in her career, she conducted research on savings and retirement for the Social Security Administration, helping to establish the Retirement Research Consortium and serving as the founding editor of the Perspectives section of the Social Security Bulletin. She holds a Masters and Doctorate in Economics from Syracuse University and a bachelor’s in economics, math and Italian from Gonzaga University.

Cecili Thompson Williams
Cecili Thompson Williams is the Outreach Director on the Campaign for Better Care at the National Partnership for Women & Families. In this capacity, she is responsible for grassroots and coalition mobilization to press for changes in health care delivery for older adults with multiple health problems and their families. Her background is in organizing, training and researching on a variety of human rights and social justice topics including healthcare, poverty, torture and labor issues. Prior to joining the Campaign for Better Care, Ms. Williams served as the Deputy Director of the Mid-Atlantic Regional Office of Amnesty International USA, where she oversaw campaigning, activist training and human rights education activities in the region. Prior to joining the staff at AIUSA, she served as a volunteer Mexico Country Specialist for nearly seven years, researching human rights violations in Mexico and designing and implementing campaign strategies. Previously, Ms. Williams held the role of High Burden Country Project Associate on the Global Tuberculosis Project at RESULTS Educational Fund and, prior to that, was the Workers’ Compensation Research Associate at the National Academy of Social Insurance.