



Thursday, December 8	
12:00pm – 12:30pm ET	<b>Welcome &amp; Logistics</b>
1:00pm – 2:30pm ET	<p><b>Plenary – Policy Updates and Advocacy Strategy</b></p> <p>The policy arena has been moving at full speed with unprecedented opportunities to protect and improve the lives of individuals receiving long-term care and services. Hear about the important issues and opportunities affecting long-term care consumers in nursing homes, home and community-based services, and impacting elder justice; and learn how the recent election will impact legislative opportunities moving forward.</p>
3:00pm – 4:00pm ET	<p><b>Workshops</b></p> <p><b>Elder Justice: Cases and Coordination</b></p> <p>Important partners in the efforts to hold long-term care facilities accountable for the care they provide and get justice for residents who are victims of abuse and neglect are the Department of Justice and State Attorney General Medicaid Fraud Control Units. Learn more about their work and the cases they pursue; and engage in dialogue about opportunities for collaboration and information sharing with ombudsmen and other advocates.</p>
	<p><b>Giving Nursing Home Consumers a Voice in Policy Making</b></p> <p>Policy makers rarely reach out to or listen to residents/families as they pass laws/regulations. Many family councils in nursing homes are not successful because families believe nothing can get done and they are afraid to raise issues. We will describe an innovative project to develop an on-going virtual resident/family council to bring together residents/families across the state to give them the chance to be heard and to influence state policy.</p>
	<p><b>Day Late and a Dollar Short: A Financial Guide and Tools for Underserved Older Women</b></p> <p>Women workers have too much responsibility for planning their own retirement, while facing challenges that put them at greater financial risk. Basic financial literacy is critical, yet those most at-risk do not have access to</p>

	important information. This session will provide a roadmap and tools for Aging Network professionals to help underserved/under-resourced women and families plan their retirement journey. Financial planning can be woven into programs and services provided to older adults.
<b>4:30pm – 5:30pm ET</b>	<b>Workshops</b>
	<p><b>Strategies for Preventing and Responding to Financial Exploitation in LTC</b></p> <p>Please join us for an interactive session to share strategies for preventing and responding to financial abuse in long-term care. We will share data on LTC ombudsmen’s experiences with advocating for residents in situations involving financial abuse and strategies to help assisted living communities, nursing homes, and family members fight elder financial abuse. Participants can ask questions and share ideas, best practices, and professional experiences. We look forward to engaging and learning from each other!</p>
	<p><b>Leading the Change: Maine’s Direct Care and Support Professionals</b></p> <p>Across the country – and in Maine – states are faced with a critical direct care workforce shortage. Presenters from the Maine Long Term Care Ombudsman Program and PHI will describe a new initiative that brings together direct care and direct support professionals to advocate for policy and legislative changes that will help Maine recruit and retain the direct care workers needed to meet growing demand for quality care. As a part of this work, presenters will share results from recent focus groups aimed at understanding the most pressing issues experienced by workers, through their own words. Key themes will be shared connected to workers’ motivations for entering and staying in the field as well as what workers would like to see change. Additionally, presenters will describe Maine’s first Direct Care and Support Professional Advisory Council and its goal to create a strong collective voice that offers expertise and guidance to policymakers and legislators on key workforce initiatives. Participants will learn about PHI’s custom four-part training program to support the Council members’ leadership development, as well as the approach for developing lines of communication and influence between the Council and policymakers.</p>
<b>5:30pm – 6:15pm ET</b>	<b>Networking/Happy Hour</b>
<b>Friday, December 9</b>	
<b>12:00pm – 1:00pm ET</b>	<b>Workshops</b>
	<p><b>An Elder Justice Approach to Advocacy for Long-Term Care Consumers</b></p> <p>This session will describe the roles of Ombudsman programs, Adult Protective Services, and Legal Assistance and how they can all come together to play their part when consumers face their biggest challenges. The session will include real-life examples of challenges and solutions.</p>

	<p><b>A Practical Approach for Quality Nursing Home Care and Protecting Residents' Rights</b></p> <p>The decision to place a loved one in a long-term care setting is very personal. This session will explore how to achieve the best possible care for your loved one and what potential challenges may lie ahead. Topics will include the admission process, including nursing home admission agreements, nursing home staffing challenges, importance of care conferences, and what to do if something goes wrong.</p>
<b>1:30pm – 2:30pm ET</b>	<b>Resident Dialogue</b>
<b>3:00pm – 4:00pm ET</b>	<b>Workshops</b>
	<p><b>Reframing Resources for Resident's Rights</b></p> <p>Ombudsmen play a vital role in providing public education and outreach services to residents, their families, and facility staff to effectively identify and prevent elder abuse, neglect, and exploitation. Therefore, it is imperative they have access to the most up-to-date, research informed communication strategy to most effectively engage audiences on the issue of elder abuse. The National Center on Elder Abuse (NCEA) will introduce a communications strategy and complementary tools to help us reimagine the way we think and talk about elder abuse, long-term care, and residents' rights.</p>
	<p><b>Evaluation of Five State Long-Term Care Ombudsman Programs</b></p> <p>On behalf of the Administration for Community Living, NORC at the University of Chicago conducted a qualitative study of the Connecticut, Minnesota, Ohio, Pennsylvania, and Texas programs to understand the experiences of residents, family members, facility staff, and stakeholders in engaging with Ombudsmen in activities related education/outreach, individual advocacy, and systems advocacy. The evaluation also explored the impact of Ombudsman activities in improving residents' health, welfare, rights, and well-being at the individual and systems levels during the COVID-19 public health emergency. This session presents findings from the study and proposes recommendations for program improvement.</p>
<b>4:30pm – 6:00pm ET</b>	<p><b>Plenary – Medical and Mental Health Care in Assisted Living</b></p> <p>With the growth of resident acuity in assisted living, there are concerns about resident well-being, and whether they are receiving the necessary medical and mental health care. During this program, the consensus recommendations from a study using the Delphi technique will be shared and will be the basis for discussion about the need to address care and standards in the assisted living setting.</p>