

## 2024 Consumer Voice Conference – San Francisco, CA

*Agenda is preliminary and subject to change. Times are stated in Pacific Time.*

The agenda on Monday, September 23<sup>rd</sup> includes closed meetings. The conference kicks off at the Welcome Reception on that evening. Session programming on Tuesday and Wednesday is available to virtual attendees.

### Monday, September 23 *(In-Person Only)*

8:00am – 12:00pm	New State Ombudsman Orientation <i>(closed meeting)</i>
12:00pm – 7:00pm	Registration Open
12:00pm – 5:00pm	NASOP Meeting <i>(closed meeting)</i>
2:00pm – 5:00pm	NALLTCO Meeting <i>(closed meeting)</i>
2:00pm – 4:45pm	Consumer Voice Governing Board and Leadership Council Meetings <i>(closed meetings)</i>
5:00pm – 6:00pm	Consumer Voice Business and Membership Meeting <i>(open to all current Consumer Voice members)</i>
7:00pm – 9:00pm	Welcome Reception

### Tuesday, September 24

8:00am – 5:00pm	Registration Open
8:30am – 10:30am	Opening Remarks & Plenary
11:00am – 12:15pm	Breakout Sessions

1:45pm – 3:00pm	Breakout Sessions
3:30pm – 4:45pm	Breakout Sessions
7:00pm – 9:00pm	Evening Event

### Wednesday, September 25

8:00am – 5:00pm	Registration Open
8:30am – 10:00am	Plenary
10:30am – 11:45am	Breakout Sessions
12:15pm – 2:15pm	Luncheon
2:30pm – 3:45pm	Breakout Sessions
4:00pm – 5:15pm	Plenary

### Thursday, September 26 *(In-Person Only)*

8:30am – 12:00pm	Registration Open
9:00am – 12:00pm	Intensive Sessions <i>(additional charge)</i> or Roundtable Discussions <i>(free of charge)</i>

## Conference Session Topics Include:

- Healthcare decision-making
- Demystifying legal situations for Ombudsman programs
- Long-term care services under managed care plans
- How to use litigation to enforce residents' rights
- Nursing home spending, profitability and capital structure
- Educating law enforcement about residents' rights
- Culture change and person-directed living
- Vulnerable adult task forces
- How nursing homes can work with State Medicaid Oversight Agencies
- Behavioral health needs of nursing home residents
- State-level initiatives to improve nursing home workforce standards
- Lessons on community and advocacy for family caregivers
- Advocacy in Medicaid-funded assisted living
- Supporting LGBTQ+ residents through volunteer engagement
- Ableism in nursing homes
- Enforcement approaches to addressing healthcare fraud
- Centering residents' voices in advocacy
- Supporting resident councils

*Session topics are preliminary and subject to change.*



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