

# 2024 Consumer Voice Annual Conference Agenda

Carmel, Monterey, & Nikko Ballroom – 3<sup>rd</sup> Floor; Golden Gate & Peninsula – 25<sup>th</sup> Floor

*All times are listed in Pacific Time | \*Available in-person only*

<b>Monday, September 23</b>		
7:30am – 12:00pm	<b>New State LTC Ombudsman Orientation*</b> (Closed Meeting)	Carmel I
12:00pm – 7:00pm	<b>Registration Open</b>	3 <sup>rd</sup> Floor Foyer
1:00pm – 5:00pm	<b>NASOP Meeting*</b> (Closed Meeting)	Monterey I
2:00pm – 4:00pm	<b>NALLTCO Meeting*</b> (Meeting for Local LTC Ombudsmen)	Carmel II
2:00pm – 3:45pm	<b>CV Governing Board and Leadership Council Meeting</b> (Closed Meeting)	Golden Gate
4:00pm – 4:45pm	<b>Consumer Voice Governing Board Meeting</b> (Closed Meeting)	Monterey II
4:00pm – 4:45pm	<b>Consumer Voice Leadership Council Meeting</b> (Closed Meeting)	Golden Gate
5:00pm – 6:00pm	<b>Consumer Voice Business and Membership Meeting*</b> (Open to all current Consumer Voice members)	Golden Gate
7:00pm – 9:00pm	<b>Welcome Reception for All Attendees*</b> Join us for networking and light hors d'oeuvres as we welcome attendees to our 2024 Conference.	3 <sup>rd</sup> Floor Foyer
<b>Tuesday, September 24</b>		
8:00am – 5:00pm	<b>Registration Open</b> Stop by the registration desk on the 3rd floor to check-in, pick up your name badge, and ask Consumer Voice staff any questions.	3 <sup>rd</sup> Floor Foyer
8:30am – 9:00am	<b>Opening Remarks &amp; Welcome</b>	Nikko Ballroom
9:00am – 10:30am	<b>OPENING PLENARY</b> <ul style="list-style-type: none"> <li>• <b>Update on Administration Proposals to Improve Nursing Home Care</b> Update and discussion of the Administration's Proposals to Improve Nursing Homes; activities to enhance/improve LTSS, and the workforce. <ul style="list-style-type: none"> <li>○ Speaker: <ul style="list-style-type: none"> <li>▪ Jonathan Blum, Principal Deputy Administrator and Chief Operating Officer, Centers for Medicare &amp; Medicaid Services</li> </ul> </li> </ul> </li> <li>• <b>CMS Updates from the Division of Nursing Homes and Survey Operations Group</b> Updates on the work of CMS's Division of Nursing Homes and Survey Operations Group around nursing home oversight and enforcement, Nursing Home Care Compare, and implementation of the final staffing rule. <ul style="list-style-type: none"> <li>○ Speakers: <ul style="list-style-type: none"> <li>▪ Evan Shulman, Director, Division of Nursing Homes, Centers for Medicare &amp; Medicaid Services</li> <li>▪ Benton Williams, Division Director, San Francisco/Seattle CMS Locations, Survey &amp; Operations Group, CCSQ, CMS</li> </ul> </li> </ul> </li> </ul>	Nikko Ballroom
10:30am – 11:00am	<b>Coffee Break</b>	3 <sup>rd</sup> Floor Foyer
11:00am – 12:15pm	<b>WORKSHOPS</b> <b>US Nursing Home Finances: Spending, Profitability and Capital Structure Creating Change Across Generations</b>	Nikko Ballroom

	<p>For decades, the nursing home industry has argued that it cannot hire more staff and provide better care because funding is insufficient. This session will present the results of a study that reviewed, for the first time, the annual financial filings of U.S. nursing homes. Our findings indicate that, on average, nursing homes are highly profitable and divert significant income away from resident care. Attendees will gain insights that they can use to support advocacy for more staffing and accountability.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Richard Mollot, Executive Director, Long Term Care Community Coalition</li> <li>• Charlene Harrington, Professor Emerita of Sociology and Nursing, University of California San Francisco</li> </ul>	
	<p><b>State-Level Initiatives to Improve the Nursing Home Workforce</b></p> <p>This session will highlight three examples of states implementing initiatives to substantially improve job quality for nursing home workers by working with unions and labor-management partnerships. In California, a Workforce and Quality Incentive Program provides Medicaid rate increases and supplemental payments to nursing homes that meet specific workforce quality standards. In Oregon, supplemental Medicaid payments are being used to provide health insurance benefits to nursing home workers through a partnership between SEIU Local 503 and employers. In Michigan, a labor-management partnership received grant funding that is being used to strengthen nursing home worker recruitment and retention through a range of supports for nursing home workers.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Amanda Steele, Deputy Policy Director, SEIU Local 2015</li> <li>• Katie Coombes, Senior Director of Programs, RISE Partnership</li> <li>• Nicole Watters-Harris, Program Manager, HCAP -- Healthcare Career Advancement Program</li> </ul>	Carmel
	<p><b>Ableism in Nursing Homes: What Do Disabled Residents Really Want</b></p> <p>Hear directly from nursing home residents and disability leaders about ableism in nursing homes. Our session will explain how ableism has interacted with racism and classism in the development of nursing facilities. We will analyze critical moments in nursing home history, including the Olmstead decision and Laguna Honda lawsuit. Residents at NYC Health + Hospitals/Coler and Laguna Honda in SF will share their lived experiences, challenges with community transitions, and vision for the future.</p> <p>Speakers</p> <ul style="list-style-type: none"> <li>• Rosemary McDonnell-Horita, Impact Producer and Disability Inclusion Consultant, Fire Through Dry Grass</li> <li>• Jessica Lehman, Transitions Facilitator and Community Living Consultant, The Kelsey and Center for Independent Living</li> <li>• Peter Yearwood, Reality Poet; Associate Producer, OPEN DOORS; Fire Through Dry Grass</li> <li>• Tracey Williams, Resident of Laguna Honda Hospital</li> <li>• Carol Kleinhubert, Resident of Laguna Honda Hospital</li> </ul>	Monterey I

	<p><b>The Right to Live in the Community is a Civil Right</b>  Many nursing facility residents want to and can live in their own communities with the same services and supports that they can receive in nursing facilities. The Americans with Disabilities Act requires that states provide their programs and services in the most integrated settings and that means that people should not have to live in institutions to receive such services. The overwhelming majority of people want to age in their own homes and they have the civil right to do so. Ombudsmen play a key role in identifying people who want to age in place. This session will describe the Supreme Court’s landmark decision on this topic, L.C. v Olmstead and the litigation AARP Foundation has engaged in around the country to enforce the rights of people with disabilities to live as they choose.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Kelly Bagby, Vice President, AARP Foundation</li> <li>• Rebecca Rodgers, Lead Attorney, AARP Foundation</li> </ul>	Golden Gate
	<p><b>Supporting LGBTQ+ Residents Through Volunteer Engagement</b>  Culturally responsive care within long-term care facilities is necessary to advance the needs and wishes of LGBTQ+ residents, including freedom from maltreatment. Volunteerism among diverse communities is vital to these objectives. SAGE and the National Center on Elder Abuse have developed a Volunteer Toolkit to support elder justice, residents' rights, and volunteer engagement. Attendees will learn about LGBTQ+ concerns, participate in an interactive toolkit presentation, and discuss opportunities to address the needs of LGBTQ+ residents.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Lori Mars, Director of NCEA, University of Southern California</li> <li>• Sherrill Wayland, Senior Director, SAGE</li> </ul>	Peninsula
12:15pm – 1:45pm	<p><b>Lunch on Your Own</b></p>	
1:45pm – 3:00pm	<p><b>WORKSHOPS</b></p> <p><b>Looking Local: How St. Louis Created a Long-Term Care Taskforce and Tackled a Crisis</b>  After the pandemic, St. Louis, fed up with poor care and short staffing, took action. With power players like SEIU and VOYCE, they formed a special aldermanic committee to overhaul the system. But as progress was in sight, Northview Village Nursing Home abruptly closed, displacing residents and staff overnight without notice or belongings. Now, the mission has expanded from improvement to seeking justice.</p> <p>Speaker:</p> <ul style="list-style-type: none"> <li>• Marjorie Moore, Executive Director, VOYCE</li> </ul>	Nikko Ballroom
	<p><b>New Enforcement Approaches to Addressing Resident Harm Caused by Healthcare Fraud</b>  This presentation will discuss civil and criminal enforcement tools used by federal and state prosecutors to pursue healthcare fraud as well as innovative approaches to assure that patients and residents are not at continued risk of harm as part of a resolution of a healthcare fraud prosecution. We will discuss several recent developments in “causation” case law under the FCA, focusing on how the law has developed to reach actors beyond those who work at the healthcare provider or directly submit claims themselves.</p>	Carmel

	<p>This presentation will also address best practices for negotiating and mandating “effective” ethics and compliance programs when resolving healthcare fraud matters. The presenters will describe the process of negotiating and engaging a Quality Compliance Monitor for FCA violations and will describe best practices to ensure that the Quality Compliance Monitor has information necessary to assess and assist in remediating deficiencies. From there, Mr. Hoffman, a Quality Compliance Monitor, will discuss effective oversight activities that have enhanced compliance with regulatory requirements and improved resident care. This discussion will highlight advocacy strategies in order to effect meaningful improvements in care delivery, especially in the nursing home setting.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• David Hoffman, President, David Hoffman &amp; Associates</li> <li>• Susan Lynch, Senior Counsel for Elder Justice, U.S. Department of Justice</li> </ul>	
	<p><b>You Have to be an Advocate! A Case Study of Family Council Advocacy</b></p> <p>This session will discuss how family caregivers can be advocates for their loved ones, particularly in care settings. Strategies include having an active Family Council in a care facility, leadership, advocacy, and the delicate balance family members hold to maintain a respectful and productive partnership with a care setting. Mutual support, connection and advocacy are key concepts. Presenters work professionally in social work education, health care policy, and organizational consulting in addition to caregiving.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Andrea DuBrow, MSW, MPH, Social Worker/Educator/Caregiver</li> <li>• Heather Tunis, Principal, Achieving Effectiveness Coaching &amp; Counsel</li> </ul>	Monterey I
	<p><b>Long-Term Care Ombudsman Program Management and Advocacy Through a DEIA Lens: Getting Started</b></p> <p>Diversity, equity, inclusion, and accessibility (DEIA) are essential components for creating a foundation that ensures fair treatment and full participation of all individuals, especially those that have been underrepresented and marginalized. Join this session to learn about a DEIA lens, why program management and advocacy through a DEIA lens is important, and how to get started. Presenters will share how they got started (e.g., set priorities, overcame barriers) and highlight resources. There will be ample time for questions for presenters as well as small group work based on prompts.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Gelila Selassie, Senior Staff Attorney, Justice in Aging</li> <li>• Jane Brink, Minnesota Office of the LTC Ombudsman</li> </ul>	Golden Gate
	<p><b>Long-Term Care Services Under Managed Care Plans: Opportunities for Improved Care and Resident Rights Pitfalls</b></p> <p>California has shifted responsibility for Medi-Cal beneficiaries in long term care to managed care plans, creating new opportunities for skilled nursing residents on Medicaid to access services often not provided by</p>	Peninsula

	<p>facilities, such as therapy and transportation. At the same time, skilled nursing coverage denials and evictions are on the rise. Learn more about navigating the ups and downs of managed care plans, including the appeal process and requesting services.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Maura Gibney, Executive Director, California Advocates for Nursing Home Reform (CANHR)</li> <li>• Jaclyn Flores, Consumer &amp; Policy Advocate, California Advocates for Nursing Home Reform</li> </ul>	
3:30pm – 4:45pm	<p><b>WORKSHOPS</b></p> <p><b>Practical Strategies for Managing Behavioral Health Needs of Nursing Home Residents</b></p> <p>Residents with serious mental illnesses and substance use disorders continue to be admitted to nursing homes, yet staff often lack skills and confidence in meeting their needs. Ombudsmen are often called on by facility staff for input. This session will share strategies for effective assessment and identification of individualized interventions to meet the behavioral health needs of residents. Additionally, the speaker will provide an overview of the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF).</p> <p>Speaker:</p> <ul style="list-style-type: none"> <li>• Jacob Berelowitz, Program Director, Center of Excellence for Behavioral Health in Nursing Facilities</li> </ul>	Nikko Ballroom
	<p><b>Deer in the Headlights or Resident Advocate? Educating Law Enforcement About Residents' Rights, Challenges, and Needs</b></p> <p>When law enforcement receives calls about or from nursing home residents, they often make only a cursory visit or make things worse. Whether they are being asked to escort a resident out in an illegal discharge, investigate an assault, intervene in resident conflicts, or calm a visitor or resident, police frequently bolt or fumble. This session will provide concrete strategies and materials to help law enforcement emerge as powerful new allies for residents and advocates.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Alison Hirschel, Director &amp; Managing Attorney, Michigan Elder Justice Initiative (MEJI)</li> <li>• Karrie Craig, Assistant State Long-Term Care Ombudsman, Michigan Elder Justice Initiative</li> <li>• Susan Lynch, Senior Counsel for Elder Justice, U.S. Department of Justice</li> </ul>	Carmel
	<p><b>Evaluating Innovation in Nursing Home Systems to End Institutionalization: The EINSTEIN Option</b></p> <p>The nursing home sector needs actionable, evidence-based solutions to become a top-quality model of person-centered residential long-term care. Join this session to hear about the EINSTEIN Model, a proposed tiered demonstration project designed to reinvent outdated, traditional, institutional-style nursing homes into vibrant places where residents and staff can work, live, and thrive with purpose and meaning.</p> <p>Speakers:</p>	Monterey I

	<ul style="list-style-type: none"> <li>• Anne Montgomery, Senior Advisor, National Committee to Preserve Social Security and Medicare</li> <li>• Carrie Lejedal, Vice President, Program Manager, Gray Panthers NYC, The Live Oak Project</li> <li>• Susan Ryan, CEO, Center for Innovation</li> </ul>	
	<p><b>Tale of a Vulnerable Adult Task Force</b>  For anyone who ever wished upon a state agency, the ultimate supergroup is joining forces to fight the maltreatment of vulnerable adults in long-term care settings. Learn how with coordinated efforts and unannounced well-planned joint visits, bad guys don't stand a chance against this trifecta! Starring: The Office of the Attorney General's Medicaid Fraud &amp; Vulnerable Victims Unit, Adult Protective Services, and the State Long-Term Care Ombudsman Program. Coming soon to a Maryland near you!</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Stevanne Ellis, Health Ombudsman, Health Education and Advocacy Unit, Consumer Protection Division, MD Office of the Attorney General Maryland</li> <li>• Zak Shirley, Director, Medicaid Fraud &amp; Vulnerable Victims Unit</li> <li>• Greg Sesek, Director, Office of Adult Services, Social Services Administration, Maryland Department of Human Services</li> </ul>	Golden Gate
	<p><b>Resident Councils in Long-Term Care Facilities – Support &amp; Advocacy!</b>  Join us to learn about resident councils in long term care facilities, and how these can be supported and promoted to engage residents and foster advocacy efforts! We will explore a recently developed Resident Council Toolkit that includes brief videos and is available online at no charge. An interdisciplinary team created the toolkit with input from residents in long term care facilities. The importance of staff and ombuds support is highlighted; potential pitfalls are noted.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Kay Paksoy Castillo, Executive Director, Friends of Residents in Long Term Care</li> <li>• Bill Lamb, Advocate, Friends of Residents in Long-Term Care</li> <li>• Willa Casstevens, Scholar in Residence 2023-24; retired Associate Professor, Buena Vista University</li> </ul>	Peninsula
7:00pm – 10:30pm	<p><b>EXCLUSIVE DOCUMENTARY SCREENING*</b>  <i>No Country for Old People</i>  Attend an exclusive screening of the new documentary, <i>No Country For Old People</i>, by award-winning filmmaker, Susie Singer Carter. This film highlights the critical problems faced by residents in long-term care facilities and the need for systems change.</p> <p><i>The full film will be shown, with a brief intermission.</i></p> <p><i>Dessert &amp; coffee will be available</i></p> <p>Speaker:</p> <ul style="list-style-type: none"> <li>• Susie Singer Carter, Owner, Go Girl Media</li> </ul>	Nikko Ballroom

**Wednesday, September 25**

8:00am – 5:30pm	<p><b>Registration Open</b> Stop by the registration desk on the 3rd floor to ask Consumer Voice staff any questions.</p>	3 <sup>rd</sup> Floor Foyer
8:30am – 10:00am	<p><b>PLENARY</b> <b>Advocating for Better Staffing in Nursing Homes</b> Earlier this year, the Centers for Medicare and Medicaid Services (CMS) finalized a rule implementing a minimum staffing standard in nursing homes. The promulgation of this rule was the culmination of decades-long advocacy. What will this rule mean for residents, families, and advocates? How can it be used in advocacy? What additional advocacy will be needed to achieve full, quality staffing in facilities? Join us for this session where we break down the rule, highlight its strengths and weaknesses, and provide advocacy strategies to make sure all residents receive high-quality care.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy</li> <li>• Michael Wasserman, Geriatrician, Certified Medical Director</li> <li>• Charlene Harrington, Professor Emerita of Sociology and Nursing, University of California San Francisco</li> <li>• David Farrell, Consultant, Farrell Consulting Services</li> <li>• Ernest Tosh, Trial Attorney, Tosh Law Firm, PLLC</li> </ul>	Nikko Ballroom
10:00am – 10:30am	<p><b>Coffee Break</b></p>	3 <sup>rd</sup> Floor Foyer
10:30am – 11:45am	<p><b>WORKSHOPS</b> <b>Healthcare Decision-Making for Unrepresented Residents: Balancing Constitutional Rights with Practical Considerations</b> Tens of thousands of nursing home residents are "unrepresented," meaning they lack the capacity for decision-making and have no representative/surrogate to provide informed consent for health care decisions. And yet, decisions are made for them routinely, often illegally. This session will explore California's thirty-year journey to provide a workable, constitutionally protective decisionmaking process for unrepresented residents that culminated in the creation of a statewide "patient representative" program.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Tony Chicotel, Senior Staff Attorney, California Advocates for Nursing Home Reform</li> <li>• Susan Rodrigues, Assistant Director, California Department of Aging</li> </ul>	Carmel
	<p><b>Making the Road by Walking: How Elevating and Centering LTC Residents' Voices Can Transform LTC Advocacy</b> In this session, New Jersey nursing home residents and the NJ LTCO Director of Community Engagement will describe New Jersey's journey to truly elevate and center nursing home residents in LTC advocacy and teach you how you can begin to incorporate these community engagement/grassroots organizing principles in your advocacy work. Panelists will share concrete examples of how this philosophy and practice shifts power dynamics between residents and facilities, transforms resident and advocate relationships, and achieves concrete results.</p>	Monterey I

	<p>Speakers:</p> <ul style="list-style-type: none"> <li>• Eliz Speidel, Director of Community Engagement, NJ Long-Term Care Ombudsman Program</li> <li>• Ray DiFrancesco, New Jersey Long-Term Care Resident</li> <li>• Tamara Dorsey, New Jersey Long-Term Care Resident</li> <li>• Glen Osborne, New Jersey Long-Term Care Resident</li> <li>• Gail Smith, New Jersey Long-Term Care Resident</li> <li>• Martha Robinson, New Jersey Long-Term Care Resident</li> </ul>	
	<p><b>Protecting and Enforcing the Legal Rights of Nursing Facility Residents</b></p> <p>The workshop will teach the audience how to use advocacy and litigation to enforce a resident’s rights under federal and state laws. The basis of the workshop will be case studies focused on four resident’s rights: (1) the right to be free of neglect, (2) the right to be free of chemical restraints, (3) the right to be free of illegal discharges, and (4) the right to be free of illegal debt collection procedures.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Maame Gyamfi, Senior Litigation Attorney, AARP Foundation</li> <li>• Kelly Bagby, Vice President, AARP Foundation</li> </ul>	Golden Gate
	<p><b>The Impact of COVID-19 in Nursing Homes: A Series of Evaluations by HHS-OIG</b></p> <p>COVID-19 was devastating for nursing home residents and highlighted longstanding issues with staffing and infection control in nursing homes. The U.S. Department of Health and Human Services Office of Inspector General (HHS-OIG) conducted a series of evaluations on the impact of the COVID-19 pandemic on nursing homes to learn from what happened and better prepare for future health emergencies. Join HHS-OIG to learn more about our findings and the recommendations HHS-OIG has made to CMS to strengthen staffing and improve infection control in nursing homes.</p> <p>Speaker:</p> <ul style="list-style-type: none"> <li>• Sarah Guyer, Social Science Analyst, U.S. Department of Health and Human Services Office of Inspector General (HHS-OIG) Office of Evaluation and Inspections</li> </ul>	Peninsula
<p>12:00pm – 2:15pm</p> <p><i>Livestreaming begins at 12:45pm</i></p>	<p><b>LUNCHEON</b></p> <ul style="list-style-type: none"> <li>• <b>Awards Presentation</b> <ul style="list-style-type: none"> <li>○ <b>Patricia McGinnis</b>, Co-Founder, California Advocates for Nursing Home Reform (CANHR) <ul style="list-style-type: none"> <li>▪ <u>Elma Holder Founder’s Award</u> - Established in 2002 as a lifetime achievement award to honor a person whose life work exemplifies leadership in long-term care reform, the award is also a tribute to Elma Holder, the Consumer Voice founder and friend. Elma’s personal commitment, integrity, and vision shaped the organization and its commitment to residents’ rights and quality in long-term care.</li> <li>▪ Patricia McGinnis is the co-founder of California Advocates for Nursing Home Reform (CANHR,) a statewide long-term care advocacy organization</li> </ul> </li> </ul> </li> </ul>	Nikko Ballroom

formed in 1983 and was the Executive Director of CANHR for over 40 years. Ms. McGinnis received her J.D. from Golden Gate University School of Law in 1977. Previous to her work with CANHR, Pat was an elementary and secondary teacher in Humboldt County and organized the first legal services program there. During law school, she performed curriculum development and training of legal services for seniors programs throughout the country with the National Paralegal Institute. Under contract with the California Department of Aging, she then performed curriculum development and

- training for California's long-term care ombudsmen. Pat has been involved with long term care reform issues for many years and has written and lectured extensively on issues such as Medicaid, nursing home reform, elder abuse, resident rights, home and community-based alternatives and the use of restraints in long term care facilities. Ms. McGinnis was also an adjunct professor at San Francisco State University's Graduate Gerontology Program for the past 15 years.

- **Ernest Tosh**, Trial Attorney, Tosh Law Firm, PLLC

- Consumer Voice Public Service Award - This award honors an individual or organization whose work has profoundly expanded coverage and public understanding of long-term care issues.
- Ernie Tosh has been practicing law for over 25 years and is a national preeminent authority on nursing home operations. He has testified about industry-wide financial and staffing practices to the U.S Congress and to juries throughout the country. Ernie has tried over 150 cases to jury verdict and has recovered millions of dollars from abusive nursing homes across the country. He absolutely loves to educate and support advocates to ensure that nursing home residents are provided the opportunity to have an exceptional quality of life. Ernie is incredibly proud of his three children, all of whom are astoundingly smart. In his spare time, he likes woodworking, long-distance swimming, and traveling. If you ask, he will tell you that his greatest achievement this year was breaking his leg while mowing the lawn.

- **Program: What if Meaning was Medicine?**

- Speaker:

- Anne Basting, Emerita Professor of English and TimeSlips Founder, University of Wisconsin Milwaukee and TimeSlips.org

<p>2:30pm – 3:45pm</p>	<p><b>WORKSHOPS</b></p> <p><b>Emerging Advocacy in Medicaid-Funded Assisted Living</b></p> <p>Medicaid assisted living policy is, well, a mess – an odd combination of Medicaid HCBS funding, nascent federal regulations, poorly verified state promises, and federal and state agencies unprepared to meaningfully address relevant issues. The session will include emerging federal advocacy, including information obtained during 2024 from Freedom of Information Act requests focused on several states. Mostly, the session will train attendees to conduct the resident-specific and state-focused advocacy that must be done to improve residents' lives.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Eric Carlson, Directing Attorney, Justice in Aging</li> <li>• Gelila Selassie, Senior Staff Attorney, Justice in Aging</li> </ul>	<p>Carmel</p>
	<p><b>Cleaning House: How Nursing Home Advocates Can Work Collaboratively with State Medicaid Oversight Agencies</b></p> <p>This session will explore how nursing home advocates, including state Long Term Care Ombudsmen (LTCOs), can collaborate with their state Medicaid oversight agencies to improve quality of care and combat fraud, waste, and abuse in nursing homes. In New Jersey, the State Long Term Care Ombudsman and the State Comptroller's Medicaid Fraud Division (OSC/MFD) are working toward this common goal, utilizing a comprehensive and creative array of tools and strategies to achieve results. Attendees will gain insight into the relationship between these agencies and new approaches for tackling poor-quality care, including through insightful data analysis and reporting, creative uses of existing legal and regulatory tactics (including exclusions and financial recoupments), and effective communication and advocacy. The session will explore, in-depth, the powers of the Medicaid Fraud Division and how they can be brought to bear to improve nursing home quality; how nursing home advocates can outreach and collaborate with their state Medicaid oversight bodies; and how this collaboration can elevate broader nursing home reform policy goals.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Laurie Brewer, New Jersey State Long-Term Care Ombudsman, NJ Office of the Long-Term Care Ombudsman</li> <li>• Kevin Walsh, Acting State Comptroller, Office of the New Jersey State Comptroller</li> <li>• Joshua Lichtblau, Director, New Jersey Medicaid Fraud Division</li> </ul>	<p>Monterey I</p>
	<p><b>Demystifying the Scary Subpoena and Other Court Encounters for Ombudsman Programs</b></p> <p>Have you ever gotten a subpoena and panicked? Have you been asked to testify at a hearing and gotten cold sweats? Long-Term Care Ombudsman are often asked to engage in advocacy for residents that crosses into the realm of legal practice, which can be uncomfortable and confusing. This session is aimed at demystifying legal situations, clarifying the rules around confidentiality, and helping build confidence through knowledge.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Emily Miller, Managing Attorney, Crime Victims Legal Assistance Project</li> </ul>	<p>Golden Gate</p>

	<ul style="list-style-type: none"> <li>Nicole Shannon, Systemic Advocacy Attorne, Michigan Elder Justice Initiative</li> <li>Beverley Laubert, National Ombudsman Program Coordinator, Administration for Community Living</li> </ul>	
	<p><b>Building Community – What Is Person-Directed Living</b></p> <p>Join spirited and passionate change-makers dedicated to improving the culture of long-term care homes and building community. Learn how to start a culture change movement in your state or even in one home. We will be discussing the artifacts of culture change and how to empower residents. We will hear from multiple states and what they are doing to advocate for and empower residents to live the life they choose.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>Karrie Craig, Assistant State Long-Term Care Ombudsman, Michigan Elder Justice Initiative</li> <li>Christopher Mulrooney, Associate Dean/Chair, FSU College of Medicine/Florida Pioneer Network</li> <li>Lee Moriarty, Deputy State Long-Term Care Ombudsman, Illinois Department on Aging</li> <li>Stacey Bergmann, Director of Community and Network Relations, The Center for Innovation</li> </ul>	Peninsula
4:00pm – 5:30pm	<p><b>PLENARY</b></p> <p><b>Looking to the Future of Aging and Long-Term Care</b></p> <p>With an ever-aging population, it is essential that programs, services, and resources be coordinated to support older adults. In this session, we will hear about trends around aging and long-term services and supports, as well as plans that are underway for the development of a Master Plan on Aging and preparations for a White House Conference on Aging. Learn how consumers and advocates can be engaged in state and national activities for the planning of the future of aging and long-term care.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>Kari Benson, Deputy Assistant Secretary for Aging, HHS/ACL</li> <li>Edem Hado, Senior Policy and Research Manager, AARP Public Policy Institute</li> <li>Tanya Bautista, Policy Chief, California Department of Aging</li> </ul>	Nikko Ballroom
<b>Thursday, September 26</b>		
8:30am – 12:00pm	Registration Open	3 <sup>rd</sup> Floor Foyer
9:00am – 12:00pm	<p><b>INTENSIVES</b> (separate fee required)</p> <p><b>The Good, the Bad, and the... WHAT? Volunteer Management for Long-Term Care Ombudsman Programs*</b></p> <p>This 3-hour intensive, presented by State Ombudsmen and Ombudsman representatives from Alaska, Texas, and Pennsylvania, will provide an opportunity for Long-Term Care Ombudsman programs to concentrate on various aspects of volunteer management. This highly interactive session will cover topics such as the vetting process, realistic expectations of the job, and exploring why people leave the program. Participants will discuss recruitment ideas, consistent interaction and volunteer appreciation efforts.</p> <p>Speakers:</p>	Peninsula

	<ul style="list-style-type: none"> <li>Stephanie Wheeler, State LTC Ombudsman, Alaska Office of the Long-Term Care Ombudsman</li> <li>Jaime Rose, PA Regional Long-Term Care Ombudsman Specialist, PA Office of the Long-Term Care Ombudsman</li> <li>Greg Shelley, Sr. Program Manager LTC Ombudsman, Harris County Long-Term Care Ombudsman Program</li> <li>Alvin Ancheta, Deputy LTC Ombudsman and Volunteer Coordinator, Office of the Long-Term Care Ombudsman</li> <li>Mary Ann May, Recruitment and Retention Specialist, North Penn Legal Services</li> </ul>	
	<p><b>Winning Strategies in Common Nursing Facility Problems*</b></p> <p>This session will focus on the common problems that every resident and advocate has seen. Evictions. Meaningless care plans. Hospital dumping. Overuse of psychotropic medication. Unfair admission agreements. And the list goes on, unfortunately. For each problem, the session will explain the relevant law and explore advocacy strategies. The session will include roleplaying scenarios so that attendees are better able to recognize how these situations arise in their own work and be better equipped to push back against a facility's entrenched practices.</p> <p>Speakers:</p> <ul style="list-style-type: none"> <li>Eric Carlson, Directing Attorney, Justice in Aging</li> <li>Gelila Selassie, Senior Staff Attorney, Justice in Aging</li> </ul>	Golden Gate
9:00am – 10:00am	<p><b>ROUNDTABLES</b> (open to all attendees)</p> <p>Roundtable discussions, open to all in-person registrants, provide participants with an opportunity to engage with other attendees regarding hot-button issues in long-term care.</p> <p><b>Advocating for Financial Transparency in Nursing Homes*</b></p>	Carmel
	<p><b>Help Us Build a Long-Term Care Ombudsman Program Playbook! Strategies for Responding to Common Complaints*</b></p>	Monterey I
10:30am – 11:30am	<p><b>ROUNDTABLES</b></p> <p>Roundtable discussions, open to all in-person registrants, provide participants with an opportunity to engage with other attendees regarding hot-button issues in long-term care.</p> <p><b>Strategies for Promoting Diversity, Equity, Inclusiveness, and Accessibility in Advocacy*</b></p>	Carmel
	<p><b>Celebrating State and Federal Advocacy Initiatives*</b></p>	Monterey I