

# 2022 Virtual Consumer Voice Conference Agenda

*All sessions are in Eastern time*

<b>Thursday, December 8</b>	
12:00pm – 12:30pm	<b>Welcome &amp; Logistics</b>  Welcome to the 2022 Virtual Consumer Voice Conference! Join us for a walkthrough of the virtual conference platform, ideas for connecting and networking with other attendees, and a message from the Executive Director, Lori Smetanka.  <i>Speaker: Lori Smetanka, Executive Director, Consumer Voice; Katie O'Hearn, Manager, Program and Outreach, Consumer Voice</i>
12:30pm – 1:00pm	Break/Exhibit Hall
1:00pm – 2:30pm <b>Plenary</b>	<b>Policy Updates and Advocacy Strategy</b>  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.  <i>Speakers: Sam Brooks, Public Policy Director, Consumer Voice; Bob Blancato, National Coordinator, Elder Justice Coalition; Natalie Kean, Director, Federal Health Advocacy, Justice in Aging</i>
2:30pm – 3:00pm	Break/Exhibit Hall
3:00pm – 4:00pm <b>Breakout Sessions</b>	<b>Elder Justice: Cases and Coordination</b>  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.  <i>Speakers: Susan Lynch, Senior Counsel for Elder Justice, United States Department of Justice; Thom O'Hanlon, Special Assistant Attorney General, Chief of Criminal Investigations, Office of the NY State Attorney General, Medicaid Fraud Control Unit</i>  <b>Giving Nursing Home Consumers a Voice in Policy Making</b>  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><i>Speakers: Cynthia Rudder, Consultant, New York StateWide Senior Action Council; Gail Myers, Deputy Director, New York StateWide Senior Action Council; Sarina Nicola, family member</i></p>
	<p><b>Ombudsman Volunteer Management (Pre-Recorded)</b></p> <p>This session will focus on volunteerism, mainly focused on recruitment and retention. Participants will learn about the current volunteer landscape and best practices for recruitment/retention. In addition, we'll cover how tracking volunteer demographics can be used to improve recruitment, retention, and engagement. Bring your questions and share your experiences!</p> <p><i>Speakers: Laurinda Johnson, Ombudsman Volunteer Coordinator, The Office of the Ohio State Long-Term Care Ombudsman; Tobi Johnson, President, Tobi Johnson &amp; Associates</i></p>
<p>4:05pm – 4:20pm</p>	<p><b>Remarks by Jonathan Blum, Principal Deputy Administrator at the Centers for Medicare and Medicaid Services (CMS) (Pre-Recorded)</b></p> <p>Hear from CMS on the status of Nursing Home Reforms proposed by the Administration in February 2022.</p>
<p>4:30pm – 5:30pm <b>Breakout Sessions</b></p>	<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><i>Speakers: Katelyn Kramer, Older Americans Policy Analyst, Consumer Financial Protection Bureau; Beverley Laubert, National Ombudsman Program Coordinator, Administration for Community Living</i></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</p>

	<p>Council members' leadership development, as well as the approach for developing lines of communication and influence between the Council and policymakers.</p> <p><i>Speakers: Brenda Gallant, Maine State Long-Term Care Ombudsman; Emily Dieppa, Vice President of Workforce Innovations, PHI; Trinity Baker, Project Manager, Maine Long-Term Care Ombudsman Program</i></p>
	<p><b>The Impact of Structural Racism on Quality and Equitable Long-Term Care (Pre-Recorded)</b></p> <p>Research has long shown the effects of systemic, or structural, racism in exacerbating disparities in the long-term care system for both residents and workers. Join a discussion of the factors that contribute to race-based disparities and explore recommendations for improving long-term care and services in order to better and more equitably meet the needs of older Americans.</p> <p><i>Speakers: Eric Carlson, Directing Attorney, Justice in Aging; Gelila Selassie, Senior Staff Attorney, Justice in Aging; Shekinah Fashaw-Walters, Fesler-Lampert Chair in Aging Studies, Assistant Professor, Division of Health Policy &amp; Management at the University of Minnesota's School of Public Health</i></p>
<p>5:30pm – 6:15pm <b>Networking</b></p>	<p><b>Discuss the Day's Sessions</b></p> <p>Not ready to call it a day? Join other conference attendees to discuss your favorite plenary or breakout session, ask each other questions, or make comments about the content presented. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p> <p><b>Meet and Greet</b></p> <p>Join in a facilitated conversation to get to know some of the other conference attendees. Answer casual, fun discussion questions and chat with other attendees. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p>
<p><b>Friday, December 9</b></p>	
<p>11:30am – 11:55am</p>	<p><b>Remarks by Edwin Walker, Deputy Assistant Secretary, Administration for Community Living, also serving as Director of the Office of Long-Term Care Ombudsman Programs (Pre-Recorded)</b></p>
<p>12:00pm – 1:00pm <b>Breakout Sessions</b></p>	<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><i>Speakers: Hilary Dalin, Director of the Office of Elder Justice and Adult Protective Services, Administration for Community Living; Beverley Laubert, National Ombudsman Program Coordinator, Administration for Community Living</i></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> <p><i>Speakers: Jerold Rothkoff, Shareholder and Managing Attorney, Rothkoff Law Group; Kathleen Magee, Director of Care Coordination, Rothkoff Law Group</i></p>
	<p><b>Capacity for What? Understanding How Legal Concepts of Capacity Can Help Ombudsmen Maximize Resident Autonomy and Dignity (Pre-Recorded)</b></p> <p>How often have you heard nursing home staff deny residents' the right to make decision for themselves because "She's not competent!" or "He's incapacitated!"? This session will give you the tools to fight for resident autonomy by understanding what rights residents retain when they have responsible parties, powers of attorney, or guardians and why residents' legal capacity must be evaluated for every specific situation, not dismissed in a single careless, general pronouncement.</p> <p><i>Speakers: Alison Hirschel, Managing Attorney, Michigan Elder Justice Initiative; Nicole Shannon, Systemic Advocacy Attorney, Michigan Elder Justice Initiative; Emily Miller, Managing Attorney, Crime Victims Legal Assistance Project</i></p>
1:00pm – 1:30pm	Break/Exhibit Hall
1:30pm – 2:40pm <b>Plenary</b>	<p><b>A Dialogue with Residents (Pre-Recorded)</b></p> <p>Join us for a conversation with residents, nearly three years after the start of the COVID-19 pandemic, as they discuss their recent experiences and share their perspective on what changes they'd like to see in their individual facilities as well as what steps they think advocacy organizations, the government, and the industry should take to improve and reform long-term care.</p>
2:40pm – 3:00pm	Break/Exhibit Hall
3:00pm – 4:00pm <b>Breakout Sessions</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><i>Speakers: Julie Schoen, Deputy Director, National Center on Elder Abuse; Kimmy Moon, Project Administrator, National Center on Elder Abuse; Alexis Calleros, Administrative Assistant, National Center on Elder Abuse</i></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,</p>

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.

*Speakers: Kim Nguyen, Principal Research Scientist, NORC at the University of Chicago; Jennifer Scolese, Senior Research Associate II, NORC at the University of Chicago*

**Day Late and a Dollar Short: A Financial Guide and Tools for Underserved Older Women (Pre-Recorded)**

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 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.

*Speakers: Cindy Hounsell, President and Founder, Women's Institute for a Secure Retirement (WISER); Laurel Beedon, Senior Research Fellow, Women's Institute for a Secure Retirement (WISER)*

**Remarks from Evan Shulman, Director, Division of Nursing Homes, Centers for Medicare & Medicaid Services (Pre-Recorded)**

Hear from CMS about its work related to nursing homes, including steps around implementing the Administration's proposed reforms, the release of new guidance, updates to nursing home compare, and other priority areas.

4:00pm – 4:30pm

Break/Exhibit Hall

4:30pm – 6:00pm

**Plenary**

**Medical and Mental Health Care in Assisted Living**

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.

*Speakers: Sheryl Zimmerman, Distinguished Professor, Senior Research Scientist, and Co-Director, Program on Aging, Disability, and Long-Term Care, Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill; Aisha Elmquist, Deputy Ombudsman, Minnesota Office of Ombudsman for Long-Term Care; Jonathan Evans, Medical Director, Geriatrician; Doug Pace, Senior Director of Long-Term & Community-Based Care, Alzheimer's Association*