

**EDUCATIONAL CONFERENCE CALL #3 IN OUR SERIES:  
“AFFIRMING DIGNITY AND INDIVIDUALITY: A LOOK AT RESIDENTS’ RIGHTS”  
AUGUST 22, 2006 – 3PM (ET)**

**Expert Speaker Biography: Carol J. Scott**

Carol is the Missouri Long-Term Care State Ombudsman. She has been in this position since 1989. Prior to being the State Ombudsman, Carol was the legislative liaison for the Division of Aging. She was a budget analyst for the Division of Medical Services (Medicaid Program) for two years.

Carol served as the President of the National Association of Long-Term Care Ombudsman Programs (NASOP) from 2000 to 2004. She recently ended three two-year terms as a member of the Professional and Technical Advisory Committee on Long-Term Care and Assisted Living for the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), and is a past President of Missouri Volunteer, a statewide organization representing directors of volunteer programs. She is a member of the statewide Advisory Committee for the SORT program (Medicare Fraud program), Nursing Home Quality Improvement advisory council, CLAIM Advisory Committee (Missouri’s State Health Insurance program - SHiP), and serves on the board of directors of the Missouri End-of-Life Coalition.

She was on the board for the Central Missouri Food Bank from 1996 to 1999 and is a past President of River City Habitat for Humanity. She is an elder at the First Presbyterian Church in Jefferson City, MO, and is a Reach to Recovery volunteer for the American Cancer Society. She has a BS in Public Administration from the University of Missouri-Columbia, MO.