

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 23rd 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 – 5:30pm	Plenary

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

8:30am – 12:00pm	Registration Open
9:00am – 12:00pm	Intensive Sessions <i>(additional charge)</i>
9:00am – 10:00am	Roundtable Discussions 1 <i>(free of charge)</i>
10:30am – 11:30am	Roundtable Discussions 2 <i>(free of charge)</i>

Conference Session Topics Include:

- Supporting LGBTQ+ Residents Through Volunteer Engagement
- Nursing Home Finances
- State-Level Initiatives to Improve Nursing Home Workforce Standards
- Ableism in Nursing Homes
- The Right to Live in the Community is a Civil Right
- Long-Term Care Services Under Managed Care Plans
- New Enforcement Approaches to Addressing Resident Harm Caused by Healthcare Fraud
- Practical Strategies for Managing Behavioral Health Needs of Nursing Home Residents
- Resident Councils in LTC Facilities
- Effective Long-Term Care Taskforces
- Protecting and Enforcing the Legal Rights of Nursing Facility Residents
- How Elevating and Centering LTC Residents' Voices Can Transform LTC Advocacy
- Healthcare Decision-Making for Unrepresented Residents
- Evaluating Innovation in Nursing Home Systems to End Institutionalization
- Emerging Advocacy in Medicaid-Funded Assisted Living
- Person-Directed Living
- How Nursing Home Advocates Can Work Collaboratively with State Medicaid Oversight Agencies
- Demystifying the Scary Subpoena and Other Court Encounters for Ombudsman Programs

...and much more!

Session topics are subject to change.



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