



# Standing with Long-Term Care Consumers for 50 Years

**November 3-6, 2025**



**Arlington, Virginia**

*All times stated in Eastern Time.*

<b>Monday, November 3 (In-Person Only)</b>	
8:00am – 12:00pm	New State Ombudsman Orientation <i>(By Invitation Only)</i>
12:00pm – 5:00pm	NASOP/NALLTCO Meetings <i>(By Invitation Only)</i>
2:00pm – 5:00pm	Consumer Voice Governing Board & Leadership Council Meetings <i>(By Invitation Only)</i>
5:00pm – 6:00pm	Consumer Voice Business and Membership Meeting <i>(Open to all Consumer Voice members)</i>
<b>Tuesday, November 4</b>	
8:30am – 10:30am	<b>Welcome Remarks and Opening Plenary</b>  50 Years of Consumer Voice Advocacy
11:00am - 12:15pm	<b>Breakout Sessions</b>
	Team Kentucky: Real Stories, Real Impact – Amplifying Resident Voices  <i>Denise Wells, Executive Director, Nursing Home Ombudsman Agency of the Bluegrass; Jodi Holsclaw, Kentucky Assistant State Long-Term Care Ombudsman; Erika Rhodes-Chism, District Long-Term Care Ombudsman, Catholic Charities of Louisville</i>
	Turndown Your Turnovers: How to Use Recognition to Better Support and Retain Your Staff and Volunteers  <i>Lin Chao, Ombudsman Services Coordinator, Georgia Office of the State Long-Term Care Ombudsman; Diandra Pilar Taylor, Training and Development Manager, Florida Long-Term Care Ombudsman Program</i>
	Bridging the Gap: Improving Dementia Care for Individuals Living at Home or in Assisted Living  <i>Richard Molloy, Executive Director, Long Term Care Community Coalition; Hayley Cronquist, Associate Director, Long Term Care Community Coalition</i>
	Grassroots Advocacy Emerges from the Pandemic: From an Op-Ed to a Statewide Advocacy Organization in Five Years  <i>Richard Moore, Co-Founder, Dignity Alliance Massachusetts; Paul Lanzikos, Co-Founder, Dignity Alliance Massachusetts</i>

12:30pm – 2:30pm	<b>Resident Empowerment Luncheon</b>  Can We Talk? Residents Leaders Roundtable  <i>Ray DiFrancesco and Cindy Napolitan, Nursing Home Residents</i>
3:00pm - 4:15pm	<b>Breakout sessions</b>
	Tales from a Family Caregiver and Ombudsman: If Only They Were All Like You...and What to Do When They're Not  <i>Andrea DuBrow, Family Advocate; Nicole Howell, Director, Direct Care Workforce Development, National Council on Aging</i>
	No Time to Wait: Improving Nursing Home Quality Through Practice and Policy  <i>Jennifer Baker, Policy Director, Moving Forward Coalition; Mairead Painter, Connecticut State Long-Term Care Ombudsman</i>
	It Takes Two to Contract: Feeling Free to Say “No” in Nursing Facilities  <i>Eric Carlson, Director, Long-Term Services and Supports Advocacy, Justice in Aging; Gelila Selassie, Senior Attorney, Justice in Aging</i>
	TBA
4:30 pm - 5:45pm	<b>Breakout sessions</b>
	Empowering Frontline Resilience: Strategies to Support Staff Through Difficult Interactions  <i>Kristin Helfer Koester, Senior Medicare Program Associate, ADvancing States; Nanette Relave, Senior Director, National I&amp;R Support Center, ADvancing States; Sara Tribe Clark, Director, Eldercare Locator, USAging</i>
	Negotiating and Networking for Regulatory Reform  <i>Candace Esham, Founder, Delaware Elder Care Advocacy Coalition</i>
	Improving Law Enforcement’s Response to Residents in LTC Facilities  <i>Lori Mars, Director, Elder Abuse Guide for Law Enforcement, National Center on Elder Abuse; Rachel Tate, Vice President, WISE &amp; Healthy Aging</i>
	TBA
<b>Wednesday, November 5</b>	
8:30am – 10:30am	<b>Plenary</b>  Policy Update – Hot Topics and Advocacy Strategies
11:00am – 12:15pm	<b>Breakout sessions</b>
	AARP Foundation’s Understaffing Litigation in Nursing Facilities and Assisted Living Facilities

	<i>Kelly Bagby, Vice President, AARP Foundation; Maame Gyamfi, Senior Attorney, AARP Foundation</i>
	<p>Stop the Steal of Residents' Civil Rights – Strategies for Preserving Autonomy and Empowering Residents</p> <p><i>Nicole Shannon, Systemic Advocacy Attorney, Michigan Elder Justice Initiative; Alison Hirschel, Director, Michigan Elder Justice Initiative</i></p>
	<p>Making Quality Improvements in LTC Facilities: Amplifying Consumer Voices through the Resident &amp; Family Satisfaction Surveys</p> <p><i>Erin Pettegrew, Deputy Ohio State Long-Term Care Ombudsman; Colleen Ehatt, Lead Quality of Life Research Manager, Vital Research; Jennifer Heston-Mullins, Associate Director of Research &amp; Senior Research Scholar, Scripps Gerontology Center, Miami University</i></p>
	<p>Descriptive Study of CPR-Related Immediate Jeopardy Citations</p> <p><i>Mary Ellen Dellefield, Researcher, University of California, San Francisco</i></p>
	<p><b>LEGAL TRACK:</b> Building Understanding and Empathy When Working with Older Adults</p> <p><i>Elizabeth Halifax, Assistant Professor, University of California, San Francisco; Lesley Clement, Principal, Clement Law Group</i></p> <p>Sessions indicated as <i>Legal Track</i> are geared towards attorneys and those working in the legal field. Content in these sessions is of interest to anyone working on long-term care issues and are open to all attendees.</p>
12:15pm – 1:45pm	Lunch on your own
1:45pm – 3:00pm	<b>Breakout sessions</b>
	<p>Privacy Violations and Abuse Using Social Media: A Hidden Danger in LTC Homes</p> <p><i>Eilon Caspi, Gerontologist and Elder Mistreatment Researcher, Dementia Behavior Consulting, LLC</i></p>
	<p>Meet Your Secret Weapon: Residents</p> <p><i>Gail Smith and Ray DiFrancesco, Nursing home residents; Eliz Speidel, Director of Community Engagement, New Jersey Long-Term Care Ombudsman Program</i></p>
	<p>Turning Missouri's Nursing Home Crisis into an Unstoppable Advocacy Tool: A Case Study for Reform</p> <p><i>Zach Lutz, Senior Researcher, Health Systems, SEIU Healthcare Illinois; Nicole Lynch, Policy and Advocacy Director, VOYCE</i></p>
	<p>Recent Developments in Medicaid HCBS and Assisted Living</p> <p><i>Eric Carlson, Director, Long-Term Services and Supports Advocacy, Justice in Aging; Hannah Diamond, Policy Advocate, Justice in Aging</i></p>

	<b>LEGAL TRACK:</b> Staffing to Acuity and Facility Assessment
3:30pm – 4:45pm	<b>Breakout sessions</b>
	Voluntary Advocacy: Alarming Trends in the LTC Ombudsman Program <i>Paul Lingamfelter, Policy Advisor, AARP; Brendan Flinn, Director of Long-Term Services and Supports, AARP</i>
	Rights Based Dementia Care <i>Jennifer Carson, Clinicial Associate Professor, Director, Dementia Engagement, Education and Research Program, University of Nevada, Reno</i>
	Lessons Learned in Disaster Preparedness from the Southern California Fires <i>Rachel Tate, Vice President, WISE &amp; Healthy Aging</i>
	<b>LEGAL TRACK:</b> Efforts to Avoid Liability: Strategies for Assessing Corporate Structure and Financial Viability <i>Ed Dudensing, Founder and Lead Counsel, Dudensing Law</i>
	TBA
5:00pm – 6:00pm	<b>Taking it to the Hill! Prep Session (In-person Only)</b>  Make your voice heard! Get expert tips on how to approach discussing long-term care issues with your members of Congress. You'll leave the session confident and ready for your meetings the next day with your members of Congress.
6:30pm – 10:00pm	<b>50<sup>th</sup> Anniversary Party (In-person only)</b>  Join us for a celebration honoring Consumer Voice's 50th Anniversary. Enjoy food, music, and memories as we toast five decades of impact and look ahead to the future!
<b>Thursday, November 6 (In-Person only)</b>	
10:00am – 12:00pm	<b>Hill Day &amp; Closing Plenary</b>  Getting to Quality Nursing Home Care: Recommendations for Federal Action
12:00pm	Appointments with your Members of Congress

*Agenda is preliminary and subject to change.*