

2020 NCAOA State Aging Conference



*The North Carolina Association on Aging will hold its **Annual State Aging Training Conference on Thursday, March 5 – Friday, March 6, 2020** at the Hotel Ballast in Wilmington, North Carolina.*

The NCAOA Annual Training Conference is an excellent opportunity to network with a concentrated, yet diverse number of aging professionals and volunteers. **The NCAOA Training Conference is the only state-wide aging conference in North Carolina.** More than 200+ persons are expected to attend, making our conference large enough for quality, but small enough for good interaction among participants.



2020 NCAOA CONFERENCE AT A GLANCE

Thursday, March 5

8:30 a.m. – 10:00 a.m.	Registration Desk and Exhibit Hall Open
10:00 a.m. – 11:30 a.m.	Opening Session with Brad Allen
11:30 a.m. – 12:30 p.m.	Lunch North Carolina Senior Center Alliance Business Meeting Meals on Wheels Association of North Carolina Business Meeting
12:30 p.m. – 1:45 p.m.	Concurrent Workshops A
1:45 p.m. – 2:00 p.m.	Break
2:00 p.m. – 3:15 p.m.	Concurrent Workshops B
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. – 4:45 p.m.	Concurrent Workshops C
4:45 p.m. – 6:45 p.m.	NCAOA Networking Reception and Silent Auction (Dinner on Your Own)

Friday, March 6

7:30 a.m. – 8:30 a.m.	Breakfast
8:30 a.m. – 9:30 a.m.	General Session with Bob Blancato & Susan C. Reinhard
9:30 a.m. – 9:45 a.m.	Break
9:45 a.m. – 11:00 a.m.	Concurrent Workshops D
11:00 a.m. – 11:15 a.m.	Break
11:15 a.m. – 12:30 p.m.	Concurrent Workshops E
12:30 p.m. – 1:45 p.m.	Excellence in Aging Awards Luncheon, Conference Closing

Conference Opening Keynote

Thursday, March 5, 2020

GREGORY B. (BRAD) ALLEN



Mr. Allen is the President and Executive Director of North Carolina Senior Games, Inc., a statewide health promotion and wellness program for persons 50 years of age and better. NCSG provides health promotion programs via 52 Local Senior Games, serving all 100 counties in North Carolina through athletics, the SilverArts, Cheerleaders and the Silver Striders statewide walking program.

Brad has been a part of the Aging Network in North Carolina for over twenty-two (22) years. He was the Area Agency on Aging (AAA) Administrator at the Lumber River Council of Governments, serving the older adults in Region N in the southeastern part of the state of North Carolina. Before serving as AAA Director in Region N, he worked as a nutrition service provider for older persons and was a Local Senior Games Coordinator for a number of years. In addition, Brad served two terms as a member of the NC Legislative Study Commission on Aging, a body which studied aging-related issues and made recommendations to the General Assembly and the Governor.

He currently serves on the Boards of Directors of the National Senior Games Association (NSGA) and the North Carolina Association on Aging (NCAOA).

Brad also has expertise as a game official, having worked several sports over the course of thirty years at the youth, high school, collegiate and professional levels.

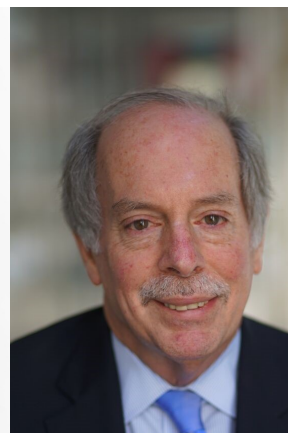
He is a frequent speaker on the topics of community empowerment, sports officiating, health and wellness, advocacy and older adults and non-profit management. A native of Lumberton, NC, he resides there with his wife Twilla and daughter, Abigail (7).

Conference General Session

Friday, March 6, 2020

Robert "Bob" Blancato, President, Matz, Blancato and Associates

Susan C. Reinhard, RN, PhD, FAAN, Senior Vice President and Director, AARP Public Policy Institute & Chief Strategist, Center to Champion Nursing in America



Conference Workshops

Thursday, March 5, 2020

12:30 p.m. – 1:45 p.m. Concurrent Workshops A

1) Engaging Communities: Challenges and Triumphs

This session will discuss the pragmatics of engaging communities to implement a post-acute transitional care model for improving care by facilitating collaboration among health care and community-based partners. Presenters will share lessons learned, helpful hints and tips for successful implementation as well as discuss the benefits of and how to engage and collaborate with community-based resources.

Presented by: Sylvia Coleman, RN, BSN, MPH, CLNC, Director of Implementation for the COMPASS Study, Wake Forest Baptist Medical Center; Barbara Lutz, PhD, Rn, Crrn, Phna-Bc, Faha, Fnap, Faan, McNeill Distinguished Professor, School of Nursing, University of North Carolina – Wilmington; Laura Plunkett, Health Promotion Coordinator, Piedmont Triad Regional Council Area Agency on Aging

2) Home Invasion Prevention

While home security isn't always a fun topic, protecting your home and family brings peace of mind. There are steps you can take to keep you, your family, and your property safe. This session will discuss prevention steps to avoid home invasion and what to do in the event of an actual home invasion.

Presented by: Angie Gregg, West Regional Director, North Carolina Baptist Aging Ministry; Anita Davie, Far West Regional Director, North Carolina Baptist Aging Ministry

3) Dementia 201: Beyond the Basics

This presentation provides information on sections of the brain and their function. Discuss Dementia & symptoms that correlate with the sections of the brain. The objectives of the program are: develop understanding of types of Dementia and symptoms, discuss Brain Anatomy and Dementia, Discuss Amyloid plaque, Tau tangles, Lewy Bodies and TDP -43, present the correlation between Brain Anatomy and Dementia types, Provide information on Brain Health and Healthy living to sustain brain health.

Presented by: Karen Phoenix, Western Piedmont Council Of Governments

4) Food Insecurity: Increasing Awareness by Local Providers and Connecting Food Insecure Older Adults to Community Resources / Jeopardy: Nutrition!

With North Carolina ranking 5th highest state for senior food insecurity in the US, our 2019 partnership focused on connecting older adults to community resources in eastern NC. Our goal of this project was to reduce the incident of food insecurity and malnutrition through training of community and healthcare providers to ask validated screening questions and provide up-to-date local resource lists. Results of the 2019 project will be presented as well discuss 2020 statewide implementation. Jeopardy: Nutrition! Think you know the Nutrition Standards of the Home Care and Community Block Grant? Join us in a fun, friendly game of Jeopardy!

Presented by: Audrey Edmisten, NCDAAS; Kathryn Sayre, Outreach Service Coordinator, Instructor, University of North Carolina at Chapel Hill; Amanda Holliday, Assistant Professor, University of North Carolina at Chapel Hill; Kimberly Strong, President, Meals on Wheels of North Carolina

1) Innovative Housing Solutions - Five Points Tiny Home Community

We will cover an innovative solution to an all too common problem. With a lack of affordable housing, and many barriers for older adults, COMPASS is addressing the issue of homelessness with an innovative tiny house project in our region and we hope to inspire you and your organization to do the same in your community.

Presented by: Mary Marlin, Aging Program Director, Upper Coastal Plain Council of Governments Area Agency on Aging; Rebecca Stapleton, Senior Community Service Employment Program Coordinator, Upper Coastal Plain Council of Governments Area Agency on Aging

2) Grief and Healing for Professionals

Coping with the loss of someone you care for is one of life's biggest challenges. Normal reactions to significant loss can feel overwhelming. While there is no right or wrong way to grieve, there are healthy ways to cope with the pain. Most of us learn skills, methods and theories for helping our clients, but not for helping ourselves or our staff. We will share information to help us ease the sadness and come to terms with pain of loss of those we care for in our professional lives.

Presented by: Tamyra Jovel, Family Caregiver Resource Specialist, Mid-East Commission Area Agency on Aging; Charmaine Hardison, Director, Martin County Adult and Aging Services

3) Learn how your clients can have a clear vision for 2020 and beyond in the Medicare world

Original Medicare - Part A & B, Medicare Supplements, Medicare Advantage, Prescription Drug Plans, vision and dental. Your clients are inundated with information about these products, plans and the companies that sale them. What are innovative benefits? Is the opioid crisis ever going to end? How can we, together; fight Medicare Fraud? Where are those donut holes? Learn how to clean up the alphabet soup and best assist your clients. Let SHIIP/NCSMP clear the blurred lines.

Presented by: Kevin Robertson, NCSMP Program Director, NC Department of Insurance/SHIIP/NCSMP; Barbara Pope, SHIIP Southeast Regional Manager, NC Department of Insurance/SHIIP

4) MySeniorCenter training

For all MySeniorCenter users! Web-based training is great and all, but there's nothing like an in-person training. We'll cover the full product, show you some tricks and highlight some new things you may not be aware of. Oh, and we'll have some fun while we're at it.

Presented by: Chris Hamilton, President, MySeniorCenter

1) Supporting Inclusive Senior Centers for Spanish-Speaking Older Adults: Lessons Learned from a North Carolina Senior Center

This presentation will reflect on a study conducted focused on everyday practices and community relationships among staff and Spanish-speaking seniors at a North Carolina senior center. Pulling from observations, interviews, and group activities, the presentation will offer lessons learned about inclusive practices, impactful senior center programs, and everyday doings that facilitated or impeded inclusion in senior center programming and aging services for Spanish speaking seniors.

Presented by: Ryan Lavalley, Post Doctoral Research Associate, University of North Carolina at Chapel Hill

2) One Hope: A Spiritual Response to Isolation and Loneliness

North Carolina Baptist Aging Ministry's "One Hope" outreach trains volunteers and connects them with older adults suffering from social isolation and loneliness. The outreach includes the "NCBAM Hope Line" – a toll-free line where volunteers engage with callers and refer additional needs to NCBAM's Call Center which provides I&R services and connections to volunteers. The "One Hope" outreach also trains churches to create their own "Hope Line" and to develop community-based programs.

Presented by: Sandy Gregory, Ministry Director, North Carolina Baptist Aging Ministry; Whitney Brooks, Nationally Board-Certified Health Coach, Grace, Wit & Wonder; Samantha Allred, North Central Regional Director, North Carolina Baptist Aging Ministry

3) Jump Into Private Pay to Expand Services For All

Grants, donations and funds may be shrinking but the private pay market is growing. Are you limiting who you can serve with limited funding? Stop limiting and start expanding. Learn ways your agency can reduce waiting lists for services by expanding into private pay services from falls prevention to home delivered meals to trips and much more.

Presented by: Richard Zeck, Executive Director, Pitt County Council on Aging

4) Advocacy 101

Building a positive relationship with elected officials and community stakeholders is one of the best ways to strengthen local, state and national support for your program. Where does one start? In this workshop we will discuss the differences in advocacy and education, learn more about the process of educating and building a positive relationship with elected officials, and share examples of best practices.

Presented by: Stacy Friesland, Foster Grandparent Program Manager, Land of Sky Regional Council

Friday, March 6, 2020

9:45 a.m. – 11:00 a.m. Concurrent Workshops D

1) Elder Fraud Prevention and Remediation: Leveraging Resources to Improve Outcomes

Older adults are the leading victims of fraud, yet few think they would fall victim to investment fraud. Find out how scammers con us out of life savings, how to recognize & avoid possible investment scams yourself, as a caregiver, & as a service provider. This seminar will provide concrete guidance on what to do when suspicions arise--or worse. Information also will be presented on the Advance Health Care Directive Registry, as well as how to avoid & report counterfeit drugs & more.

Presented by: Ann Elmore, Agency Legal Specialist, NC Department of the Secretary of State

2) Platonic Love! Win the Hearts of Decision Makers through Impact and Outcome Measuring

In 2016, Davidson County Senior Services embarked on a two-year project of surveying service recipients to examine consumers being served, service needs or gaps and the impact of services received. This presentation reveals the steps taken to initiate and implement surveying, data collected and how it is being used to educate decision makers and gain support for aging services.

Presented by: Thessia Everhart-Roberts, Senior Services Director, Davidson County Senior Services; Christie Smith, Senior Center Manager, Davidson County Senior Services

3) Senior Leadership Personified

Aging professionals know that older adults have valuable life skills, experiences, and perspectives. Project EngAGE and the Ambassador Program were created to harness the innate leadership of older adults. In this session, participants will learn how to recruit and train a diverse group of senior leaders who are empowered to affect change county-wide. Stephen Covey said "What you do has far greater impact than what you say." The graduates of these programs are senior leadership personified.

Presented by: Shenae McPherson, Volunteer Connect 55+ Administrator, Orange County Department on Aging; Melissa Hunter, Social Worker/Programming Specialist, Orange County Department on Aging; Dennis Streets, Executive Director, Chatham County Council on Aging

4) All Aboard! Volunteer Onboarding Made Easy

Volunteers are the key to successful senior center operations. This workshop helps you learn how to orient and retain volunteers in an easy to handle way for staff. This presentation will show participants how to make onboarding volunteers easy and effective! You will learn how to identify potential pitfalls, plan for overcoming typical volunteer experience failures, and successful management of new volunteers to create a welcoming and exciting volunteer experience.

Presented by: Billie Lister, Senior Center Director, Watauga County Project on Aging

1) Secrets of Winning Grant Proposals: Show Me the Money!

There is money out there to help you expand or augment your services to seniors, persons with disabilities and their caregivers. The problem is finding the money and submitting a winning proposal. Where do you look for grant opportunities? Why haven't your previous grant requests been successful? This session will tell you where to look for funding opportunities, what to apply for, what to decline, and secrets for submitting a winning grant proposal. You will walk away with an action plan.

Presented by: Evelyn Smith, Aging Program Planner, Piedmont Triad Regional Council Area Agency on Aging

2) Older Adult Suicides: What You Should Know and What You Can Do

The Centers for Disease Control reports a recent increase in older adult suicides. Multiple factors may be influencing this increase. Declining health and chronic disease issues contribute to the number of rational suicides. However, adverse socioeconomic conditions and increasing social isolation may be influencing a new concept in public health called suicides of despair. As a result of attending, participants will be able to use the information provided to recognize signs and intervene.

Presented by: Andrea Jones, Associate Professor of Social Work, University of North Carolina Wilmington

3) Reshaping Caregiving: Data, Success, and Supports for Non-Traditional Caregivers / What About Our LGBTQ+ Seniors?

Today's family caregivers come from diverse backgrounds, each with their own unique story. In this session we will explore through data, research, case studies, and success stories how the mold of the "traditional" caregiver is evolving. We will discuss caregivers from demographics such as: male caregivers, LGBT caregivers, millennial caregivers, and working caregivers. This session will explore the impact of continuing social and political discrimination against and devaluation of LGBTQ+ persons and how that leads to increased isolation and vulnerability. Discussion will address the lack of understanding, awareness, and acceptance of LGBTQ+ concerns and issues among service providers. It will also explore specific examples of actions taken by individuals and organizations to create safe places for LGBTQ+ elders to express themselves with integrity.

Presented by: Laura Jane Ward, Family Caregiver Support Program Consultant, DHHS; Joseph Wheeler, SAGE Coordinator, SAGE Raleigh; Sharon Kilpatrick, Geriatric Care Manager, Self-Employed; Anne Arndt, Licensed Social Worker, Retired

4) Dementia Friendly Business-How to help businesses engage those living with dementia

The goal of the DFB campaign is to raise awareness of dementia for businesses. Through biennial training and routine consultation, Orange County has more than 100 Dementia Friendly Partner organizations to date. This presentation will outline the methods, successes, and challenges associated with implementing this Dementia Friendly Business campaign. Participants will learn the elements of dementia friendly/capable communities and strategies for educating community organizations.

Presented by: Marie Dagger, MS, OTR/L, Occupational Therapist, Orange County Department on Aging; Lisa Filla-Meinert, Program Coordinator, Care Partner Collaborative, Orange County Department on Aging

Additional Conference Events

NCAOA Networking Reception & Silent Auction

(Music, Hors d'oeuvres, Beverages, Silent Auction and Attendee Networking to Kick Off the Conference)

Thursday, March 5

4:45 PM to 6:45 PM

(Dinner on Your Own)

Call for Auction Items

- NCAOA Silent Auction -

From "Murphy to Manteo" and Everywhere in Between

Please consider bringing an item to the conference to be auctioned – all proceeds go to NCAOA to further the advancement of our efforts to serve as an advocate and support organization for older adults, service providers and associated organizations throughout North Carolina.

The items that are most well received are items that represent a local "treasure" from your community (i.e. Sanford and Seagrove Pottery, High Country Baskets, etc.)

The Silent Auction will be held during the Thursday Evening Networking Reception

Thank you!

The 2020 NCAOA Excellence in the Field of Aging Awards

We are now accepting nominations for the Excellence in the Field of Aging Awards. Awards Categories:

Shining Star Award

This award honors an **employee** for the quality of direct service they provide to older adults in their community. Candidates must be front line service delivery workers.

Guiding Star Award

This award honors a **supervisor** or manager for quality supervisory skills in the management of programs and staff they provide that benefit older adults. This award recognizes their ability to supervise and motivate staff as they provide quality work in their community.

Rising Star

This award honors a **rising star employee** with three or fewer years of work experience in the aging network. This award recognizes their ability to take on leadership roles and an interest in the future of their organization and the field of aging.

Rock Star Award

This award honors a **Chief Executive/Administrative Officer** for the quality of leadership and organizational management they provide to their organization and to the aging network. Candidates must have significant year (candidate is preferred to have 5 plus years of work experience) as a Chief Executive or Administrative Officer with their organization.

Reaching for the Stars – Innovative Program Award

This award honors an **agency or organization** that has an innovative and creative program that is working to enrich the lives of older adults. We are looking for programs that are creative but effective in enhancing the lives of older adults.

Visit NCAOA.org for a nomination form. Please submit nominations by Friday, Feb. 7

Conference Registration Options

All Conference Attendees Must Register Online. Once registration is complete, a confirmation will be sent via email. If you are paying by check, please include a copy of the online confirmation for all your registered attendees and mail to the address below.

Register Online	Complete the Online Form and Mail Payment to:
http://bit.ly/ncaoa2020	NCAOA, PO Box 10341, Raleigh, NC 27605-0341

Conference Registration Options:

Full Conference Registration	\$195.00 members	\$245.00 non-members
Conference Day Rate	\$145.00 members	\$170.00 non-members

Additional Registration Types:

Presenter Registration attending Full Conference	\$170.00 (Full Conference)	\$145.00 (Day Rate)
Senior (Not Employed with an Agency)	\$145.00 (Full Conference)	\$120.00 (Day Rate)
Student Registration attending Full conference (Not Employed with an Agency)	\$95.00 (Full Conference)	\$70.00 (Day Rate)

Extra Thursday Evening Networking Reception Ticket (for guest): \$35.00 (Please Note: The Networking Reception is Included in the Full Conference Registration).

Payment Options: Credit Card via PayPal Online on Mail in Check

*If your online registration is submitted successfully, you will receive an email confirmation. Please include a copy of this online confirmation form with payment.

Cancellation Policy: Refund of half your registration fee will be made if written notice of cancellation is postmarked by February 19, 2020.

Please visit ncaoa.org for an active membership listing and to become a member.

Hotel Reservation Information (We Recommend You Make Reservations As Soon As Possible):

The HiltonLink you requested is now ready for use. Simply copy and paste the URL below into your browser to access the exclusive rates available for this group:

Booking Link:

https://secure3.hilton.com/en_US/up/reservation/book.htm?inputModule=HOTEL&ctyhocn=ILMWRUP&spec_plan=AGG&arrival=20200304&departure=20200306&cid=OM,WW,HILTONLINK,EN,DirectLink&fromId=HILTONLINKDIRECT

Please note, the entire URL must be copied and pasted for it to work properly.

Hotel: Hotel Ballast Wilmington, Tapestry Collection by Hilton

Group Name: NC AGING CONFERENCE

Arrival Date: 04-Mar-2020

Departure Date: 06-Mar-2020

Please contact Nina Walters with any questions at nina@streamlinedbusiness.com.