

# 2019 NCAOA State Aging Conference



**SAVE *the* DATE**

**March 14 & 15**  
**2019**  
Biltmore Estate  
— Asheville, NC —

North Carolina  
Association on Aging  
**STATE AGING  
CONFERENCE**  
North Carolina's premiere  
annual aging conference

— **REGISTRATION BEGINS JANUARY 2019** —

**FOR MORE INFORMATION VISIT [NCAOA.ORG](http://NCAOA.ORG)**

NORTH CAROLINA ASSOCIATION ON AGING | [WWW.NCOA.ORG](http://WWW.NCOA.ORG)

The North Carolina Association on Aging will hold its **Annual State Aging Training Conference on Thursday March 14 through Friday, March 15, 2019** at the New Amherst Deerpark Event Center on the Grounds of the Biltmore Estate in Asheville, NC.

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 now 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.

Also, for this year, NCAOA in partnership with the North Carolina Senior Center Alliance and the North Carolina Division of Aging and Adult Services will host the **2019 Leadership Symposium**. This event will be held prior to the start of the NCAOA conference on Wednesday, March 13 from 8:30 am to 5:00 pm (times to be confirmed). The symposium is for graduates of the Ann Johnson Senior Center Leadership Institute. Graduates are from Senior Centers, Departments on Aging and AAAs. The Symposium is a one-day event that invites all the graduates back for additional training and networking. The Symposium will also be held at the New Amherst event center on the grounds of the Biltmore Estate in Asheville, NC. NCAOA has created a discounted rate for those who plan to attend the Symposium in addition to attending the Full NCAOA Conference.



## 2019 NCAOA CONFERENCE AT A GLANCE

### Wednesday, March 13

8:30 a.m. – 5:00 p.m. Leadership Symposium (For Graduates of the Ann Johnson Senior Center Leadership Institute – Separate Registration Cost)

### Thursday, March 14

8:00 a.m. – 9:30 a.m. North Carolina Senior Center Alliance Business Meeting  
8:00 a.m. – 9:30 a.m. Meals on Wheels Association of North Carolina Business Meeting

8:30 a.m. – 10:00 a.m. Registration Desk and Exhibit Hall Open

10:00 a.m. – 11:30 a.m. Opening Session

11:30 a.m. – 12:30 p.m. Lunch

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. – 7:00 p.m. NCAOA Networking Reception

### Friday, March 15

7:30 a.m. – 8:30 a.m. Breakfast

8:30 a.m. – 9:30 a.m. General Session with Bob Blancato and Senior Panelists

9:30 a.m. – 10:45 a.m. Concurrent Workshops D

10:45 a.m. – 11:00 a.m. Break

11:00 a.m. – 12:15 p.m. Concurrent Workshops E

12:30 p.m. – 1:45 p.m. Excellence in Aging Awards Luncheon and Conference Closing

2:00 p.m. – 3:00 p.m. NCAOA Board of Directors Meeting

# Conference Workshops

Thursday, March 14, 2019

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

## 1) The Future of Senior Centers in NC, What's on the Horizon?

This presentation will challenge attendees to explore new approaches for transiting senior centers to engage baby boomers while continuing to address the needs of current users. Topics covered include, Stand-alone vs. Integrated facilities, attracting Boomers, special accommodations, and envisioning the future Active-Aging Center.

Presented by: Leslee Breen, North Carolina Division of Aging and Adult Services

## 2) PACE Overview / Alternate Funding Stream for Dually Licensed Adult Day Care and Day Health Programs

PACE (Programs of All-inclusive Care for the Elderly) is growing in North Carolina! This presentation will give an overview of PACE programs in North Carolina as well as introduce the PACE model and Philosophy. As funding continues to remain flat for Adult Day Care and Day Health programs there is an ever growing need to look for ways to diversify funding. Life Enrichment and Friendship (LEAF) Center Adult Day Care and Day Health program has partnered with PACE of the Triad to become for the first PACE Alternative Care Setting in the state of North Carolina. This session will cover the implementation process, operational strategies, and the financial benefits of adding an Alternative Care Setting.

**Presented by:** Adria Smith, Quality and Informatics Coordinator, PACE of the Triad; Ellen Smith, Staff Development & Special Projects Coordinator, PACE of the Triad; Asheley Cooper, Director of Adult Day Services, Life Enrichment and Friendship (LEAF) Center; Ursula Robinson, Executive Director, PACE of the Triad

## 3) Counterbalancing Non-Profit Work/Life Stress

Presented by: Audie Cashion, Speaker, Business Coach and Certified ONE Thing Trainer

## 4) Opioids and Older Adults

This presentation will provide a general overview of what opioids are, and how they are derived. The presentation will also discuss how the opioid epidemic is affecting older adults from several different perspectives. These are:

1. Grandparents raising grandchildren because adult children are opioid dependent and/or incarcerated due to their opioid dependency and unable to care for their children
2. How older adults are misusing prescribed opioids, often by accident
3. Opioid related deaths in relation to older adults
4. Opioid related suicide amongst older adults
5. How older adults may be selling their opioid prescriptions to supplement their fixed incomes

6. How older adults' metabolize opioid medication differently than younger persons based on biological changes
7. How older adults are having their prescription opioids taken by family- Lock Your Meds campaign reference

Presented by: Heather G. Carter, MA, Adult Day Care/Adult Day Health Specialist, Division of Aging and Adult Services; Chris Campau, Director of Scholastic Recovery, Addiction Professionals of North Carolina

### **5) More Than a Meal**

This panel presentation will share a variety of "added value" programs implemented by home delivered meals providers that help seniors maintain their independence, combat social isolation and demonstrate that Meals on Wheels really is "More Than a Meal."

Presented by: Ashlyn Martin, Assistant Director of Home and Community Based Services, Senior Resources of Guilford; Gale Adland, Executive Director, Meals on Wheels Durham; Kimberly Strong, Executive Director, Cabarrus Meals on Wheels

## **2:00 p.m. – 3:15 p.m. Concurrent Workshops B**

### **1) Coordination and Accountability Among Aging Services Providers**

The Buncombe County Aging Coordinating Consortium (ACC) provides a structure for agencies, organizations and individuals to work together to plan, promote community awareness, and advocate for support for services for the older adults of Buncombe County. The ACC serves older adults by creating and implementing the Buncombe County Aging Plan. The 2018-2022 Aging Plan introduced Results Based Accountability (RBA) as a way to document the impact of funded programs on the Aging Plan goals.

Presented by: Alison Climo, Coordinator, Buncombe County Aging Plan, Buncombe County Aging Coordinating Consortium

### **2) Senior Nutrition Program Trends and Impact / Food Insecurity: Increasing Awareness**

North Carolina has the second-highest rate of senior hunger in the nation. Senior nutrition programs are well positioned to provide critical nutrition and social support services that enable older adults to successfully age in their community. Investments in and partnerships with local meals programs can effectively decrease negative health outcomes for seniors. Learn about emerging senior nutrition program trends and collaborations designed to strengthen your local impact.

Presented by: Audrey Edmisten, Aging Program Specialist, NCDAAAS; Kathryn Sayre, Outreach Services Coordinator, Instructor, The University of North Carolina at Chapel Hill

### **3) Moneyball and Senior Centers**

How many of the available Seniors in your market are you reaching? What programs are most effective in drawing the most Seniors? Are you reaching the different demographic slices in your community (ethnicity, age, income, etc)? Have Boomers changed the way you operate? Is lunch still worth serving? We'll tackle these questions, have fun doing it and provide some predictions for the future of Senior Centers.

Presented by: Chris Hamilton, President, MySeniorCenter

### **4) Halt In the Name of the Law! - Preventing & Curing Financial Exploitation**

One of the greatest risks to older adults is being taken advantage of by unscrupulous caregivers and family members at a time when they are most vulnerable. N.C. recently enacted new, expanded legislation to help prevent financial exploitation before it happens and hold offenders accountable if/when it does. Brian Lawler and Heather Goldstein will guide you through the tools necessary to protect against financial exploitation and what you can do if it happens to you or someone you know.

Presented by: Brian Lawler, Elder Law Attorney, The Van Winkle Law Firm; Heather Goldstein, Elder Law Attorney, The Van Winkle Law Firm

### **5) Embedding Community-Based Evidence-Based Falls Prevention Programs into an Accountable Care Organization Case-Management System in Western NC**

Falls are the leading cause of injury death for individuals 65+. Community based evidence-based falls prevention programs have the potential to create significant health care savings and improve the length and quality of life for older adults. We will discuss the North Carolina Center for Health & Wellness' unique partnership with Mission Health Partners (ACO) and regional Area Agencies on Aging, our efforts to develop a falls risk intervention pathway, and the lessons learned thus far.

Presented by: Ellen Bailey, Falls Prevention Program Manager, North Carolina Center for Health & Wellness; Katie Bartholomew, Manager Clinical Operations, Mission Health Partners

### 1) NC Storm of Record: Hurricane Florence and How we are Preparing for the Next One

Hurricane Florence became the storm of record for North Carolina after causing more than 17 billion dollars worth of damage, more than hurricanes Matthew and Floyd combined. For people serving the elderly and those with disabilities, what did this mean, and how are we preparing for the next storm? Come and learn about what you can do to prepare your agency/organization to continue to serve your clients during and after a disaster, and also how the state of North Carolina is preparing.

**Presented by:** Sheri Badger, Disability Integration Specialist, Human Services Branch, North Carolina Emergency Management; Kimberly Clement, Program Manager, Healthcare Preparedness Program, Office of Emergency Medical Services, NC DHHS

### 2) Finding Your Place in North Carolina's Dementia Friendly / Dementia Capable Efforts

Finding Your Place in North Carolina's Dementia Friendly / Dementia Capable Efforts

Short Description (for conference registration packet): Communities across the state, the country, and the world are becoming Dementia Friendly. What does this mean and how might it impact your organization? Does your community have an effort in the works? North Carolina is also furthering 33 recommendations to make the state more Dementia Capable, come find out how you can get involved, innovative practices already underway, and what the plan hopes to accomplish for our citizens with dementia, their caregivers, and the professionals who serve them.

Presented by: Alicia Blater, MS, APR, Dementia Services Coordinator, Lifespan Respite Project Director, NC Division of Aging and Adult Services

### 3) Getting There Together: Mobility Management Strategies

Transportation is a lifeline for older adults and individuals with disabilities, and a critical component of livable communities. This session will explore strategies to improve transportation access for older adults and people with disabilities, including: a one call- one click center, Walk-Audits to evaluate accessibility of bus stops, transportation education for older adults, and Aging & Disability Sensitivity/ADA Training for transit drivers.

**Presented by:** Katie Kutcher, Aging Programs Coordinator, Centralina Area Agency on Aging; Natalie Tunney, Aging Specialist, Centralina Area Agency on Aging

### 4) Meals on Wheels Services: Addressing Social Isolation through Socialization

Social isolation is a growing concern among the senior population with increasing evidence surrounding its serious consequences for health. For many socially isolated seniors who are homebound, Meals on Wheels programs provide critical opportunities for social interaction. We will discuss the prevalence of social isolation and loneliness among seniors across the country and in North Carolina; and outline predictors of isolation and various approaches MOW providers take to address this issue.

Presented by: Elise Hernandez, Research and Analytics Manager, Meals on Wheels America



**Friday, March 15, 2019**

**9:30 a.m. – 10:45 a.m. Concurrent Workshops D**

### **1) 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

### **2) Congregate Programming for Today's Seniors**

Tired of playing BINGO? This workshop will share ideas for programs that will keep your congregate nutrition site vibrant and relevant for today's seniors. This workshop will offer a fun, interactive approach to customizing games for your participants using multiple skill functions such as memory, listening and teamwork.

Presented by: Yveline Buford, Congregate Nutrition Site Manager, Senior Services, Inc.

### **3) Assisting Vulnerable Senior Populations by Helping Them Increase Financial Stability**

Many seniors live on fixed incomes with little opportunity to increase savings or income. Revenue increases often do not keep pace with inflation while expenses increase due to issues such as deteriorating health. Many seniors are outliving their savings while others spend money on services of dubious value. Strategies need to be developed to assist seniors to select benefits for best value at lowest cost. This presentation will review best practices to improve benefit selection.

Presented by: John Wingerter, Director, Insurance Services, Council on Aging of Buncombe County. Inc.

### **4) Healthy for Life: Bridging Community Health Care through Community Partnerships**

Americans are living longer but not necessarily healthier. Social isolation and chronic disease are contributing to poor health outcomes, increased falls risk and loss of independence. The YMCA of WNC is working with clinical and community partnerships to lead the transformation of health and health care from a system largely focused on episodic care to a collaborative community approach that elevates well-being, prevention and health for older adults to live rich and healthy lives.

Presented by: Diane Saccone, Director, Healthy Aging Initiatives, YMCA of Western North Carolina

## 11:00 a.m. – 12:15 p.m. Concurrent Workshops E

### 1) A+: Making the Grade on Compassion Fatigue

A presentation on Compassion Fatigue designed for Caregiver Services and Frontline Workers to bring Awareness to symptoms, help them Acknowledge their feelings, and guide them in taking Action toward self-care. Attendees will leave with tools to assess fatigue level and steps to take toward Compassion Satisfaction.

Presented by: Melanie Beeson, Call Center Director, North Carolina Baptist Aging Ministry

### 2) Asheville Terrace Community Health Worker Project- Building Social Capital for Health and Wellness in Senior Housing

A team of residents from low-income senior housing trained as Community Health Workers. The team acquired clinical resources for on-site interventions and health education, developed volunteer opportunities for neighbors to address community needs, and provided friendly visits for emotional wellbeing. Throughout the project, Housing Authority staff expressed support for initiatives. Successes: ongoing engagement of more than 24% of the community, 87% in at least one activity.

Presented by: Stephanie Stewart, Aging Program Specialist, AAA at Land of Sky Regional Council

### 3) Innovative Intergenerational Programming with Senior Centers and 3rd Graders

The West Hickory Senior Center has partnered with Banoak Elementary School to provide a Pen Pal Program for their 3rd Graders. Seniors exchange letters with students and attend a party in May at the senior center. AAA staff and Senior Center staff met with the students at their school to complete a modified version of Aging Sensitivity Training. This training helped students understand their Pen Pal Friends. Discover why intergenerational programs have been key to bridging the generational gap.

Presented by: Vickie Blevins, Director, Catawba Council on Aging; Sarah Stamey, Aging Specialist, Western Piedmont Area Agency on Aging

### 4) Enhancing Personal Safety During Home Visits

Staff who make home assessment visits for community-based service programs have a strong interest in enhancing their personal safety during home visits. When Triangle J AAA discovered that key providers across the region did not have home safety policies and procedures in place and were not offering ongoing training to staff, TJAAA developed a half day workshop that drew a maximum capacity crowd from seven counties. This session will provide tips and tools for creating successful workshops.

Presented by: Martha Grove Hipskind, Coordinator, Wake Community Resource Connections, Triangle J Area Agency on Aging



# Additional Conference Events

## *NCAOA Networking Reception*

(Music, Small Plates, Beverages, and Attendee Networking to Kick Off the Conference)

Thursday, March 14<sup>th</sup>

4:45 PM to 6:45 PM

## *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 2019 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 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** 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](http://NCAOA.org) for a nomination form. Please submit nominations by February 22<sup>nd</sup>**

# 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.

<b>Register Online</b>	<b>Complete the Online Form and Mail Payment to:</b>
<a href="https://conta.cc/2CKsZkP">https://conta.cc/2CKsZkP</a>	NCAOA, PO Box 10341, Raleigh, NC 27605-0341

## **Leadership Symposium Registration (Wednesday, March 13 - For AJI Graduates Only):**

Leadership Symposium Registration	\$85.00
Leadership Symposium and NCAOA Conference	\$250.00 NCAOA members \$300.00 non-NCAOA members

(Plan to Attend Both Events? We have Included a Combined Event Discount)

## **Conference Registration Options:**

Full Conference Registration	\$175.00 members	\$225.00 non-members
Conference Day Rate	\$125.00 members	\$150.00 non-members
Presenter Registration attending Full Conference	\$150.00 (Full Conference)	\$125.00 (Day Rate)
Senior (Not Employed with an Agency)	\$125.00 (Full Conference)	\$100.00 (Day Rate)
Student Registration attending full conference (Not Employed with an Agency)	\$75.00 (Full Conference)	\$50.00 (Day Rate)

**Extra Thursday Evening Networking Reception Ticket (for guest):** \$50.00 (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 25, 2019.

Please visit [ncaoa.org](http://ncaoa.org) for an active membership listing and to become a member.

## **Hotel Accommodations will also be on the Biltmore Property, with two options:**

### **The New Village Hotel at the rate of \$139.00 (plus taxes and fees):**

Call 866-336-1245 and say you are with the NCAOA Conference.

**Along with a limited number of rooms at the four-star Inn on Biltmore Estate at the rate of \$189.00 (plus taxes and fees): SOLD OUT**

**Please Note:** The system automatically puts in two nights but if you only plan to stay one night, you will have to click on "Plan Your Stay" found through the link to adjust the dates. **Our Group Block will be open until February 3<sup>rd</sup>.**

**Please contact Nina Walters with any questions at [nina@streamlinedbusiness.com](mailto:nina@streamlinedbusiness.com) or 336-870-9586.**