

# ACUU 2019

## Tuesday, June 11 Workshop Listing

### 11:25 a.m. to 12:35 p.m.

- A-1**      **Live from DC: A Federal Aging Policy Update** - Amy E. Gotwals, Chief, Public Policy and External Affairs, National Association of Area Agencies on Aging
- A-2**      **Innovations in Nutrition - Go & Dine** - Jim Strusienski, Assistant Project Director- Nutrition, Erie County Department of Senior Services; Deborah Ritano, Deputy Commissioner, Albany County Department for Aging and Ryan Gadzo, Research Analyst, Erie County Department of Senior Services
- A-3**      **HCBS “Settings Rule” and the Impact on Adult Day Services** - Madeline S Kennedy, Medicaid Policy Advisor, NYS DOH; Catherine Holmes (invited), NYS OPWDD; Amy Davis, President, New York State Adult Day Services Association and Anne Hill, Executive Director, New York State Adult Day Health Care Council
- A-4**      **Age-Tastic! Evidence Based Health and Wellness 8 week program!** - Jackie Berman, PhD, Deputy Assistant Commissioner, Research and Clinical Services, NYC Department for the Aging and Mebane Powell, LMSW, PhD, Assistant Director of Research, NYC Department for the Aging
- A-5**      **Creating the Livable Communities Legacy** – Colette Phipps, LMSW, CDP, Program Coordinator, Research & Development, Westchester County Department of Senior Programs and Services and Jennifer Schwartz-Crawford, LMSW, ASW-G, CDP, Program Specialist (Aging Services), Westchester County Department of Senior Programs and Services
- A-6**      **Difficult Decisions About Post-Acute Care** - Lynn Rogut, Director, Quality Measurement and Care Transformation, Quality Institute, United Hospital fund and Kristina Ramos-Callan, Program Manager, United Hospital fund
- A-7**      **Ready Seniors! Disaster Preparedness Workshop for Senior Care Providers PART I** – Devin Kerins, Individual & Community Preparedness Officer, FEMA Region II; Jennifer Throwe, Aging Services Program Specialist, Administration for Community Living; Rhonda Schwartz, Aging Services Program Specialist, Administration for Community Living AND Nancy Dingee, Director of the Office for Aging, Schoharie County (*This workshop is a two part workshop; you are strongly encouraged to attend both workshops*)

**1:35 p.m. to 2:45 p.m.**

- B-1**            **Experiences and Outcomes from participating in 2 National Learning Collaboratives** - Nikki Kmicinski, Director of Business Development, New York Integrated Care Collaborative
- B-2**            **The Statewide Elder Abuse Interventions Enhanced Multidisciplinary Team Initiative: What It Means for NYS, Your Community, the Clients You Serve, and You** - Paul Caccamise, Vice President for Program, Lifespan of Greater Rochester; Risa Breckman, LCSW, Executive Director, Weill Cornell Medicine/NYC Elder Abuse Center, Division of Geriatrics and Palliative Medicine; Kellie Engelmeier, BSW, E-MDT Statewide Coordinator, Lifespan of Greater Rochester and Peg Horan, LMSW, Senior Case Consultation Coordinator, Weill Cornell Medicine/NYC Elder Abuse Center
- B-3**            **Using Digital Media in the Age of Information to Drive Advocacy, Improve Engagement, and Increase Program Participation** - Kelly Mateja, Assistant Director of Communications, NYSOFA; Reza Mizbani, Public Information Officers, NYSOFA and Alex Hyatt, Public Information Specialist 2, NYSOFA
- B-4**            **AARP and Age Friendly New York State: Livability for all New Yorkers** - Randy Hoak, Associate State Director, AARP Upstate West and Kat Fisher, Associate State Director, AARP Upstate East
- B-5**            **Using Legal and Financial Planning to Get Care at Home** - Jane-Marie Schaeffer, Esq., Attorney, Herzog Law Firm, Kym Hance, Client Care Services, Herzog Law Firm, Nadia I. Arginteanu, Esq., Trust Counsel, NYSARC Trust Services and Sarah Szewczyk, Director of Marketing, NYSARC Trust Services
- B-6**            **All Aboard !: Joining the Dementia Friendly America Movement** – Dr. Mary Ann Spanos, OFA Director, Chautauqua County and Dana Corwin BSN, RN, Director of Aging Health Services Chautauqua County, NY Connects Coordinator, Chautauqua County New York
- B-7**            **Ready Seniors! Disaster Preparedness Workshop for Senior Care Providers PART II** – Devin Kerins, Individual & Community Preparedness Officer, FEMA Region II; Jennifer Throwe, Aging Services Program Specialist, Administration for Community Living; Rhonda Schwartz, Aging Services Program Specialist, Administration for Community Living AND Nancy Dingee, Director of the Office for Aging, Schoharie County (This workshop is a two part workshop; you are strongly encouraged to attend both workshops)

**3:05 p.m. to 4:15 p.m.**

- C-1**            **Community Partnerships Providing Transportation Services to our Senior Population** - Bill Wagner, (panel facilitator) Director, Getthere Mobility Management programs, Rural Health Network of South Central New York; Lucia Esposito, Aging Services Program Coordinator, Broome County Office for Aging and Tamie MacDonald, Director, Otsego Office for Aging and Bonnie Radley, Coordinator of Aging Services at Delaware County Office for the Aging
- C-2**            **Aging Safely at Home -- What Your Clients and Their Caregivers Need to Know** - Lynda G. Shrager. OTR, MSW, CAPS, President, CEO , At Home For Life and Jane Ginsburg, Executive Director, Alzheimer’s Association, NYS Coalition
- C-3**            **Shedding light on family, friends, and neighbors assisting abused elders** - Leslie Mantrone, LMSW, Helpline Service Specialist, NYC Elder Abuse Center at Weill Cornell Medicine; Philip C. Marshall, Founder, Beyond Brooke – Advancing Elder Justice and Nancy Oatts, Principal, Nancy Oatts Design
- C-4**            **Unlikely Secrets of High Performing Teams** – Aby Straus, President, Maverick & Boutique
- C-5**            **Rural Connections: Cultivating Innovative & Strategic Partnerships** - Mary Moller MSW, CAS, Program Specialist, Center of Excellence for Alzheimer’s Disease at Albany Med; Dr. Gail Wentworth, Professor and Chair Early Childhood & Psychology Dept., SUNY Cobleskill and Ann Thayer, Program Manager , Alzheimer’s Association of NENY
- C-6**            **SHINE with good health – lessons learned from early implementers**– Tianna Pettinger, Aging Services Program Coordinator, New York State Office for the Aging; Carey Skelton, MS MPH RDN CDN, Registered Dietitian, County Office for Aging; David Jordan, Executive Director, Montgomery County Office for Aging, Inc.; Molly Capito MS RD, Outreach Coordinator, Montgomery County Office for Aging, Inc.
- C-7**            **Your Personal “Die-Alogue”** - Mary Mosteller, Director of Development and Public Relations, CareFirst (Hospice)

## A-1

### Title: Live from DC: A Federal Aging Policy Update

**Description:** Get updated on federal policy without going to DC! n4a's policy chief will bring you up to speed on the latest federal aging, budget and health care policy activity, and what it means for your work and the older adults and caregivers you serve. You will leave with a better understanding of how Washington works now, what's happened so far and what's ahead that advocates must be prepared for!

**Learning objectives:** The goal is to translate the latest federal policy shenanigans for a state and local audience of aging experts, so there's education happening and information being provided, but woven throughout the presentation are also strategies for how we as advocates should respond to the latest policy news and better advocate for older adults and caregivers.

**Presenter:** Amy E. Gotwals, Chief, Public Policy and External Affairs, National Association of Area Agencies on Aging

## A-2

### Innovations in Nutrition - Go & Dine

**Description:** Learn about the evolving congregate dining developed in partnership between Albany and Erie Counties. This pilot program, funded by the Administration on Community Living, allows older adults to have greater flexibility in their dining choices. Through a growing number of restaurants, older adults have a greater choice about where, when and with whom they'd like to dine. The program is designed to meet the requests of our community as well as help our AAA's engage populations that have been traditionally difficult to reach. The Go & Dine program is designed to meet the criteria for NYSOFA and IIC1 funding streams so that it may be replicated across New York State.

**Learning objectives:** Participants will learn about the drivers behind this program idea, the local challenges we encountered and the technology we are using and would like to use to make this an efficient program. Additionally participants will learn about the obstacles, both anticipated and unanticipated we have addressed.

**Presenters:** Jim Strusienski, Assistant Project Director- Nutrition, Erie County Department of Senior Services  
Scott Siegel, Deputy Commissioner, Albany County Department for Aging  
Ryan Gadzo, Research Analyst, Erie County Department of Senior Services

## A-3

### HCBS “Settings Rule” and the Impact on Adult Day Services

**Description:** This workshop will provide information on CMS’ Home and Community-Based Services (HCBS) Final Rule (a.k.a. the ‘Settings’ or ‘Community Rule’) and New York State’s Statewide Transition Plan to come into alignment with this important federal regulation. The rule requires individuals enrolled in Medicaid Managed Care and Managed Long Term Care plans who access HCBS waived services to have service and support options that are offered within their own communities, planned through an ongoing and flexible person-centered planning process focused on the individuals personal life goals and outcomes. HCBS settings, both where recipients live and receive services, including Adult Day Services, cannot be institutional or rigid in nature. They must instead facilitate individuals going out into the broader community with regular opportunities to do so informed by and documented within their person-centered service planning. A panel of presenters from New York State Department of Health, Adult Day Health Care Council, New York State Office for Persons with Developmental Disabilities and the New York State Adult Day Services Association will describe New York’s implementation plans that will affect Adult Day Services.

**Learning objectives:** Providers of adult day services and individuals interested in opening a program will learn the fundamental principles and programmatic elements of choice, independence, and autonomy in making life choices. Adult Day Services programs must under go a culture change to provide person-centered service planning and community integration for their participants. New York State Adult Day Services Association will provide NYSOFA recommended templates and tools to assist Adult Day Services providers with becoming compliant with the HCBS Final rule.

**Presenters:** Madeline S Kennedy, Medicaid Policy Advisor, NYS DOH  
Catherine Holmes (invited), NYS OPWDD  
Amy Davis, President, New York State Adult Day Services Association  
Anne Hill, Executive Director, New York State Adult Day Health Care Council

## A-4

### Age-Tastic! Evidence Based Health and Wellness 8 week program!

**Description:** Participants will learn about the impact of the evidence-based Age-Tastic! Program on the health and wellness of seniors. Participants will also have the opportunity to participate in a demonstration of Age-Tastic!)

**Learning Objectives:** Attendees will be able to experience part of the evidence-based trainings to familiarize them with the program. Attendees will also be educated about how the program improves health and wellness; reduces stigma about mental health and elder abuse; and, how the program has been implemented and developed to be culturally sensitive to diverse populations. At the end of the workshop, participants will have the ability to sign up for the full training of the evidence-based program

**Presenters:** Jackie Berman, PhD, Deputy Assistant Commissioner, Research and Clinical Services, NYC Department for the Aging  
Mebane Powell, LMSW, PhD, Assistant Director of Research, NYC Department for the Aging

## A-5

### Creating the Livable Communities Legacy

**Description:** The Westchester County Livable Communities for All Ages Initiative was designed to create a “caring revolution,” thus a legacy of empowerment and collaboration. Since 2006 the program has brought people together, to think, make choices, and take action that has improved quality of life for all ages. This presentation will provide an in depth look into the methodology that has worked well in Westchester County, but is resilient enough to apply to other geographies and demographics. Livable Communities has grown a solid reputation for engaging residents in activities that help them age with independence and dignity in their home communities.

Programs like the Livable Communities Connections, the Caregiver Coaching Program, Care Circles of Westchester, CarePrep-Westchester, the Village Approach, the Speaker’s Bureau, the Westchester Alliance of Academic Institutions and the Livable Communities Collaboratives are several examples of the innovation utilized to bring people and places together. To date in 2018, over 119,000 contacts were made with older adults and their caregivers that connected them to resources they preferred. Livable Communities is a grassroots, on the ground undertaking, that is causing people to take ownership of their lives and their neighborhoods.

**Learning objectives:** Participants will receive tips on the development of key professional partnerships throughout geographic locations.

1. Session will provide education on the development of a comprehensive, award winning programs.
2. Brochures will be distributed.
3. Information packets will be provided.

**Presenters:** Colette Phipps, LMSW, CDP, Program Coordinator, Research & Development, Westchester County Department of Senior Programs and Services  
and  
Jennifer Schwartz-Crawford, LMSW, ASW-G, CDP, Program Specialist (Aging Services), Westchester County Department of Senior Programs and Services

## Difficult Decisions about Post-Acute Care

**Description:** Each year, over 8 million patients in U.S. hospitals, including some 300,000 New Yorkers, face a difficult decision about where to receive post-acute care (PAC). While patients who need PAC are among the sickest and most vulnerable in our health care system, many are unaware of how much could be riding on their decisions about PAC, or the benefits, risks, and costs that various PAC options might involve.

This workshop will present findings of a year-long project to understand the challenges faced by patients in making informed decisions about where to seek post-acute care after hospital stays for major surgery, serious illness, or injury. Aging services professionals will be presented with information on the systemic and individual factors that can limit PAC options, resources on where New Yorkers can get information about the quality of PAC services in New York State, and tips for case-workers to use in their role as information intermediaries to clients and caregiver navigating the PAC decision-making process.

### Learning objectives:

- a. **Tools:**
  - i. Discussion of findings and recommendations from UHF's Difficult Decisions About Post-Acute Care report series.
  - ii. Familiarization with the variety of consumer resources for information on PAC, e.g. Nursing Home Compare, New York State Department of Health Nursing Home Profiles; ProPublica's Nursing Home Inspect, U.S. News and World Report Nursing Home Ratings; and their limitations;
  - iii. Familiarization with tips for case-workers to use when helping clients and caregivers, including discharge planning guides and checklists such as Leaving the Hospital and Going Where from UHF's Next Step in Care.
- b. **Ideas:**
  - i. Understanding of the PAC decision-making context
  - ii. How the health system helps and hinders PAC decision making
  - iii. Limiting factors in PAC options and publicly-available information
  - iv. Elicit feedback from case-workers and other aging services professionals on client and caregiver needs regarding PAC decisions
- c. **Strategies:**
  - i. Innovations, strategies, and policy levers that offer a pathway for progress for PAC decision-making
  - ii. Consider case-worker and aging services professionals' feedback in the refinement of existing materials and future development of tools and guides.

**Presenters:** Lynn Rogut, Director, Quality Measurement and Care Transformation, Quality Institute, United Hospital Fund  
 Kristina Ramos-Callan, Program Manager, United Hospital fund

## A-7

### Ready Seniors! Disaster Preparedness Workshop for Senior Care Providers PART I

*Two part workshop format/attendance at both workshops strongly encouraged*

**Description:** Older adults frequently suffer disproportionately during disasters. Older adults face unique challenges; many are often dependent upon others for basic necessities and psychosocial support. This dependency often increases their vulnerability to the impacts of major disasters, when not only are the seniors themselves impacted, but these critical services are also disrupted. FEMA Region II and the Administration for Community Living have partnered to address this disparity through a workshop aimed at preparing the organizations that provide critical support services to senior citizens in their communities. During 2018, the two agencies conducted 5 workshops in New York and New Jersey, preparing over 170 attendees.

This workshop will include presentations, followed by a scenario-based discussion to allow attendees the opportunity to share experiences and good practices. The workshop will be part of the overall series that FEMA and ACL have been conducting, and a copy of the Executive Summary of Discussions for the Ready Seniors Workshop Series will be emailed to attendees after the conference.

**Workshop will cover two conference workshop time periods: the first hour being presentations from FEMA and ACL, and the second hour being a scenario-based tabletop exercise with lessons learned from first workshop and experience sharing.**

**Learning objectives:** This mini-version of the workshop will provide attendees with information on the following topics:

- Overview of business continuity
- Employee and personal preparedness
- Preparedness planning for senior citizens
- Alternate means of communication

**Presenters:** Devin Kerins, Individual & Community Preparedness Officer, FEMA Region II  
Jennifer Throwe, Aging Services Program Specialist, Administration for Community Living  
Rhonda Schwartz, Aging Services Program Specialist, Administration for Community Living  
Nancy Dinglee, Director of the Office of Aging, Schoharie County

## B-1

### Experiences and Outcomes From Participating in 2 National Learning Collaboratives

**Description:** In May of 2018, Western New York Integrated Care Collaborative (WNYICC) was accepted into the NCOA Medicare Reimbursement Learning Collaborative as one of 12 national cohorts. Also, in November of 2018, WNYICC was also accepted into n4a's Aging and Disability Business Institute's Health Information Technology Institute as one of 10 national cohorts.

This presentation will share the experience of participating in a national learning collaborative: what to expect and the benefits of participating. I will also share specific lessons WNYICC has learned through both learning collaboratives such as: building a sustainable chronic care management model in order to seek reimbursements for Chronic Disease Self-Management Programs and insights into vetting, selecting and utilizing health information technology to your organization's maximum benefit.

**Learning Objectives:**

Participants will learn:

- a. The format and process for participating in a national learning collaborative.
- b. The benefits of participating in a national learning collaborative
- c. Tips for maximizing your time within a learning collaborative
- d. Introduction to developing a Chronic Care Model using existing AAA and community based organization staff to seek reimbursement for health coaching and chronic disease self-management programs.
- e. Insights into vetting, selecting and utilizing health information technology to your organization's maximum benefit.

**Presenter:** Nikki Kmicinski, Director of Business Development, New York Integrated Care Collaborative

**B-2**

**The Statewide Elder Abuse Interventions  
Enhanced Multidisciplinary Team Initiative:  
What It Means for NYS, Your Community, the Clients You Serve, and You**

**Description:** The Elder Abuse Interventions and Enhanced Multidisciplinary Team (E-MDT) Initiative aims to launch an E-MDT in every New York State county by 2020. This workshop will provide an overview of the Initiative's goals and status of the E-MDT expansion and development throughout the state. With an emphasis on the aging network, presenters will discuss the benefits of E-MDTs to professionals and victims; the role of the aging network's representatives on the E-MDTs; and how the E-MDTs interact with the aging network. Additionally, this presentation will describe the statewide resources available through this initiative to support professionals assisting victims of all forms of elder abuse, even if a local E-MDT is not yet developed in a county, including: case consultations, access to forensic accounting, ongoing educational opportunities and more.

**Learning objectives:** By attending this workshop, participants will understand: 1) the E-MDT roll-out across the state as a network benefitting individual communities as well as the state as a whole; 2) the value of an E-MDT to their work with older adults; and 3) the resources the Initiative offers to professionals working with older adults whether or not an E-MDT has been launched in a given county.

**Presenters:** Paul Caccamise, Vice President for Program, Lifespan of Greater Rochester  
Risa Breckman, LCSW, Executive Director, Weill Cornell Medicine/NYC Elder Abuse Center,  
Division of Geriatrics and Palliative Medicine  
Kellie Engelmeier, BSW, E-MDT Statewide Coordinator, Lifespan of Greater Rochester  
and  
Peg Horan, LMSW, Senior Case Consultation Coordinator, Weill Cornell Medicine/NYC Elder Abuse Center

## B-3

### Using Digital Media in the Age of Information To Drive Advocacy, Improve Engagement, and Increase Program Participation

**Description:** The information age is upon us, and in 2019, if you're not using digital platforms to reach your audiences, you're missing out. 60% of adults aged 60-64 are on at least one social media site, spending an average of 27 hours per week online. This workshop will help you take your digital media efforts to the next level. We'll discuss how to use a variety of digital platforms, including your Facebook, Twitter, digital newsletters and your website, to accomplish the goals of your organization – from building advocacy and community, to increasing program participation.

**Learning objectives:** Participants of this workshop will engage in activities to help hone their messaging, choose the right platform to accomplish their goals, and receive valuable tools to help them organize and plan their digital media efforts.

**Presenters:** Kelly Mateja, Assistant Director of Communications, NYSOFA  
Reza Mizbani, Public Information Officers, NYSOFA  
Alex Hyatt, Public Information Specialist 2, NYSOFA

## B-4

### AARP and Age Friendly New York State: Livability for all New Yorkers

**Description:** Partnerships at the State and Local level continue to grow in the Network of Age Friendly States and Communities. With 20 members including New York State partnerships supporting healthy active vibrant communities are emerging throughout the State. Villages, Towns, Cities, and Counties have joined this network created by the World Health Organization, with AARP serving as the affiliate in the United States. Local communities have been able to bring an aging lens to important community projects and initiatives. Bolstered by the inclusion of New York State the network has seen success in bringing the 8 domains of livability to economic development decisions, a statewide Health in All Policies initiative, and made the case for public and private funding of livability work.

**Learning objectives:** Participants currently familiar with Livability and the Network of Age-Friendly States and Communities will learn how to leverage local and state partnerships to bring greater impact to their work, including best practices from across the Country. Participants not familiar or engaged in Livability work will walk away with a clear understanding of the benefits of bringing the 8 domains of Livability to their local planning efforts, as well as the contacts helpful to begin the process of joining the network.

**Presenters:** Randy Hoak, Associate State Director, AARP Upstate West  
Kat Fisher, Associate State Director, AARP Upstate East

## B-5

### Using Legal and Financial Planning to Get Care at Home

**Description:** According to AARP, 90% of older adults nationwide want to remain living in their homes for as long as possible. Putting legal and financial plans in place early and understanding what community-based services are available can help seniors to maximize the care they can get in the community while preparing for future long-term care needs.

This interactive workshop will cover how to help seniors coordinate services and understand what options are available to pay for care. As a person's needs change over time, they often require government benefits, including Medicaid, Medicare, and Social Security Disability to fund essential medical services and daily housing and care needs. Learn the proper tools for helping seniors protect their assets, avoid costly spenddowns, and get Medicaid coverage at home.

#### Learning objectives:

#### Key Takeaways:

- Understand the importance of planning early for long-term care
- Learn about recommended advance directives to developing a care plan
  - o Will, Health care proxy, Living Will, Power of Attorney
- Overview of future care options and how legal and financial planning will affect care
- Understand the steps necessary to getting the legal, financial and care plans in place
- The costs of long-term care and different payment options, including private pay, LTC Insurance, Medicaid, and what Medicare will and will not cover
- How to address finances and property to qualify for services through Community Medicaid and future planning for institutional Medicaid
- Understand the different types of trusts to protect your income and assets to qualify financially for Medicaid benefits

**Presenters:** Jane-Marie Schaeffer, Esq., Attorney, Herzog Law Firm  
Kym Hance, Client Care Services, Herzog Law Firm  
Nadia I. Arginteanu, Esq., Trust Counsel, NYSARC Trust Services  
And  
Sarah Szewczyk, Director of Marketing, NYSARC Trust Services

## B-6

### All Aboard! Joining the Dementia Friendly America Movement

**Description:** How our county became the first in NY to join the Dementia Friendly America movement. Learn about Dementia Friends USA an on-line training for all sectors of your community. See how this initiative can increase awareness about Dementia in your community. Hear how Chautauqua County NY Connects program and Long Term Care Council identified the gaps and need for community education. Understand how Dementia Friends in-person training can complement other dementia training and be useful in preparing a community to support a growing need in people living with dementia. Discover the Dementia Friendly America network: how you can join, what this means, and how you can get started. Gather Dementia Friendly national resources including a toolkit and webinars available to members. All aboard! Join the caravan and

let's take this train all through New York state-helping people with dementia remain independent. Let's change the way people "think, act, and talk about dementia".)

**Learning Objectives:** What is Dementia Friends USA on-line training, How can this compliment a dementia caregiver program and more in-depth training. Forming a Dementia Friendly Workgroup, using the Dementia Friends USA tool kit and lining up Champions to spread you message.

**Presenters:** Dr Mary Ann Spanos, OFA Director, Chautauqua County  
Dana Corwin BSN, RN, Director of Aging Health Services Chautauqua County, NY Connects Coordinator, Chautauqua County New York and n4a representative TBD

## B-7

### Ready Seniors! Disaster Preparedness Workshop for Senior Care Providers

#### PART II

*Two part workshop format/attendance at both workshops strongly encouraged*

**Description:** Older adults frequently suffer disproportionately during disasters. Older adults face unique challenges; many are often dependent upon others for basic necessities and psychosocial support. This dependency often increases their vulnerability to the impacts of major disasters, when not only are the seniors themselves impacted, but these critical services are also disrupted. FEMA Region II and the Administration for Community Living have partnered to address this disparity through a workshop aimed at preparing the organizations that provide critical support services to senior citizens in their communities. During 2018, the two agencies conducted 5 workshops in New York and New Jersey, preparing over 170 attendees.

This workshop will include presentations, followed by a scenario-based discussion to allow attendees the opportunity to share experiences and good practices. The workshop will be part of the overall series that FEMA and ACL have been conducting, and a copy of the Executive Summary of Discussions for the Ready Seniors Workshop Series will be emailed to attendees after the conference.

**Workshop will cover two conference workshop time periods: the first hour being presentations from FEMA and ACL, and the second hour being a scenario-based tabletop exercise with lessons learned from first workshop and experience sharing.**

**Learning objectives:** This mini-version of the workshop will provide attendees with information on the following topics:

- Overview of business continuity
- Employee and personal preparedness
- Preparedness planning for senior citizens
- Alternate means of communication

**Presenters:** Devin Kerins, Individual & Community Preparedness Officer, FEMA Region II  
Jennifer Throwe, Aging Services Program Specialist, Administration for Community Living  
Rhonda Schwartz, Aging Services Program Specialist, Administration for Community Living  
Nancy Dingee, Director of the Office of Aging, Schoharie County

## C-1

### Community Partnerships Providing Transportation Services To our Senior Population

**Description:** Learn how a Community Partnership addresses transportation with multiple strategies. This workshop is a panel presentation, describing the transportation services provided by 3 Area Offices for the Aging in partnership with Getthere Mobility Management. A mobility management program of Rural Health Network of South Central New York, Getthere partners with Broome, Chenango, Delaware, Otsego and Tioga Offices for the Aging to meet transportation needs of seniors.

**Learning objectives:** Learn how this partnership provides a unique variety of transportation services in collaboration with a Mobility Management program. Learn how different sources of funding are leveraged through this mostly rural collaboration and how the funding is used to provide a variety of transportation services in both rural and urban environments. Transportation solutions aided from this partnership include volunteer driver programs, fixed route and an on demand brokerage model.

**Presenters:** Bill Wagner, (panel facilitator) Director, Getthere Mobility Management programs, Rural Health Network of South Central New York  
Lucia Esposito, Aging Services Program Coordinator, Broome County Office for Aging and  
Tamie MacDonald, Director, Otsego Office for Aging and Bonnie Radley, Coordinator of  
Aging Services at Delaware County Office for the Aging

## C-2

### Aging Safely at Home -- What Your Clients and Their Caregivers Need to Know

**Description:** Research indicates that personal happiness later in life is highly dependent on an individual's continued physical activity and involvement in activities of daily living. One way to enhance that is to make their home more livable and safer so if physical and/or cognitive impairments develop they will be able to continue to function at home.

The first part of this presentation will begin with an overview of the concept of Aging in Place. It will explain what is included in an environmental assessment and how to modify and re-organize to decrease potential for falls. Gadgets, modifications and equipment that improve accessibility and increase ease with activities of living, particularly for those with dementia, will be reviewed.

The second half of the workshop will explore resources available to New Yorkers to assist when faced with a dementia or Alzheimer's diagnosis. The presenter will review key considerations for caregivers and present a menu of options and support tools to take advantage of to facilitate aging in place.

**Learning objectives:** The ability to stay at home safely with less potential occurrences of falls or accidents is integral to successful aging in place. Participants will leave this workshop being more cognizant of potential

hazards in their client's home and simultaneously be provided with strategies to improve or modify the environment thereby improving their client's quality of life. Simple activities of daily living such as entering and exiting the house, bathing, toileting, meal preparation, doing laundry and gardening can be made safer and easier to accomplish.

Participants will also be able to know where and who to call for help, guidance and information in their journey. They will receive information to guide them as they guide their constituents.

**Presenters:** Lynda G. Shrager, OTR, MSW, CAPS, President, CEO , At Home For Life  
And

## C-3

### Shedding Light on Family, Friends, and Neighbors Assisting Abused Elders

**Description:** Within the broader field of elder abuse, little attention has been devoted to the family, friends, and neighbors (“concerned persons”) in the lives of older victims of mistreatment. Recent research—by the NYC Elder Abuse Center at Weill Cornell Medicine and colleagues—sheds light on this underserved population; it has found concerned persons experience significant distress (2017). NYCEAC’s Helpline for Concerned Persons, a phone- and email-based service, provides needed support, information and referrals. The Helpline was launched in September 2017 to serve concerned persons assisting NYC-residing elder abuse victims. Guidance is provided by an advisory board, including two concerned persons, Philip C. Marshall and Nancy Oatts. This presentation will include first-hand experiences from these concerned persons and how their involvement assisting elder abuse victims impacted their lives. In addition, Leslie Mantrone, NYCEAC’s Helpline Service Specialist, will explain the Helpline’s services, share insights and results from its operations-to-date, and facilitate a conversation about what more can be done for concerned persons needing our support.

#### Learning objectives:

- 1) Participants will gain an understanding that the full impact of elder abuse extends beyond the primary victim of abuse.
- 2) Participants will hear the firsthand experiences of two different concerned persons in the lives of elder abuse victims and how their involvement in helping the victim affected them and impacted their lives.
- 3) Participants will gain an appreciation of how formal interventions and systems inadequately address the diverse needs of concerned persons who assist elder abuse victims
- 4) Participants will understand how The Helpline for Concerned Persons is meeting the needs of concerned persons in the lives of older adults who live within New York City’s five boroughs.

**Presenters:** Leslie Mantrone, LMSW, Helpline Service Specialist, NYC Elder Abuse Center at Weill Cornell Medicine  
and  
Philip C. Marshall, Founder, Beyond Brooke – Advancing Elder Justice  
Nancy Oatts, Principal, Nancy Oatts Design

Jane Ginsburg, Executive Director, Alzheimer’s Association, NYS Coalition

## C-4

### Unlikely Secrets of High Performing Teams

**Description:** What can teams in aging services learn from a rugby team, the US Special Forces and a flock of birds? Plenty!

In this information-packed interactive session, you'll learn how some of today's most successful teams turn conventional wisdom on its head to realize outsized results. Take away practical tools you can use right now to transform the way you and your team work together.

**Learning Objectives:**

1. Understand why and how we must think differently about leading and working in teams in today's environments of complexity and accelerating change, and how that shift in thinking connects to getting performance we want and need.
2. Learn about five high-leverage things high-performing teams do that allow them to excel

## C-5

### Rural Connections: Cultivating Innovative & Strategic Partnerships

**Description:** This workshop will deliver strategies for outreach when providing services in rural regions. We will explore best practice methods to connect with individuals and groups in your service areas. Tools will be provided to help identify the resources within your communities. Barriers that are unique to rural outreach will be discussed and strategies to address these barriers will be provided. Additionally, culturally competent outreach strategies will be provided that emphasize building trusting relationships with the communities that you serve. Examples of innovative partnerships will be provided to assist the attendees in identifying community partners/champions to help connect people to services. Working in rural communities require innovative and strategic partners, this workshop will help to recognize the strengths and resources that may be available.

**Learning Objectives:** Attendees will learn strategies to identify the unique needs of community members to gain a better understanding of the people they serve. Attendees will be able to identify best practice outreach methods and strategies to address barriers to rural outreach and identify potential partners. Examples of culturally competent practices will be integrated throughout the workshop.

**Presenters:** Mary Moller MSW, CAS, Program Specialist, Center of Excellence for Alzheimer's Disease at Albany Medical Center  
Dr. Gail Wentworth, Professor and Chair Early Childhood & Psychology Department, SUNY Cobleskill  
And  
Ann Thayer, Program Manager, Alzheimer's Association of NENY

## C-6

### SHINE with good health – lessons learned from early implementers

**Description:** Senior Health Improvement and Nutrition Education – SHINE – is a SNAP-ed project to promote nutrition education and obesity prevention among low-income older adults through “Eat Healthy Be Active” Community Workshops, Healthy Eating Resource Fairs, and Food Box Distributions. Currently only 1% of SNAP eligible older adults are reached through traditional SNAP-ed programs. The Office for Temporary and Disability Services coordinated the implementation of this pilot program through New York State Office for Aging in four regions: Chautauqua County, Franklin County, Montgomery County, and New York City. The purpose of the SHINE program is to provide group nutrition education of Dietary Guidelines for Americans and Physical Activity Guidelines through a fun, engaging, and interactive evidence-based curriculum, increase awareness of community resources to support healthy eating, establish collaborative partnerships with organizations likely to increase nutrition awareness and food access, improve access to fresh fruits and vegetables, and increase awareness about availability and benefits of SNAP within the context of nutrition.

**Learning Objectives:** Provide workshop participants with alternate approaches in reaching the older adults who are low income, at risk of being food insecure, and/or at risk for poor nutrition.

**Presenters:** Tianna Pettinger, Aging Services Program Coordinator, New York State Office for the Aging; Carey Skelton, MS MPH RDN CDN, Registered Dietitian, County Office for Aging; David Jordan, Executive Director, Montgomery County Office for Aging, Inc.; Molly Capito MS RD, Outreach Coordinator, Montgomery County Office for Aging, Inc.

## C-7

### Your Personal “Die-Alogue”

**Description:** As someone who works with an aging population, how comfortable are you with having end of life discussions? Have you come to terms with your own mortality? This hands on workshop will dive into your personal thoughts, fears, and hopes for end of life care as a catalyst to becoming an advocate for empowering your client network to make the best decisions for their individual path along the end of life spectrum. After addressing personal roadblocks, participants will gain strategies and conversation samples to gain confidence in end of life discussions with those they serve.

**Learning Objectives:** Participants will leave this workshop with a solid understanding of their own values, fears, and goals for end of life care, as a strategy to gain mindfulness in how their own personal feelings can influence the end of life experience of others. This will include a death and dying simulation exercise that can be used in individual and group settings, Through exploration of best practices, followed by role playing scenarios, participants will create their own personal conversation toolkit to implement with clients facing end of life. Participants will also be able to identify timeframes and patient trends to identify the appropriate time to make a referral for end of life care.

**Presenter:** Mary Mosteller, Director of Development and Public Relations, CareFirst (Hospice)