



2017 SE4A ANNUAL CONFERENCE

September 10-13 • Greenville, SC



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SOUTHEASTERN ASSOCIATION OF AREA AGENCIES ON AGING

The Southeastern Association of Area Agencies on Aging (SE4A) was formed in 1973 as a regional advocacy association. Member states include Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and Virginia. SE4A was the first regional area agency on aging association in the country and served as the model for organizing the National Association of Area Agencies on Aging.



WORKSHOP TRACKS

Professional Development and Advocacy
Innovative Programs
Caregiving
Transportation
Health Promotion and Wellness
Information and Referral



*Thank you for supporting the SE4A Conference in
in Greenville, South Carolina!*

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Greetings SE4A Conference Participants:



I would like to welcome each of you to the Annual Southeastern Association for Area Agencies on Aging (SE4A) Conference here in Greenville, SC. It is an exciting and challenging time for professionals working in the aging network as we continue to grow and adapt to the many changes that have occurred in our industry and the many changes to come. The SE4A network, aging networks around the world, and the many professionals who have committed their life's work to this field are experiencing threats, challenges and opportunities daily. Yet, the world of aging is still an exciting area in which to start, continue and conclude your professional career. The SE4A and the South Carolina Area Agencies on Aging Planning Committee is excited about the many professionals and experts in the field who have chosen to attend this conference. Here you will be able to meet and network with others from across the region and country; and, engage in important dialogue about the field of aging and its future. This conference brings inspired people together to ensure our organization and network remains at the cutting edge.

Over the next several days, you will be able to engage in a variety of intensives, workshops, and general sessions that will provide you with new information or remind you of things you already know and have already experienced. The conference will facilitate opportunities to engage in useful and purposeful conversations about how the aging network can continue to serve its communities well, with intentional and deliberate resolve to help people to age well and flourish in the communities of their choice. Sunday will begin with Pre-Conference Intensives highlighting the ABC's of I&R and Ethical Issues of Aging in Place. The conference will open with an exciting and intriguing keynoter; and then participants will have an opportunity to meet and greet various agencies, organizations, and providers working in the field of aging in the Exhibit Hall Opening and Reception. As we continue through the week, participants will be able to choose a variety of learning opportunities in the scheduled workshops and at networking events. Of course, while you are here, we want you to have fun, fun, fun. You are in Greenville, SC and there is so much to do. There will be some fun included in the conference too, like the Tuesday evening event at the Commerce Club; but you will also have the opportunity to enjoy Greenville in many other ways. Greenville, SC is ranked among "America's Ten Best" by Forbes Magazine! The city of Greenville "takes traditional southern charm, stunning natural beauty, and unexpected contemporary cool", to make a fabulous city to visit (visitgreenville.com). And, downtown Greenville has a one-of-a-kind Liberty Bridge, quaint shops, boutiques, and fabulous restaurants, as well as a world-class collection of museums, galleries, and theaters. Enjoy this lovely city while experiencing a great opportunity to learn and build your professional repertoire.

I would like to thank each of you for attending our conference and bringing your expertise and knowledge to share. The SE4A, along with each of you as organization leaders, have the vision, the knowledge, the wherewithal and the experience to help pave our way into the future. The SE4A is committed to continue to serve you and the Southeastern Aging Network continuously with pride. We are proud of our network and Southeast Association. Throughout this conference and beyond, I ask all participants to stay engaged, keep us proactive and help us shape the future of aging services. Thank you for all that you do and for making this conference a success.

Sincerely,

A handwritten signature in blue ink, which appears to read "Barbara Gordon". The signature is fluid and cursive.

*Barbara Gordon, M.A.
SE4A President*



Lieutenant Governor
Kevin Bryant

A message from the Lieutenant Governor

I would like to take this opportunity to welcome everyone to Greenville for the Southeastern Association of Area Agencies on Aging's Annual Conference.

One of my greatest responsibilities and privileges as Lieutenant Governor is being able to advocate on behalf of the nearly one million seniors who call South Carolina home.

As great minds from across the Southeast gather this week, it is my hope that the experiences and visions shared will benefit the seniors, people with disabilities, caregivers, family members, and staff in each of our respective states.

Thank you for your dedication and your passion. By working together, we can all make a positive difference in the lives of others.

Kevin



Office of the Mayor



Knox H. White, Mayor

Welcome to the City of Greenville!

It gives me great pleasure to extend a warm welcome to all the participants of the Southeastern Association of Area Agencies on Aging. We are honored to have you in our city.

While you're here we hope you will visit our revitalized downtown district as it is ***the place to be*** — day or evening. Take a stroll down tree-shaded streets, enjoy a variety of international cuisines, visit our art galleries, and browse in the unique shops that line Main Street.

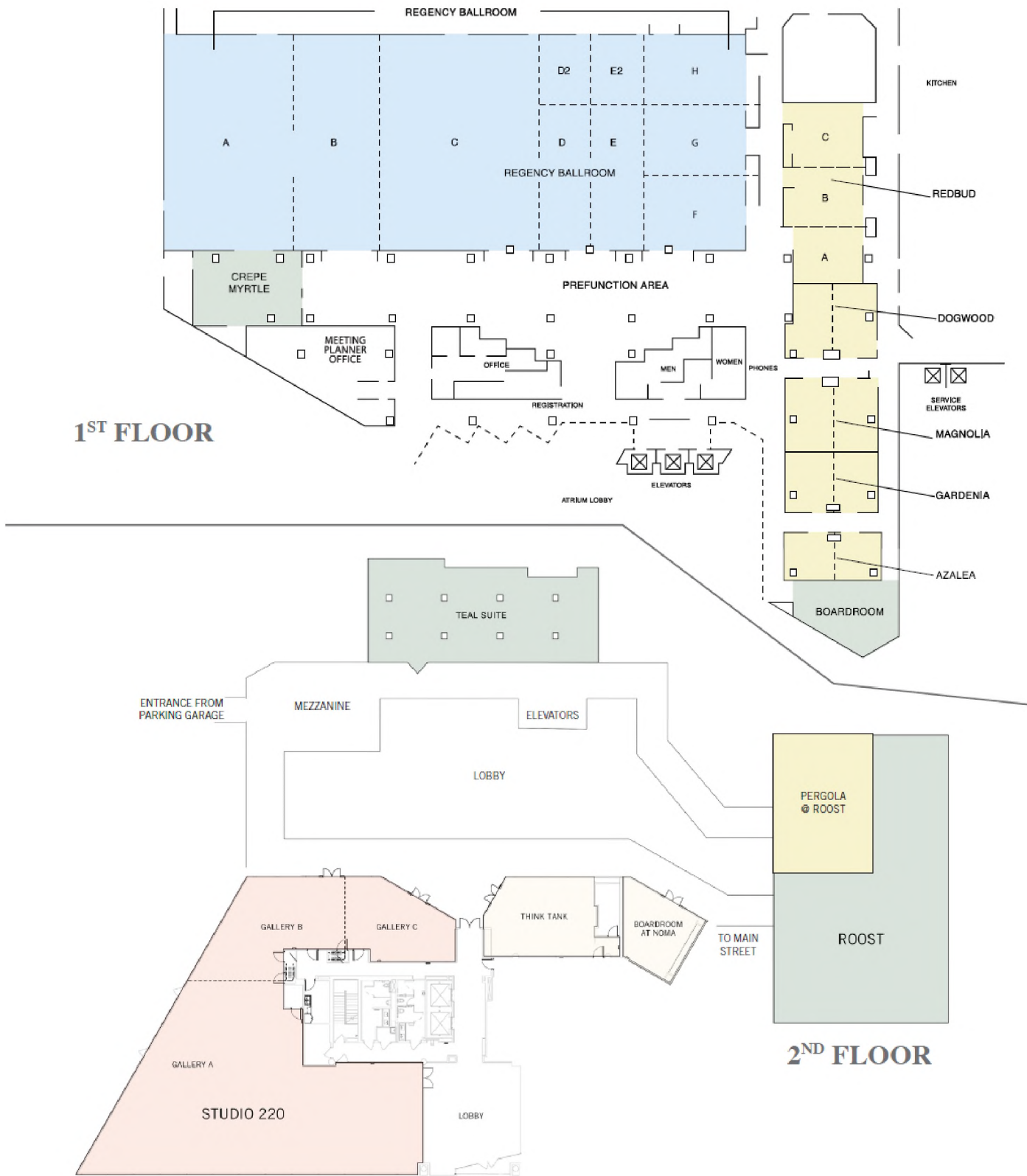
One of Greenville's greatest treasures is Falls Park, a multi-million dollar public park and pedestrian bridge over the 60' Reedy River waterfall. It is located in the historic West End arts district on South Main Street.

I hope you will enjoy the excitement, diversity of food, and hospitality for which this city is famous. Best wishes for an enjoyable visit and we hope you will visit us again soon.

Sincerely,

Knox H. White, Mayor
Greenville, South Carolina

HYATT REGENCY HOTEL FLOOR PLAN



SCHEDULE AT A GLANCE

SATURDAY, SEPTEMBER 9TH

8:30 am - 4:30 pm

SE4A Board Meeting
Board Dinner Sponsored By

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SUNDAY, SEPTEMBER 10TH

7:30 am - 9:00 am

Registration for Intensives

8:00 am - 4:30 pm

Intensive I – ABC's of I&R

9:00 am - 12:00 pm

Intensive II – Ethical Issues of Aging in Place

12:00 pm - 6:00 pm

Conference Registration

3:30 pm - 5:30 pm

Opening Session

5:30 pm - 7:00 pm

Opening Reception in the Exhibit Hall

7:00 pm - 10:00 pm

South Carolina Hospitality Suite

MONDAY, SEPTEMBER 11TH

7:30 am - 8:30 am

Continental Breakfast in the Exhibit Hall

7:30 am - 4:00 pm

Exhibit Hall Hours

7:30 am - 4:00 pm

Conference Registration

8:30 am - 10:00 am

General Session

10:00 am - 10:30 am

Break in the Exhibit Hall

10:30 am - 11:45 am

Workshops – Session I

12:00 pm - 1:30 pm

SE4A Awards Luncheon

1:45 pm - 3:00 pm

Workshops – Session II

3:00 pm - 3:30 pm

Break in the Exhibit Hall

3:30 pm - 4:45 pm

Workshops – Session III

7:00 pm - 10:00 pm

South Carolina Hospitality Suite

TUESDAY, SEPTEMBER 12TH

7:30 am - 8:30 am

Continental Breakfast in the Exhibit Hall

7:30 am - 11:00 am

Exhibit Hall Open

7:30 am - 3:00 pm

Conference Registration

8:30 am - 10:00 am

General Session

10:00 am - 10:30 am

Break in the Exhibit Hall

10:30 am - 11:45 am

Workshops – Session IV

12:00 pm - 1:30 pm

Lunch on Your Own

1:45 pm - 4:30 pm

AIRS Exam

1:45 pm - 3:00 pm

Workshops – Session V

3:00 pm - 3:30 pm

Break

3:30 pm - 4:45 pm

Workshops – Session VI

6:00 pm - 10:00 pm

Tuesday Evening Event – Dinner at the Commerce Club

WEDNESDAY, SEPTEMBER 13TH

8:30 am - 11:00 am

Closing Session

Breakfast

SE4A Business Meeting

Endnote

Kentucky Call to Conference

Workshop Sponsor:



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FULL DAY PRE-CONFERENCE INTENSIVES

Sunday, September 10, 8:00 am - 4:30 pm

REGENCY H

CIRS-A/D Training: Competencies for the Aging and Disability Information and Referral/Assistance Programs

Presenter: *Rene Beard*, Program Coordinator II, Lieutenant Governor's Office on Aging, Columbia, SC

Moderator: *Jordan Newman*, Lowcountry Area Agency on Aging, SC

The workshop will help participants to understand the fundamental components of the I&R/A service delivery, standards, history and programs; prepare for the CIRS-A/D exam by reviewing key topics for I&R/A certification; gain insight through role play and discussion with other I&R/A professionals into how to improve I&R/A service delivery techniques; and understand how I&R/A services and programs fit into the "big picture" of long-term services and supports. Training session to help attendees understand I&R/A concepts and fundamentals. This course was designed by AIRS and NASUAD as a way to help prepare for the AIRS CIRS-A/D exam. All attendees are expected to be familiar with the AIRS standards before attending. This intensive is sponsored by the National Aging Information and Referral Support Center, NASUAD, funded by the U.S. Administration on Aging. The Support Center developed the aging specialty certification program and exam in collaboration with AIRS.

Sunday, September 10, 9:00 am - 12:00 pm

DOGWOOD

Ethical Issues of Aging in Place

Presenter: *Dr. Michael Gillette*, Bioethical Services of Virginia, Lynchburg, VA

Moderator: *Stephanie Blunt*, Trident Area Agency on Aging, SC

This highly interactive case-based discussion will provide attendees with the opportunity to learn better how to identify, analyze and resolve the most common types of ethical problems that they are likely to encounter in this field. We will pay special attention to concepts of autonomy and the dignity of risk by considering case studies in which individuals who wish to age in place make decisions that are dangerous to themselves or others, or where they request services which providers are uncomfortable providing. The session will use the case studies to demonstrate core ethical concepts and to demonstrate the process of high quality ethical decision making.

The workshop will provide a review of basic ethical concepts that are relevant to home-based services for seniors, provide a structure for considering ethical issues surrounding autonomy and risk, examine the appropriate role of providers in managing situations involving provider and recipient disagreement, and define professional boundaries and provide case studies to clarify issues of dual relationships.



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- Peace of mind and added support for families providing care to loved ones
- Support and connectivity from telecaregivers to provide reassurance for families and keep seniors safe at home
- Memory support, medication reminders and personal emergency response services to help loved ones live independently



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OPENING SESSION

Sunday, September 10, 3:30 pm - 5:30 pm

REGENCY C, D

PRESENTATION OF COLORS – VETERANS AFFAIRS

NATIONAL ANTHEM – ANDREA SMITH AND THE SENIOR ACTION BAND

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KEYNOTE – STORY MUSGRAVE, PHYSICIAN AND RETIRED NASA ASTRONAUT



Story Musgrave was born in 1935 on a dairy farm in Stockbridge, Massachusetts. He was in the forests alone at age three and by five floated his homebuilt rafts on the rivers. He rode combines at five, drove trucks and tractors at ten, and when alone in remote fields, repaired them by thirteen. He never finished school, ran off to Korea with the U. S. Marines where he was an aircraft electrician and engine mechanic. He started flying with the Marines and over the next 58 years accumulated 18,000 hours of flying time in more than 160 aircraft. He is a parachutist with over 800 freefalls. He has six graduate degrees in math, computers, chemistry, medicine, physiology, and literature. He has been awarded twenty honorary doctorates. He was a part-time trauma surgeon for the duration of his astronaut career. He was a NASA astronaut for over thirty years and flew on six spaceflights. He performed the first shuttle spacewalk on Challenger's first flight, was a pilot

on an astronomy mission, conducted two classified Department of Defense missions, was the lead spacewalker on the Hubble Telescope repair mission and operated an electronic chip manufacturing satellite on Columbia. He was the communicator in mission control for twenty-five missions. Today he is a producer/director of multimedia, a landscape architect, a heavy equipment operator, an innovator with Applied Minds Inc., and a professor of design at Art Center College of Design in Pasadena, California. Story also performs multimedia corporate presentations on the topics of design driven innovation, project management, operations, human performance, reliability, quality and safety.

CAFÉ AND THEN SOME PERFORMANCE BY MAUREEN ABDALLA AND SUSAN SMITH

Café and Then Some is located in downtown Greenville and is the South's only comedy dinner theater. Enjoy entertainment from the Café and Then Some ladies as they close out our Opening Session!

OPENING RECEPTION

Sunday, September 10, 5:30 pm - 7:00 pm

REGENCY A, B



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our sponsors and
a fun-filled

Enjoy hors d'oeuvres while you tour the exhibit hall, meet exhibitors, and become acquainted with colleagues. It will be an evening with great food and door prizes.

HOSPITALITY SUITE

Sunday, September 10, 7:00 pm - 10:00 pm

***The South Carolina
Lieutenant Governor's
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CONTINENTAL BREAKFAST

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Monday, September 11, 7:30 am - 8:30 am

EXHIBIT HALL REGENCY A, B

GENERAL SESSION

Monday, September 11, 8:30 am - 10:00 am

REGENCY C, D

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THE HONORABLE KEVIN BRYANT
SOUTH CAROLINA LIEUTENANT GOVERNOR

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 **AARP** Real Possibilities
South Carolina



Born in Anderson County in 1967, Lieutenant Governor Kevin L. Bryant graduated from T.L. Hanna High School in 1985 and the University of Georgia with a Bachelor of Science degree in Pharmacy in 1989. Since then, Bryant has managed, with his brothers and father, Bryant Pharmacy & Supply, an independent pharmacy located in Anderson. Working together, the Bryant family has upheld the “old corner drug store” image while Bryant Pharmacy & Supply has diversified and developed into a highly skilled pharmacy as well as a provider of oxygen, medical equipment, and diagnostic supplies. Lieutenant Governor Bryant married his wife, the former Ann Barinowski of Augusta, GA, in 1989; they have three children.

In 2004, Lieutenant Governor Bryant was elected to the SC State Senate, where he served for 12 years. As a member of the State Senate, he chaired the General Committee and also had committee assignments on Agriculture and Natural Resources; Corrections and Penology; Finance; and Labor, Commerce, and Industry. Following the resignation of Lieutenant Governor Henry McMaster, Bryant was elected President Pro Tempore of the South Carolina State Senate before being sworn in as South Carolina’s 92nd Lieutenant Governor on January 25, 2017. In his role as Lieutenant Governor, Bryant serves as President of the SC Senate and oversees the Lieutenant Governor’s Office on Aging.

DR. CHERYL DYE, DIRECTOR OF THE CLEMSON INSTITUTE FOR ENGAGED AGING



Dr. Cheryl J. Dye received her PhD from the University of South Carolina School of Public Health and is currently a Professor in Clemson University’s Department of Public Health Sciences and also the Director of the CU Institute for Engaged Aging. She has received over \$5.5 million in federal research funding as a Principal Investigator and Co-Investigator to develop and implement programs to improve the health of older adults. She has also taught eleven courses in health promotion and behavior change, population health, and older adult health. In addition to her research and teaching, Dr. Dye has provided leadership for several state initiatives. From 2001 to 2006, she served as Chair of the Advisory Board for the South Carolina Center for Gerontology (SCCG) and led the SCCG in hosting its first conference, “Summit on Aging: Meeting Greater Elder Needs with Fewer Resources in South Carolina.” In 2007, the state’s Commission on Higher Education approved the proposal to establish a Center of Economic Excellence called SeniorSMART that was submitted by Dr. Dye and her colleagues at the University of South Carolina, Palmetto Health, and Greenville Health System. Dr. Dye’s current work focuses on promoting older adult chronic disease self-management and promoting the health and quality of life of those with dementia and their family caregivers.

BREAK IN THE EXHIBIT HALL

SPONSORED BY 

Monday, September 11, 10:00 am - 10:30 am

REGENCY A, B



WORKSHOPS – SESSION I

Monday, September 11, 10:30 am - 11:45 am

Controlling the Risks in the Workplace

GARDENIA

Presenter: *Gary Pierce*, Risk Manager at CareSouth Carolina Inc., Hartville, SC

Moderator: *Pam McDaniel*, West Alabama Regional Commission/Area Agency on Aging, AL

As part of managing the health and safety of your business, you must control the risks in your workplace. To do this, you need to think about what might cause harm to people and decide whether you are taking reasonable steps to prevent that harm. This is a known risk assessment and is something you are required to do by law. A risk assessment is not about creating a huge amount of paperwork, but rather identifying sensible measures to control the risks in your workplace. This workshop will help you identify the hazards, decide who might be harmed and how, evaluate the risks and decide on precautions, record your significant findings, and review your assessment and update if necessary.

Successful Hiring: It Begins with the Interview

REDBUD A, B

Presenter: *Denise Ellis*, BHRM, PHR, Chief Personnel Officer of CareSouth Carolina, Inc., Hartsville, SC

Moderator: *Celeste Collins*, Bluegrass Area Agency on Aging, KY

Many hiring managers and supervisors make serious mistakes during the job interview process. They often do not know what they are looking for, ask the wrong questions, fail to ask the right questions, and end up hiring the wrong person. This workshop will touch on the most important aspects of the interview and help you to identify the best candidates.

Winning the Race for Community Funding

REDBUD C

Presenter: *Mark H. Sobiski*, Foundation Director of CareFIRST Carolina Foundation, Hartsville, SC

Moderator: *Katie Howard*, River Valley Area Agency on Aging, GA

The workshop will provide an overview of identifying wants versus needs in a program. A brief history of the CareFIRST Carolina Foundation success will be used as well as how to incorporate fundraising and outreach goals/needs for the community. The workshop will explain the importance of creating a clear message for an organization to engage their community. The workshop will also identify and quantify what your program will accomplish, teach ways to develop your case for support to potential funders, express the importance of knowing the volunteer base, spread the message and mission, and teach how to make the first steps toward a successful outcome in the community.

People Helping People: South Carolina's Volunteer Ombudsman Program

MAGNOLIA

Presenters: *Jessica Winters*, Regional Long-Term Care Ombudsman, Appalachian Council of Governments, Greenville, SC

Amanda Plumley, Volunteer Coordinator, Appalachian Council of Governments
Greenville, SC

Moderator: *Anne Wildman*, Northern Kentucky Area Agency on Aging, KY

Workshop participants will gain an understanding of the history of South Carolina's Volunteer Ombudsman Program created in 2005. The training process and structure of the program will be discussed as well as ideas on the variety of ways to recruit and retain volunteers. The training will engage participants with an open discussion on best practices of each individual state that utilizes a volunteer program.

HIV/AIDS Among People Age 55 and Over

DOGWOOD

Presenters: *Lloyd Paige*, Medical Case Manager/Peer Advocate, CareSouth Carolina, Hartsville, SC

La'Quantia Goodman, MBA, U.S. Marine, Assistant Director of Care Innovations, the
Infectious Disease department at CareSouth Carolina, Hartsville, SC

Moderator: *Shelia Welch*, Vantage Point, SC

Presenters will inform attendees about the facts, myths and misconceptions people tend to have regarding HIV/AIDS. Workshop will provide information about PrEP, which is the medication individuals can receive to prevent becoming HIV positive. Information will be available about the importance of being tested for HIV, and of local resources to access existing services. Once the session is complete, attendees should feel more empowered about their health and know where to seek services if needed.

Understanding and Responding to Dementia-Related Behaviors

REGENCY F

Presenter: *Jamie A. Guay*, Program Director with the Greenville Area office of the Alzheimer's Association, Greenville, SC

Moderator: *Joe Evans*, South Central Tennessee Development District Area Agency on Aging and Disability, TN

The workshop will identify common triggers to behaviors associated with dementia, explain the process for assessing and identifying challenging behaviors, and list strategies to address some common dementia-related behaviors.

What's in a Name? Rebranding your Nonprofit AAA to Maximize Your Image, Community Presence and Fundraising Possibilities

REGENCY H

Presenter: *Patricia Suarez*, MA, Vice President of Marketing & Communications at Senior Connection Center, Tampa, FL

Moderator: *Pat Freeman*, The Legacy Link, Inc., GA

Does the average senior really know your agency? Is the public confused about the programs and services you offer? Are donors and business sponsors reluctant to contribute because they think you are a government entity rather than a not for profit? Have you considered a name change, but do not want to part with the recognition and credibility that comes with being an AAA? Learn how you can establish a new brand identity, retain your status as an AAA, tout your nonprofit standing, reap the benefits of having a stronger community presence, and gain new revenue streams to secure the future of your organization.

Of Course You're Smart, But Are You Emotionally Intelligent?

REGENCY G

Presenters: *Justine Gradillas*, Clemson University Youth Learning Institute, Director of Program Operations, Office of Research and Organizational Development, Pickens, SC

Elizabeth Morris, Clemson University Youth Learning Institute, Director of Professional Standards and Development/Director of the Girls Center, Pickens, SC

Moderator: *Kathy Whitaker*, First Tennessee Area Agency on Aging and Disability, TN

This fast-paced session begins with a brief overview/refresher of Emotional Intelligence (EI). Attendees will have the opportunity to assess their EI and explore its impact on their professional development and personal lifestyle. Participants will examine and discuss strategies that they can use to promote their EI and foster positive relationships.

SE4A AWARDS LUNCHEON

Monday, September 11, 12:00 pm - 1:30 pm

REGENCY C, D

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We invite conference attendees to celebrate with this year's award winners in the following categories: Jane Kennedy Excellence in Aging, Positive Images, Corporate Sponsorship, Outstanding Community Service, Outstanding Volunteer, and Aging Impact Awards. We will also announce our scholarship recipients who are pursuing a career in gerontology or geriatrics.

WORKSHOPS – SESSION II

Monday, September 11, 1:45 pm - 3:00 pm

Suicide Prevention: Question, Persuade, and Refer (QPR)

MAGNOLIA

Presenter: *Jessica Pruett*, Information and Assistance Specialist and Disaster Preparedness Coordinator
Upper Cumberland Area Agency on Aging and Disability, Cookeville, TN

Moderator: *Joy Shirley*, Three Rivers Area Agency on Aging, GA

This workshop will teach three simple steps on how to save a life. Question, Persuade and Refer (QPR) is designed to help a person learn and recognize the warning signs of a suicide crisis and to seek help. Presenter will also provide statistics about suicide and information on what they are doing in the Upper Cumberland region of Tennessee to help prevent suicide.

LGBT Elder Cultural Competency Training

REDBUD A, B

Presenter: *Heidi Katz*, Director of Business Innovation and Development for ElderSource Institute,
Northeast Florida, Jacksonville, FL

Moderator: *Linda Miller*, Centralina Area Agency on Aging, NC

The workshop will teach inclusive concepts/language regarding gender identity and sexual orientation, and communication skills with clients who identify as lesbian, gay, bisexual and transgender, increase awareness of environments that are characterized by inclusion, respect and dignity, and create an understanding and appreciation for the LGBT culture so that professionals can comfortably and appropriately care for LGBT elders.

My Will Program

GARDENIA

Presenters: *Cindy Curtis*, MSW, Area Agency on Aging Director, Central Midlands Council of Governments, Columbia, SC

Cindy Coker, Esquire, Public Services Director, South Carolina Bar, Columbia, SC

Pamela Robinson, Esquire, Director, Pro Bono Program, USC School of Law, Columbia, SC

Moderator: *Tim Womack*, Appalachian Area Agency on Aging, SC

Central Midlands Area Agency on Aging started the “My Will Program” in 2015 due to wills needing to be provided at no cost to seniors living in the planning and service area. A collaborative effort led the Central Midlands AAA, the University of South Carolina School of Law Pro Bono Program, the South Carolina Bar Association Pro Bono Program, and the Lieutenant Governor’s Office on Aging to create ongoing monthly opportunities for seniors ages 60 and over to meet with a volunteer attorney.

Driving Seniors to a Better Lifestyle

REGENCY G

Presenters: *Joe Kunkel*, Executive Director, Neighbor to Neighbor of South Carolina, Myrtle Beach, SC

Julie Schultz, Mobility Manager, Neighbor to Neighbor of South Carolina, Myrtle Beach, SC

Moderator: *Leigh Wade*, Rappahannock Area Agency on Aging, Inc., VA

During this session, we will discuss why volunteer transportation is important for communities serving seniors, why and how partnerships maximize impact, and provide specific tools on how to approach local nonprofits and businesses.

Preparing for the Unexpected: How a Public/Private Partnership Helped Change the Way Seniors in South Carolina Prepare for Disaster

REGENCY H

Presenter: *Jordan Newman*, Lowcountry Council of Governments/Area Agency on Aging, Yemassee, SC
Moderator: *Caroline Ullery*, Buffalo Trace Area Agency on Aging, KY

This workshop will provide insight on a unique initiative aimed at raising the awareness of emergency preparedness for one of the most vulnerable populations while discussing a successful approach to sharing information through one of the nation's top private entities via a public/private partnership. Join us as we take a closer look at the federal mandate for emergency preparedness set forth by the Older Americans Act and explore how the State of South Carolina implemented a unique program to provide more easily accessible information and resources to help safeguard seniors in the event of a disaster.

Supported Decision Making, Alternatives to Guardianship, and Guardianship Basics

REDBUD C

Presenter: *Michael S. Large*, Elder Law Unit Head/Staff Attorney, South Carolina Legal Services, Columbia, SC
Moderator: *Aaron Bradley*, East Tennessee Area Agency on Aging and Disability, TN

This presentation will focus on the least restrictive alternatives to guardianship for seniors with diminished capacity and intellectual abilities. Supported decision-making (SDM) is a process in which individuals with disabilities are assisted in making decisions for themselves. SDM happens when an individual is the decision maker, but is provided support from one or more persons who explain issues to the individual in a manner that he or she can understand.

Expanding Project Lifesaver in the Central Midlands Region

DOGWOOD

Presenters: *Becky Baird*, Central Midlands Area Agency on Aging, Columbia, SC
Captain Bill Brown, Richland County Sheriff's Office, Columbia, SC
Moderator: *Shelia Welch*, Vantage Point, SC

This workshop will outline the background of the Project Lifesaver program in Richland County/Richland County Sheriff's Department in Columbia, SC. We will discuss how the program is used. The program saves money, time and resources that benefit individuals, including caregivers, people with dementia or other medical needs, emergency personnel, and taxpayers. Workshop will explain how Project Lifesaver was expanded into Lexington, Fairfield and Newberry counties in South Carolina, and how the program works for everyone.

Sharing Lessons and Updates from Dementia Friendly America

REGENCY F

Presenter: *Nora Super*, Chief, Programs and Services, National Association of Area Agencies on Aging, Washington, DC
Moderator: *Susan Segrest*, Central Alabama Aging Consortium, AL

By 2025, the number of people aged 65 and older with Alzheimer's disease and other dementias is estimated to reach 7.1 million, a 40 percent increase from the 5.1 million people affected in 2015. Led by the Dementia Friendly America (DFA) initiative, communities across the country are taking action to become dementia friendly by leveraging resources and partners across community sectors. In this session, participants will learn about the DFA initiative as well as a related initiative, Dementia Friends USA, with a focus on how states and communities in the Southeastern U.S. are engaging in this work.

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BREAK IN THE EXHIBIT HALL

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Monday, September 11, 3:00 pm - 3:30 pm

REGENCY A, B

WORKSHOPS – SESSION III

Monday, September 11, 3:30 pm - 4:45 pm

Kinship: Rebuilding Healthy Families when Addiction Strikes

DOGWOOD

Presenter: *Kimberly Hinkel*, BSW, MSSW, Community Resource Specialist, Kentuckiana Regional and Planning Development Agency, Louisville, KY

Moderator: *Connie Munn*, Santee-Lynches Area Agency on Aging, SC

Many grandparents and relatives are raising a child or children due to parental substance abuse. The presentation will cover the basics of addiction and provide evidence that addiction is a disease rather than the failing of an individual's moral compass. The presenter will discuss the different roles that family members play when there is an addicted family member and how these roles contribute to the chaos of addiction in the home.

South Carolina's Medicare and Medicaid Program (MMP): Value of Integrated Services for the Most Vulnerable Populations

MAGNOLIA

Presenters: *Suzie Bosstick*, Director of Long Term Services and Supports, North Charleston, SC
Jay Powell, Vice President, Medicare-Medicaid Plans, First Choice VIP Care Plus, North Charleston, SC

Moderator: *Mark Smith*, Vantage Point, SC

This workshop will describe South Carolina's Medicare and Medicaid Program for persons dually eligible for both Medicare and Medicaid. The attendees will learn about the program's objectives, the characteristics of the members served, the types of services provided, what makes the MMP an innovative program, and the health and quality of life outcomes for persons served. The session will also describe how this program is part of a national demonstration and the future of the program post demonstration.

Chronic Pain, Addiction and Quality of Life: When the Solution is Worse than the Problem

REDBUD A, B

Presenter: *Dr. John Dyben*, DHSC, MCAP, CMHP, ICADC, Clinical Fellow, Hanley Center at Origins, West Palm Beach, FL

Moderator: *Barbara Jardin*, Appalachian Area Agency on Aging, SC

Drug overdose is the number one cause of accidental death in the US with opiates being the leading culprit. Chronic pain is often treated with opioid analgesics and in many cases, this leads to iatrogenic addiction, compounding any pre-existing pain problems. This workshop will explore the issues of chronic pain and addiction and aging adults, and how they are interrelated. We will explore the science behind both conditions, the effects of opioids on the brain and body, related comorbidities, and effective, non-narcotic treatment methods for addressing both chronic pain and addiction with concomitant presentation.

Vulnerable Adult Task Force Update

GARDENIA

Presenter: *Michael Large*, Elder Law Unit/Staff Attorney, South Carolina Legal Services, Columbia, SC

Moderator: *Kim Harmon*, Waccamaw Area Agency on Aging, SC

The SC Bar Vulnerable Adult Task Force was created in 2016 out of the recognition of the growing elderly population and the increasing numbers of individuals who need protection due to vulnerability related to age or other disability. South Carolina has no public guardianship program and the current protection systems for incapacitated adults have significant gaps. The Task Force's mission is to focus on a comprehensive review and evaluation of the vulnerable adult system in South Carolina. This includes researching other Southeastern state Public Guardianship initiatives. This workshop will provide an update regarding systemic issues and progress made to date.

Dementia Care Philosophy Using the Positive Approach to Care (PAC)

REGENCY G

Developed by *Teepa Snow*

Presenter: *Clare Farless*, Family Caregiver Coordinator with the Upper Cumberland Area Agency on Aging and Disability, Cookeville, TN

Moderator: *Josh Houben*, Santee-Lynches Area Agency on Aging, SC

This workshop will teach hands-on skills to interact with clients or loved ones with dementia through the Positive Approach to Care (PAC) model. We will also discuss the brain changes in dementia patients and why we need to change how we interact with people who have dementia.

Revolution: Customizing Community Based Services for a Counterculture Generation

REGENCY H

Presenter: *Lindsay W. McKenzie*, M.A./Ed.S., CRCFA, NHA, Administrator/Co-Founder of Elite Senior Day Center, Spartanburg, SC

Moderator: *Earl Gallishaw*, Vantage Point, SC

This workshop will outline differences in current American culture/generations that are increasing the need for affordable and accessible community-based care services, particularly those that specialize in specific care concerns like Alzheimer's/Dementia, post-stroke recovery; head, neck and spinal cord injuries, and lifeline developmental delay. The workshop will include information related to regional specific regulations, design concerns, and innovative programming across generations and specific care concerns.

Marketing Madness: Putting your AAA on the Map

REGENCY F

Presenters: *Robyn James*, Development & Marketing Director, Middle Alabama Area Agency on Aging, Alabaster, AL

Laura King, Nutrition and Transportation Supervisor, Middle Alabama Area Agency on Aging, Alabaster, AL

Moderator: *Justin Blomdahl*, Waccamaw Area Agency on Aging, SC

The presenters of this workshop will share their experience in developing, launching and measuring a strategic marketing plan that has shown great results in their five-county region in Alabama. From developing a new logo and use of social media, their agency is serving more individuals and has put itself "on the map." Learn the creative steps needed to launch a successful marketing program, how to succeed in re-branding your agency for the greater good, and the most efficient ways to use social media and other innovations to reach more people.

Presenters: *Margie Lee*, MSL, Advisor, Community & Field Support – South Region
Cheryl Henderson, AARP Volunteer

Moderator: *Aaron Bradley*, East Tennessee Area Agency on Aging and Disability, TN

AARP is arming Americans with the tools they need to spot and avoid fraud and scams so they can protect themselves and their families. Get real-time alerts about the latest scams, tips on how to spot them, and the inside scoop on how con artists think so you can outsmart them before they strike. Our nationwide scam-tracking map gives access to a network of people who have spotted scams and the opportunity to pass along your own experiences, so together we can beat con artists at their own game. Learn how to protect your clients from losing their hard-earned resources. Also, learn what materials and resources AARP can provide to help in your community outreach for vulnerable adults.

HOSPITALITY SUITE

Monday, September 11, 7:00 pm - 10:00 pm




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CONTINENTAL BREAKFAST

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Tuesday, September 12, 7:30 am - 8:30 am

EXHIBIT HALL A, B

GENERAL SESSION

Tuesday, September 12, 8:30 am - 10:00 am

REGENCY C, D

SANDY MARKWOOD

NATIONAL ASSOCIATION OF AREA AGENCIES ON AGING

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Chief Executive Officer Sandy Markwood has more than thirty years of experience in the development and delivery of aging, health, human services, housing and transportation programs in counties and cities across the nation. Prior to coming to the National Association of Area Agencies on Aging (n4a) in January 2002, Sandy served as the Deputy Director of County Services at the National Association of Counties where she took a lead role in research, training, conference planning, program development, technical assistance and grants management. As CEO, Sandy is responsible for n4a's overall management. She sets strategic direction for the staff, oversees the implementation of all policy, grassroots advocacy, membership and program initiatives. She also leads n4a's fundraising efforts and engages corporate sponsors to support critical initiatives, including an aging awards/best practices program and the Leadership Institute for Area Agency on Aging staff. Externally, Sandy forms strategic partnerships with federal agencies and organizations in aging, human services and health care arenas to enhance the role and recognition of Area Agencies on Aging and Title VI programs. Sandy holds Bachelor's and Master's degrees from the University of Virginia.

BOB BLANCATO, MATZ, BLANCATO AND ASSOCIATES, INC.



Bob Blancato is the President of Matz, Blancato and Associates, the National Coordinator of the bipartisan 3,000-member Elder Justice Coalition, and the Executive Director of the National Association of Nutrition and Aging Services Programs. Bob has more than twenty years of service in the Congressional and Executive branches, including the senior staff of the U.S. House Select Committee on Aging and an appointment by President Clinton to be Executive Director of the 1995 White House Conference on Aging. Most recently, Bob is the Chair of the Board of the American Society on Aging and on the National Board of AARP. He also serves on the Board of the National Council on Aging and the Advisory Panel on Outreach and Education of the Centers for Medicaid and Medicare Services. He was recently selected by Next Avenue as a 2016 Influencer in Aging. Bob is a contributing blogger to the Huffington Post and Next Avenue, writing on aging issues. He holds a BA from Georgetown University and an MPA from American University. Bob has won numerous awards for advocacy, including being knighted by the Italian Republic in 2011.

BREAK IN THE EXHIBIT HALL

Tuesday, September 12, 10:00 am - 10:30 am

SPONSORED BY



REGENCY A, B



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YOU GIVE
BACK, THE
POSSIBILITIES
ARE ENDLESS.**

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Dementia Friendly Community Planning: How your AAA Can Play a Role

REDBUD A, B

Presenters: *Linda Miller*, MA, Centralina Area Agency on Aging, Charlotte, NC
Susan Segrest, Executive Director, Central Alabama Aging Consortium, Montgomery, AL
Lisa Bretz, MSW, Executive Director, Area Agency on Aging for North Florida, Tallahassee, FL
Moderator: *Cindy Curtis*, Central Midlands Area Agency on Aging, SC

With the aging of the population comes a higher incidence of Alzheimer's disease and related disorders. Dementia Friendly and Age-Friendly planning efforts are surfacing all over the Southeast so that the needs of older adults living with dementia, their families and caregivers can have the best quality of life possible and remain in supportive communities to "age in place." This workshop will highlight both Dementia Friendly and Age-Friendly planning, and resources and tools available to Area Agencies on Aging. Learn about what your AAA can do, how to activate your community, and about three AAAs in Alabama, Florida and North Carolina that are currently coordinating Dementia Friendly efforts in their regions.

Five Evidence-Based Programs Eligible for IIID Reimbursement

REGENCY G

Presenters: *Denise Rivers*, LMSW, Program Manager, Division for Community Resources, SC Lieutenant Governor's Office on Aging, Columbia, SC
Michele D. James, MSW, Director of the Division of Healthy Aging at SC Department of Health and Environmental Control, Program Manager for SC Arthritis Program, Columbia, SC
Moderator: *Joy Shirley*, Three Rivers Area Agency on Aging, GA

The purpose of this workshop is to expand knowledge of evidence-based programs reimbursable by Title IIID funds; how and where these programs are implemented in South Carolina; unique partnerships; and our innovative approach to marketing evidence-based programs. Attendees will learn the basics of five evidence-based programs: Chronic Disease Self-Management, Walk with Ease, Arthritis Foundation Exercise, EnhanceFitness, and HomeMeds. Workshop will also show how to reach unique populations who are in need of these services.

Marketing Senior Services

REGENCY F

Presenters: *Don Colombero*, Marketing Director, Legacy Link, Oakwood, GA
Pat Freeman, CEO, Legacy Link, Oakwood, GA
Moderator: *Celeste Collins*, Bluegrass Area Agency on Aging, KY

Workshop will highlight all the steps used by Legacy Link to develop a comprehensive marketing plan, including branding, brochures, health fair displays, promotion on radio, newspaper ads, and small information stations you can carry in your car and set up anywhere. Presenter will discuss how to save money on marketing materials while explaining how to work with business partners on joint promotional events. The presenter will also discuss how their agency recently completed a five-year strategic planning session and how the session benefited the agency.

From Compassion to Action: How to Recruit and Keep Volunteers for Your AAA Programs

MAGNOLIA

Presenters: *Katie Kutcher*, MA, Aging Programs Coordinator, Centralina Area Agency on Aging, Charlotte, NC
Angel Stoy, ACSM, Centralina Area Agency on Aging, Charlotte, NC
Annette Demeny, DTR, Aging Specialist, Centralina Area Agency on Aging, Charlotte, NC
Moderator: *Shelia Welch*, Vantage Point, SC

As many Area Agencies on Aging reach capacity with paid staff, volunteers become even more important to expand and sustain programming. Research is gathering on the benefits of volunteering including improvements in physical, mental and emotional health. As 10,000 Americans turn 65 every day and are living longer, we have an expanding resource of older adults looking for meaningful ways to contribute in their community. Presenters will use examples of volunteer recruiting and sustainability across programs such as evidence-based health promotion and volunteer transportation. This interactive session will include discussion on recruitment, effective screening tools and ways to keep their volunteers.

Virginia SMP and it's Inter-relationship with AAA's to Provide Healthcare Fraud Awareness

DOGWOOD

Presenters: *Marly Santoro*, Virginia Senior Medicare Patrol Director, Virginia Association of Area Agencies on Aging, Richmond, VA
Wanda Trexler, Virginia Senior Medicare Patrol Coordinator of Volunteers and Training, Virginia Association of Area Agencies on Aging, Richmond, VA
Moderator: *Tina King*, Western Piedmont Council of Governments Area Agency on Aging, NC

The Senior Medicare Patrol (SMP) is a volunteer-based national program that educates Medicare beneficiaries, their families and caregivers to prevent, detect and report healthcare fraud, errors and abuse. This workshop will discuss how the SMP Program in Virginia collaborates with local AAA's to bring awareness about healthcare fraud. Session will highlight techniques and practices to select, train and engage volunteers and staff in your agencies to become community educators.

The Power of Partnership

REDBUD C

Presenters: *Madri Hall-Faul*, Special Projects Coordinator, Kentuckiana Regional Planning and Development Agency (KIPDA) AAAIL, Louisville, KY
Barbara Gordon, Director, Division of Social Services, KIPDA AAAIL, Louisville, KY
Moderator: *Katie Howard*, River Valley Area Agency on Aging, GA

This workshop will focus on a community garden program implemented through a Family Resource and Youth Services Coordinator office in Kentucky's school system in partnership with an AAAIL. The session will explore the benefits of community gardens and intergenerational work, as well as planning and implementation of an actual garden. A toolkit highlighting implementation steps, lessons learned, funding sources, and the role of the AAAIL in the process will be presented. Participants will learn how to create an invested group of community stakeholders.

Full Engagement: Volunteer Recruitment and Retention

GARDENIA

Presenters: *Peter Lane*, Director of Leadership and Volunteer Development, National Association of Area Agencies on Aging, Washington, DC

Stephanie Holmes, Dementia Friendly Alabama, Montgomery, AL

Moderator: *Joe Evans*, South Central Tennessee Development District Area Agency on Aging and Disability, TN

Looking for new ideas and approaches to recruiting and retaining volunteers? This interactive session will focus on building the capacity of your volunteer program to ensure success. Participants will complete a program self-assessment and discuss strategies for recruiting today's volunteers. Everyone will leave with practical next steps and resources to guide them. Presenters will also give an overview of the "Doing Good is Good for You" campaign.

AIRS EXAM

Tuesday, September 12, 1:45 pm - 4:30 pm

REDBUD A, B

Participants must have registered with AIRS to take the Exam.

WORKSHOPS – SESSION V

Tuesday, September 12, 1:45 pm - 3:00 pm

SE4A University

MAGNOLIA

Presenter: *Aaron Bradley*, Area Agency on Aging Director, East Tennessee Area Agency on Aging and Disability, TN

Please join this question and answer session to learn more about SE4A University and the benefits of the training program.

Flourish: A Care Coordination Model to Support Quality Care for Older Adults

GARDENIA

Presenters: *Anna C. Faul*, Institute for Sustainable Health and Optimal Aging, University of Louisville, Louisville, KY

Joseph G. D'Ambrosio, Institute for Sustainable Health and Optimal Aging, University of Louisville, Louisville, KY

Barbara Gordon, Director, Division of Social Services, Kentuckiana Regional Planning and Development Agency, Louisville, KY

Moderator: *Anne Wildman*, Northern Kentucky Area Agency on Aging, KY

The Flourish Care model developed partnerships between primary care practices, local Area Agencies on Aging, and community coalitions as part of a federal grant to promote quality care for older adults in rural areas. This presentation reports on the lessons learned in creating this model of care and the outcomes achieved for older adults served through this coordinated health care model. The workshop presenter will share two case studies.

Being Prepared for the Unexpected: What is in Your To-Go Bag?

REGENCY H

Presenter: *January Brown*, Eastern Carolina Council Area Agency on Aging, New Bern, NC

Moderator: *Annette Eubanks*, Mid-East Commission Area Agency on Aging, NC

Are you prepared? Are your older adults and caregivers prepared? What is a natural disaster versus an unnatural disaster? How can older adults prepare themselves for the everyday emergency? Know the basics, have your emergency “To-Go Bag” ready, make a personal plan, and the communication of that plan. An Eastern Carolina Council Area Agency on Aging staff member will present information on preparing older adults and caregivers for emergencies.

It’s a New Day: Implementing CSA Training to Up Your Competitive Game

DOGWOOD

Presenters: *David Cox*, CEO, Professional Testing & Society of Certified Senior Advisors, Orlando, FL.

Gordon Walker, MS, CSA, Consultant, former Executive Director of the Jefferson Area Board for Aging (Virginia), Southport, NC.

Erika T. Walker, MBA, CSA, SAGE WAVE Consulting, LLC, Greer, SC

Moderator: *Linda Levin*, ElderSource, FL

As AAA’s realign to compete in the open market, it is necessary to build upon organizational skills and realign strategic directions. This workshop provides resources and tools helping AAA’s strengthen their competitive edge by clarifying ways to implement the Certified Senior Advisor (CSA) Certification, certificates and other training programs into your work environments. Multiple scenarios explain how tools and educational programs can be integrated and applied with your staff, administration and Board of Directors. Participants will increase their knowledge of methods to better understand and work with managed care, healthcare and for-profits while gaining buy-in from their Board and key stakeholders.

Think Differently About Senior Programming

REGENCY F

Presenter: *Andrea Smith*, Executive Director/CEO, Senior Action, Greenville, SC

Moderator: *Tim Womack*, Appalachian Area Agency on Aging, SC

Often in the senior service sector, we become so focused on funding challenges and regulations that we may lose sight of what is really important. Are we constantly looking for innovative ideas and challenging ourselves to examine all of the options, or are we focused on survival? Steve Jobs once said, “If you don’t like change, you will like irrelevance even less.” Are we meeting the needs of today’s senior population? Are we providing the same services in the same method that we did 30 years ago? This workshop will seek to leave you encouraged and energized about seeing your work in a new way.

Policy Change in Washington and What it Means for Aging Programs

REGENCY G

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

Moderator: *Pat Freeman*, The Legacy Link, Inc., GA

A new Congress and Administration are shaking things up in Washington, D.C. What does that mean for aging programs and the clients you care about? The National Association of Area Agencies on Aging’s policy chief will detail the latest legislative updates, translate what that means for local home and community-based services, and share what YOU can do to advocate for seniors.

Presenter: *Nora Super*, Chief, Programs and Services, National Association of Area Agencies on Aging, Washington, DC

Moderator: *Kim Harmon*, Waccamaw Area Agency on Aging, SC

The Area Agencies on Aging National Survey tracks and documents key trends and issues occurring across the Aging Network, providing a valuable window into how AAA's are adapting and evolving in these fast-changing times. Participants will learn about the most recent Aging Network data such as trends in AAA services, budgets and populations served. Attendees will be able to describe how AAA's are engaging in opportunities such as age-friendly initiatives, dementia friendly community initiatives and integrated care opportunities. Participants will also learn about state level data reports that focus on Southeastern states and how this data may be beneficial for their agencies and stakeholders.

BREAK

Tuesday, September 12, 3:00 pm - 3:30 pm

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Is Your Organization Ready? Preparing for Successful Business Relationships with Health Care Partners

REGENCY H

Presenters: *Mary Kaschak*, Deputy Director, Aging and Disability Business Institute, National Association of Area Agencies on Aging, Washington, DC
Nora Super, Chief, Programs and Services, National Association of Area Agencies on Aging, Washington, DC
Moderator: *Linda Miller*, Centralina Area Agency on Aging, SC

Area Agencies on Aging and other aging and disability community-based organizations are seeking opportunities to enhance their business acumen by collaborating with health-care entities. In order to capitalize on a new and ever-changing integrated care environment, it is vital that these organizations have a blueprint for where they are and where they need to go in order to succeed. This session will examine how an AAA can utilize a readiness assessment tool developed through the National Association of Area Agencies on Aging and Disability Business Institute to determine their baseline capacity for building productive, sustainable health care partnerships.

Effectiveness of Paid Digital and Social Media Campaigns for Targeted Outreach to Older Adults

REGENCY F

Presenters: *Brandy Bauer*, Communications Manager, National Council on Aging, Arlington, VA
Vivian Barton, Benefits Enrollment Center Coordinator, Area Agency on Aging, South Alabama Regional Planning Commission, Mobile, AL
Moderator: *Jordan Newman*, Lowcountry Area Agency on Aging, SC

Area Agencies on Aging and other service providers often struggle to provide cost-effective outreach for many of their programs that have specific eligibility requirements, such as Medicare Savings Programs, SNAP, Medicaid LTSS, prescription assistance programs, or caregiver services and in-home supports. This workshop will describe the work of seven diverse stakeholders, including Area Agencies on Aging, through their partnership with the National Council on Aging, piloting paid digital and social media targeted campaigns. Lessons can be applied across aging and disability programs that need to enhance the effectiveness and efficiency of their outreach methods.

A Caregiver's Guide to Wandering: A Family and Community Dementia Tool

REGENCY G

Presenters: *Kurt Boerner*, President, McGruff Safe Kids, Wayzata, MN
Amy Craven, PH. D. of C & V Senior Care Specialists, Inc.
Moderator: *Deb Pittman*, Catawba Area Agency on Aging, SC

One of the many concerns of caregivers for someone with dementia is the fear of wandering. This session teaches about wandering as it pertains to cognitive disorders. The presenter will discuss strategies that can be implemented now and how to create an action plan so that key identity information is available when needed. Surveys show that keeping a loved one with dementia at home longer and safely is a cherished goal of many family members. Being prepared to minimize the chances of wandering and knowing how to respond are vital to helping you achieve this goal.

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

Moderator: *Linda Levin*, ElderSource, FL

Do you think you cannot “do advocacy” either because of personal hesitation or political/legal restrictions? Come to this workshop with an open mind to learn about federal rules governing advocacy and also how the Older Americans Act encourages AAA’s to be advocates for elders in the community. Then we will tackle how to be effective advocates: what do you need to know about federal policymaking to be able to speak up for the needs of older adults; how can you get your messages across effectively; and how to actually do this while having a full-time job. This session is for those who are new to advocacy or otherwise see themselves as “beginners.”

TUESDAY EVENING EVENT

Tuesday, September 12, 6:00 pm - 10:00 pm

Please join us for an evening of good food and friends at the Commerce Club! The Commerce Club is located at the top of the One Liberty Square across the street from the Hyatt Regency in Greenville. The Commerce Club has breath-taking views of the Paris Mountain. The dress code for the night is business casual. We hope you will join us to celebrate the final night of the 2017 conference.

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A promotional graphic for the REST program. On the left, the text "PREPARE CARE CONNECT" is stacked vertically in a teal, sans-serif font. Below this is the word "rest" in a large, green, lowercase serif font, followed by a green leaf icon and a registered trademark symbol. Underneath "rest" is the text "RESPITE EDUCATION & SUPPORT TOOLS" in a smaller, teal, sans-serif font. On the right, a photograph shows an elderly man with glasses and a woman looking at a book together. Above them is the text "Delivering education and support to those offering a break to caregivers." in a teal, sans-serif font. At the bottom left, it says "REST is an evidence-supported training program" in a teal, sans-serif font. At the bottom right, the website "www.restprogram.org" and phone number "(630-397-5655)" are listed in a teal, sans-serif font.

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CLOSING SESSION

Wednesday, September 13, 8:30 am - 11:00 am

CLOSING PLATED BREAKFAST
SE4A BUSINESS MEETING
ENDNOTE – DEB SOFIELD

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Deb Sofield is a Keynote Speaker, Author of the book, *Speak without Fear – Rock Star Presentation Skills to get People to Hear What You Say*, Radio Talk Show Host on WGTK 94.5 The Answer, Podcaster and President of her own Executive Speech Coaching Co., which trains women and men for success in speaking, presentation skills, media and message development in the U.S. and abroad. Deb Sofield is a visiting professor, teaching public speaking at Harvard University, John F. Kennedy School of Government, and on the faculty of the Woman's Campaign School at Yale University, she served on the board for the Women's Democracy Network of Washington, DC. Sofield teaches Communications and Media Training for Civil Society around the world and she served as a mentor and trainer for The Center for Liberty in the Middle East. Sofield is a Liberty Fellow affiliated with the Aspen Institute Global Leadership Network, a worldwide community of successful, high-integrity entrepreneurial leaders.

Actively involved in her community, Sofield is a Commissioner of Public Works for the Greenville Water System and is the first woman to hold this position since its inception in 1918. Sofield was formerly a two-term member of Greenville City Council.

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