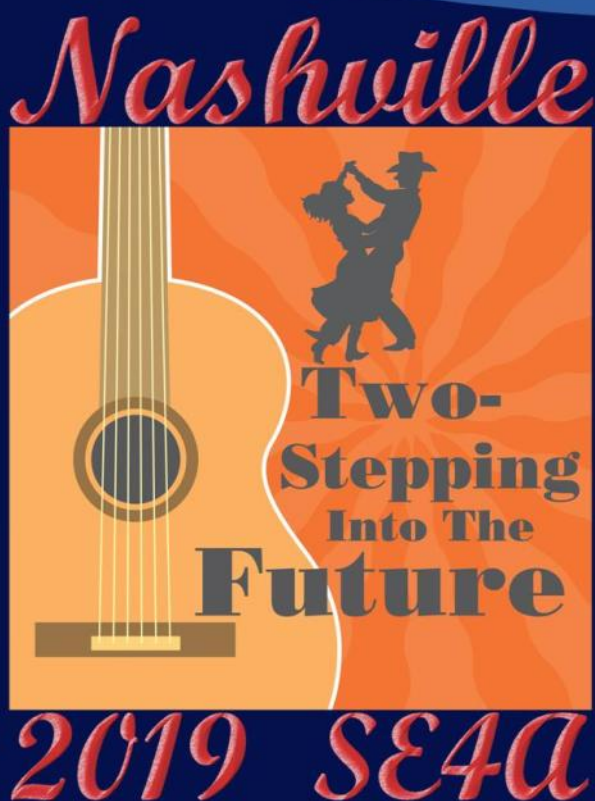


Conference Registration



SE4A Annual Conference 2019



September 8–11, 2019 Gaylord Opryland Hotel



Conference Partners



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.



2019 Workshop Tracks

- ♦ Business Development/Accumen
- ♦ Access to Services and Support
- ♦ Caregiving
- ♦ Elder Rights/Elder Justice/Ageism
- ♦ Health/Long-Term Care/Technology
- ♦ Senior Centers/Wellness/Evidence-Based
- ♦ Workforce/Leadership

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The Tennessee Commission on Aging and Disability is the designated state agency on aging and is mandated to provide leadership relative to aging issues on behalf of older persons in the state.

tn.gov/aging

1-866-836-6678

2019 SE4A Conference Schedule At A Glance

Saturday, September 7

8:30 am – 4:30 pm

SE4A Board Meeting

Sunday, September 8

7:30 am – 9:00 am

Registration for Intensives

8:00 am – 3:30 pm

Intensives 1, 2, 3

12:00 noon – 5:30 pm

Conference Registration

12:00 noon – 2:00 pm

Exhibitor Set-Up

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

Tennessee Hospitality Suite

Monday, September 9

7:00 am – 8:00 am

Continental Breakfast in the Exhibit Hall

7:00 am – 4:00 pm

Exhibit Hall Open

7:00 am – 3:15 pm

Conference Registration

8:00 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 1

12:00 noon – 1:30 pm

Awards Luncheon

1:45 pm – 2:45 pm

Workshops — Session 2

2:45 pm – 3:15 pm

Break in the Exhibit Hall

3:15 pm – 4:15 pm

Workshops — Session 3

6:00 pm – 7:00 pm

Dinner On Your Own

7:00 pm – 10:00 pm

Tennessee Hospitality Suite

Tuesday, September 10

7:00 am – 8:00 am

Continental Breakfast in the Exhibit Hall

7:00 am – 10:30 am

Exhibit Hall Open

7:00 am – 3:00 pm

Conference Registration

8:00 am – 10:00 am

General Session

9:00 am – 11:30 am

AIRS Exam

10:00 am – 10:30 am

Break in the Exhibit Hall

10:30 am – 11:45 am

Workshops — Session 4

11:45 am – 1:15 pm

TFA Annual Membership Meeting (TFA Members Only)

12:00 noon – 1:00 pm

Lunch On Your Own

1:15 pm – 2:15 pm

Workshops — Session 5

1:30 pm – 4:00 pm

AIRS Exam

2:15 pm – 2:30 pm

Break in the Exhibit Hall

2:30 pm – 3:30 pm

Workshops — Session 6

6:00 pm – 10:00 pm

“Honky-Tonk” Night

Wednesday, September 11

8:30 am – 11:00 am

Closing Session (Breakfast, SE4A Business Meeting, Endnote)

Registration Information

To Register

To register for the 2019 Southeastern Association of Area Agencies on Aging Annual Conference, please go to www.SE4A.org for a link to the online registration form. You may pay the registration fee online or mail a check to:

FTAAAD
Attn: Kathy Whitaker
3211 N. Roan St.
Johnson City, TN 37601

Please make checks payable to **TN-SE4A** and indicate **2019 SE4A Conference** on the memo line. Include a copy of your registration confirmation with the check.

Single-day registration includes all activities and events scheduled for that day.

Extra tickets for meals and events may be purchased.

Registration Fees

Early Registration:

Until July 31, 2019, the early conference registration is \$375 and includes onsite workshops, opening reception on Sunday, two continental breakfasts, the awards luncheon, Tuesday night dinner and evening entertainment, one plated breakfast on Wednesday, all breaks, and the Tennessee Hospitality Room on Sunday and Monday nights.

After July 31, full conference registration is \$425.

Registration deadline is August 26, 2019.

Pre-Conference Intensives

Pre-Conference Intensives are an additional \$50 each:

- ◆ A 21st Century Approach to Serving Persons with Alzheimer's Disease
- ◆ Medicare Advantage and Your AAA
- ◆ CIRS-A/D Training: Competencies for Aging and Disability Information & Referral/Assistance Programs

Single-Day Registration Fees

\$100 Sunday, September 8—Includes the opening reception, but not the Pre-Conference Intensives.

\$150 Monday, September 9—Includes the SE4A Awards Luncheon.

\$150 Tuesday, September 10—Includes the Tuesday evening event.

\$50 Wednesday, September 11—Includes the closing breakfast.

Extra Event Tickets

\$50 Per ticket for the Sunday evening reception.

\$60 Per ticket for the Monday SE4A Awards Luncheon.

\$100 Per ticket for the Tuesday evening event.

\$50 Per ticket for the Wednesday closing breakfast.

Cancellation and Refund Policy

Cancellations must be submitted in writing and mailed to:

FTAAAD
Attn: Kathy Whitaker
3211 N. Roan St.
Johnson City, TN 37601

All cancellations must be postmarked by August 8, 2019, to receive a refund, less a \$75 administrative fee. An alternate may attend in place of the original registrant.

Registration Information, continued

Special Accommodations

We encourage participation of persons with disabilities. The conference site is accessible and we will work with registrants on special dietary needs (vegetarian, diabetic, etc.). Please convey all requests on the online registration form.

Continuing Education Units

NOTE: There will be an additional \$10.00 fee for all attendees who wish to receive CEU credits.

Nursing: The 2019 SE4A Conference will provide a maximum of 21 hours of CE credit. Approval is pending at this time.

Social Work: The 2019 SE4A Conference will provide a maximum of 21 hours of CE credit. Approval is pending at this time.

Long-Term-Care Administrators: The 2019 SE4A Conference will provide a maximum of 21 hours of CE credit. Approval is pending at this time.

Physicians: This activity has been planned and implemented in accordance with the Essentials and Standards of the Accreditation Council for Continuing Medical Education through the joint-sponsorship of the Southeast KY Area Health Education Center and the Southeastern Association of Area Agencies on Aging. The Southeast KY Area Health Education Center is accredited by the Kentucky Medical Association (KMA) to sponsor continuing medical education for physicians. The Southeast KY Area Health Education Center designates this live activity for a maximum of 18 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

AIRS Certification Test

The AIRS Certification Test will be offered during the conference on Tuesday, September 10. The testing sessions will be offered from 9:00 am–11:30 am and from 1:30 pm–4:00 pm.

In order to take this test, you must pay a registration fee and submit an application directly to AIRS at least 30 days prior to the test date. The fee for this test must be paid directly to AIRS. Do not send your application for certification with your conference registration.

Anyone taking the AIRS Certification Test must provide their own laptop computer.

Information about the CIRS and CIRS–A/D tests, application forms, fees, study materials and competencies for I&R/A Specialists can be found on the AIRS website (www.AIRS.org).

Conference Attire

Attire for the conference is business casual and comfortable. Temperatures may vary in classrooms; please bring a sweater or light jacket.

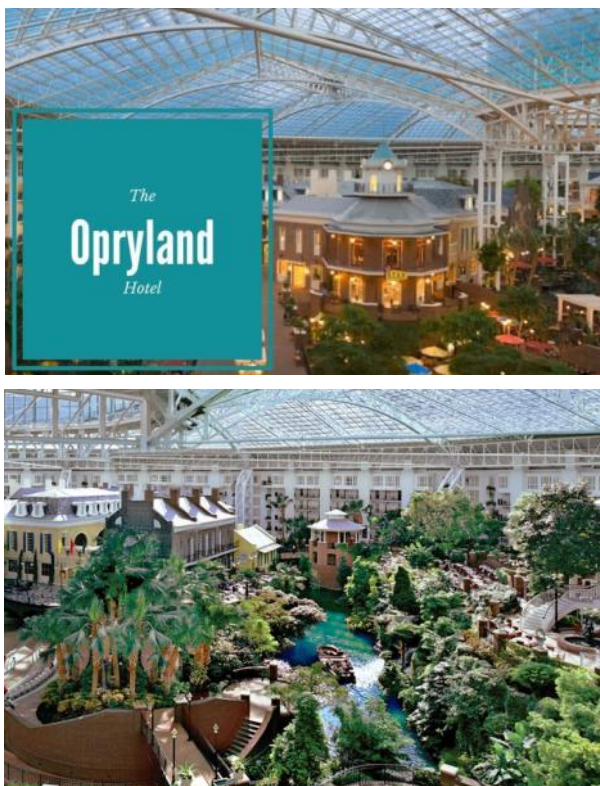
Conference Mobile App

The SE4A 2019 Conference Mobile App will be available for participants during and immediately after the conference. It will help you build memorable experiences, network, engage in social media, access workshop information, and more.

And for those who like a challenge, conference participants will have the opportunity to flex their fingers in a Mobile App contest. Watch for more information about the Mobile App as we approach the conference.

Hotel and Travel Information

Conference Host Hotel



Gaylord Opryland Resort & Convention Center
2800 Opryland Dr.
Nashville, TN 37214
(615) 889-1000

Room reservations for the 2019 SE4A Conference are now open. Make reservations at the following link: <https://book.passkey.com/e/49883500>. The deadline is August 6, 2019, but reservations should be made as early as possible.

Reservation Line: 1-877-491-7397

Check-In: 3:00 pm

Check-Out: 11:00 am

Room Rate: \$205 per night (includes a mandatory \$20 daily resort fee). The first night's fee must be paid at the time of booking.

Parking

Valet and self-parking are available. Self-parking fee is \$15.00 per day.

Ground Transportation

Gaylord Opryland offers daily roundtrip shuttle service from the Nashville International Airport to the hotel. Look for the Gaylord Opryland Welcome Desk on the lower level of the airport between the two escalators. An agent can assist with your travel needs and ticket purchase, or use our kiosk by the welcome desk. If an agent is not available, you can find the resort shuttle by following the signs to the Gaylord Opryland Resort pickup.

Daily Shuttle Schedule

7am – 6pm (departs every 30 minutes)

Cost: \$35 per person, roundtrip fare

Guests 65 and older receive a discounted rate of \$32 for roundtrip fares. Ages 17 and under are complimentary with accompanying adult.

More information about transportation services can be found here: <https://www.marriott.com/hotel-info/bnago-gaylord-opryland-resort-and-convention-center/entertainment/4fve5ih/transportation-services.mi>

Car Rentals

To view available car-rental companies, go to: <https://www.flynashville.com/ground-transportation/Pages/rental-cars.aspx>

Air Travel

To view airlines that service Nashville, go to: <https://www.flynashville.com/flights/Pages/airline-information.aspx>



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Connect on the Go... with the SE4A Conference App



Mobile App Features:

- > **Stay up to date** on conference activities including real time updates and access to conference events, workshops, speaker information and locations.
- > Scroll through the **attendee list** to see who is here, where they are from, and how you can connect with them.
- > **Interact and share conference happenings** through the App Social Wall. We want to see you and all the fun you are having (and of course learning) at the conference!
- > Utilize the **sponsor and exhibitor icon** for a complete listing of our sponsoring and exhibiting organizations and how to locate them in the exhibit hall.

How to Download:

Step 1: On your mobile device, check for an email from SE4A to download the App—if you do not have this email, simply go to your App store and search **“CrowdCompass AttendeeHub”** and click to Download.

Step 2: Once the Download is complete, return to your email from SE4A and click **“Verify Account”**. If you do not have this email, open the App and follow the next steps, prompting you to register for a login.

Visit Registration with Questions.

Sunday, September 8, 8:00 am–3:30 pm

Full-Day Pre-Conference Intensives



1. A 21st Century Approach to Serving Persons with Alzheimer's Disease

Michael Splaine is the owner and principal of Splaine Consulting, a small advocacy and government affairs consulting firm based in Washington, D.C.

This intensive will outline key demographic and ADRD market trends and data sources that planners and agency leaders can use to develop a 21st century approach to serving persons with ADRD and their families. The workshop will review state-of-the-art actions for CBOs to identify persons with cognitive impairment in community settings, ways to serve the growing brain-health movement, use of evidence-based programs and community-level initiatives in defining their own and partner organizations' dementia capability.



2. Medicare Advantage and Your AAA: Responding to the New Supplemental Benefits Opportunities

Marisa Scala-Foley is the director of the Aging and Disability Institute in Washington, D.C.

Sharon Williams is CEO of Williams Jaxon Consulting, LLC.

In February 2019 Congress passed the Bipartisan Budget Act, which included the Chronic Care Act, giving Medicare Advantage Plans greater flexibility to cover non-medical benefits such as home-delivered meals or caregiver supports to targeted high-need/high-risk Medicare beneficiaries. This expansion opens the door for AAAs to partner with these plans and get paid for delivering the health-related social services they are experts in. Learn more about the law, the new benefits and how to develop a plan for your AAA to take advantage of these new opportunities.

3. Basic Training and CIRS A/D Exam Preparation for Information and Referral (I&R) Specialists



LaVerdia McCullough is the aging program consultant for the Tennessee Commission on Aging and Disability

This intensive will provide an overview of key competencies needed for aging and disability I&R/A professionals and will provide preparation for the AIRS certification exam for I&R specialists in aging/disabilities. The Intensive will cover the following content: Fundamentals of information and referral, details of the AIRS certification exam, the I&R/A process, key communication techniques, highlights of AIRS standards, and information on aging and disability programs and services.



Association of Area Agencies on Aging and Disability

TN4AD is a membership organization which includes the nine AAADs across Tennessee:

- **First Tennessee AAAD**
- **East Tennessee AAAD**
- **Southeast Tennessee AAAD**
- **Upper Cumberland AAAD**
- **Greater Nashville AAAD**
- **South Central AAAD**
- **Southwest Tennessee AAAD**
- **Northwest Tennessee AAAD**
- **Aging Commission of the Mid-South AAAD**

The mission of TN4AD is to assume a leadership role in efforts to improve the quality of life for older individuals, their caregivers, and other adults with disabilities through strengthening the collaboration of the aging network with private and public agencies and organizations and effectively advocating, coordinating, planning, training, and increasing resources.



Tennessee Elder Justice Conference (TNEJC)

TNEJC is the result of over 25 years of advocacy in Tennessee to raise awareness of the despicable acts of elder abuse in all forms and create a “call to action” from the community and our legislative delegation to increase coordination, cooperation and resources to address this every growing problem.

The Tennessee Elder Justice Conference is pleased to be a co-sponsor of the
2019 SE4A Annual Training Conference!
Together, we can bring about change and provide the protection the Elders in Tennessee deserve!

Sunday, September 8, 7:30 am–5:30 pm

Conference Registration

7:30 am–5:30 pm

Opening Session

Sunday, September 8, 3:30 pm–5:30 pm

Presentation of Colors

National Anthem

Derek Young, “Good. Great. Legendary.”



Professionals who support older individuals and their families are confronted with a wide array of complexities that challenge their primary goal to make life better for others. Every day, new rules, new regulations and new competitors fill the marketplace and challenge the status quo. In the message entitled, "Good. Great. Legendary." SEA4 conference participants will gain inspiration and instruction on ways to elevate their mindsets and methods for the benefit of themselves and the people they serve.

Derek Young is a motivational speaker, leadership trainer and corporate leader for some of the world's greatest organizations.

Opening Reception

Sunday, September 8, 5:30 pm–7:00 pm

Enjoy hors d'oeuvres and music while you tour the exhibit hall, meet our exhibitors, and get acquainted with colleagues. Don't miss the chance to win exciting door prizes! This will be a fun-filled evening where you can celebrate *"Two-Stepping Into the Future"*.

Hospitality Suite

Sunday, September 8, 7:00 pm–10:00 pm

Come and experience Tennessee Hospitality at its finest. Meet your peers, unwind and relax! The Hospitality Suite will be open on Sunday and Monday evenings from 7:00–10:00 pm.

Monday, September 9, 7:00 am–8:00 am

Breakfast/Exhibits

7:00 am–8:00 am

Exhibit Hall Hours

7:00 am–4:00 pm

Conference Registration

7:00 am–3:15 pm

General Session

Monday, September 9, 8:00 am–10:00 am

Panel on Elder Abuse: Paul Greenwood, Lisa Zavogiannis, Greg Gonzales, David Rausch

The panel will draw attention to the prevalent elder issues that are currently impacting the criminal justice system, as well as the growing concerns about guardianship abuse and other pressing elder-abuse topics in Tennessee.



Newly retired San Diego Deputy District Attorney Paul Greenwood was a lawyer in England for 13 years. Lisa Zavogiannis is the District Attorney for the 31st Judicial District. Greg Gonzales is the 18th Commissioner of the Tennessee Department of Financial Institutions. David Rausch serves as the ninth Director of the Tennessee Bureau of Investigation.

Monday, September 9, 10:00 am–10:30 am

Break in the Exhibit Hall

10:00 am–10:30 am



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Workshops/Session 1

Monday, September 9, 10:30 am–11:45 am

1. Strategic Servant Leadership

Business Development/Accumen Track

Derek Young, Consultant

Need precedes innovation. Innovation encourages strategy. Strategy thrives on leadership. "Strategic Servant Leadership" is a workshop for social service and non-profit leaders who need to elevate their commitment to serve others through a deeper understanding of strategic thinking and strategic planning. Developed from experiences gained during a 34-year career with organizations like the nation's central bank—the Federal Reserve, the nation's number-one discount retail chain—Dollar General, and the nation's number-one family dining chain—Cracker Barrel, this session provides proven action steps leaders can immediately employ to produce lasting change.

2. Helping Communities Meet the Needs of All—The AARP Age-Friendly Community Network

Access to Services & Support Track

Mitchell Olszewski, AARP Tennessee

AARP defines a livable community as one that is safe and secure, has affordable and appropriate housing and transportation options, and offers supportive community features and services. Once in place, these resources enhance personal independence, allow residents to age in place, and foster resident engagement in the community's civic, economic, and social life. To assist towns and cities to be livable places for people of all ages, AARP created the Age-Friendly Communities Network. This session will describe the reasons AARP developed the network, how a livable community benefits people of all ages, the commitments made by a community joining the network, and the current national and state status of the network.

3. Tennessee Financial Institutions Respond: New Protections for Elderly and Vulnerable Adults

Elder Rights/Justice/Ageism Track

Greg Gonzales, Commissioner, Tennessee Department of Financial Institutions

Amy Heaslet, Executive Vice President and General Counsel, Tennessee Bankers Association

The Tennessee General Assembly passed the Elderly and Vulnerable Adult Financial Exploitation Protection Act in 2017 to give financial institutions (primarily banks and credit unions) the authority to withhold withdrawals that they believed to be scams or fraudulent. In the same legislation, the State gave financial institutions immunity from liability to further encourage compliance with this new law. Learn the latest news on this implementation.

4. Tools to Educate and Reduce Elder Abuse in Rural Communities

Elder Rights/Justice/Ageism Track

Joe Gavalis, Law Enforcement Coordinator, North Georgia Elder Abuse Task Force Foundation

Lynne Reeves, Director, Area Agency on Aging of Northwest Georgia

With financial exploitation and abuse being a growing concern among older adults, the Northwest Georgia Area Agency on Aging partnered with the North Georgia Elder Abuse Task Force to inform, educate and protect its seniors. By utilizing a team approach, these agencies partnered with the Georgia Bureau of Investigation, local law enforcement, Adult Protective Services and others to provide seniors with information needed to avoid becoming a victim. After educating over 500 older adults and volunteers in 2018, we continue to partner with other agencies to educate and protect some of Georgia's most vulnerable adults.

5. Leadership Development: The Rewards and Challenges

Workforce/Leadership Track

Charlotte McHenry, President and CEO, Senior Connection Center

Linda Levin, CEO, ElderSource

This workshop will provide concrete examples from two agencies on how they are identifying emerging leaders and preparing them for future positions. The session will include one organization explaining the curriculum that was developed for their emerging leadership program. This one-year curriculum includes an intensive questionnaire followed by a one-on-one consultation with the president and CEO, internal group forums led by members of senior management and specific external training opportunities. The session will also include one organization's succession-planning process that helps prepare staff for moving up through the organization.

6. How Home Health Care and Social Workers Avoid Bringing Infestations to Their Cars, Home and Office

Senior Centers/Wellness/Evidence-Based Track

Karen Vail, Professor and Extension Urban Entomologist

Home health care and social workers are concerned about bringing bed bugs from their clients' infested homes to their car, office and home. In this session, attendees will learn to recognize all the life stages of the bed bug, their shed skins and fecal specking. Bed bug biology, bite response and inability to transmit human pathogens will be discussed. Bed bugs are managed through proper identification, education, inspections and monitoring, nonchemical means (heat, cold, vacuuming and other mechanical removal such as lint rolling, and encasing mattresses and box springs), chemical control, and follow-up evaluations. Attendees will understand how to implement these strategies to prevent bringing bed bugs home.

7. Mental Health and Aging: Partners Working Together to Educate the Community

Workforce/Leadership Track

Lori Paris, Medical Foster Home Coordinator and Veteran Community Partnership Coordinator, Department of Veterans Affairs

Barbara Gordon, Director, KIPDA Area Agency on Aging and Independent Living

The session will illustrate a community coming together to identify the needs of mental health and aging. The Mental Health and Aging Coalition conducted a needs assessment which identified an overwhelming need for continuing education and resources for professionals and consumers on mental health and aging education and resources. The KIPDA Region Mental Health and Aging Coalition received a grant to develop brochures for consumers and online education to be easily accessed by professionals on mental health and aging education. The online education is intended to be accessible, interactive, and disseminated to professionals working with older adults. The session will highlight the process of collaboration and identifying the needs of mental health and aging resources and education.



8. Medicare Advantage and Your AAA

Business Development/Accumen Track

Marisa Scala-Foley, Director, Aging and Disability Institute
Sharon Williams, CEO, Williams Jaxon Consulting, LLC

In February 2018, Congress passed the Bipartisan Budget Act, which includes the CHRONIC Care Act, giving Medicare Advantage (MA) plans greater flexibility to cover non-medical benefits such as home-delivered meals or caregiver supports to targeted high-need/high-risk Medicare beneficiaries. This expansion opens the door for AAAs to partner with MA plans and get paid for delivering the health-related social services they are expert in. Come to this session to learn more about the law, the new benefits, and how AAAs are responding; and begin to develop a plan for how your AAA can take advantage of these new opportunities.

Monday, September 9, 12:00 noon–1:30 pm

Awards Luncheon

12:00 noon–1:30 pm

Exhibit Hall Hours

7:00 am–4:00 pm

Workshops/Session 2

Monday, September 9, 1:45 pm–2:45 pm

9. Trends in CBO Contracts with Healthcare Entities: Results from the Business Institute's 2018 Request-for-Information Survey

Business Development/Accumen Track

Elizabeth Blair, Senior Research Associate, n4a
Regina Sayers, Appalachian Agency for Senior Citizens, Inc.

Aging and disability community-based organizations (CBOs) are increasingly contracting with healthcare payers and providers to address the social and behavioral determinants of the health of older adults and people with disabilities. This session will delve into AAA partnerships with healthcare providers and payers. It will discuss the findings of the Aging and Disability Business Institute's 2017 and 2018 Request-for-Information surveys on the contracting status of CBOs across the country, describing the most common types of healthcare partners, services provided and payment models used in these contracts. The audience will hear from Appalachian Agency for Senior Citizens, who will share their experiences contracting with healthcare partners, and discuss challenges and lessons learned in the process.

10. Every Ride Counts: Enhancing Transportation Information to Support Community Living **Access to Services & Support Track**

Melissa Gray, Program Manager, NADTC, n4a

Today, Area Agencies on Aging (AAAs) increasingly provide core supportive services that address client and community transportation needs. Critical to offering these services is the ability to educate consumers about local transportation resources. Good transportation is key to successful community living and AAAs can and should be engaged in promoting the availability and accessibility of transportation options for older adults, people with disabilities and caregivers in their local communities. Every Ride Counts, a new national campaign launched by NADTC in December 2018, was designed to help organizations like AAAs address the challenge of ensuring older adults, people with disabilities and caregivers are aware of the local transportation options available to them.

11. Peer-to-Peer Groups for Caregivers and Persons with Early-Stage Dementia **Caregiving Track**

Brian Bruggeman, M.A., CTRS, COC, CIRS-A/D, ADRC Program Manager, Three Rivers Area Agency on Aging
Peggy Luukkonen, CIRS-A/D, ADRC Program Manager, Coastal Area Agency on Aging

The goal is to create functional peer-to-peer groups for caregivers and persons with early-stage dementia. This will be accomplished by: (1) Distinguishing between effective and ineffective dementia-related activities for persons with dementia and their care partners (2) Pinpointing stakeholders, volunteers and potential facilities suitable for support groups and engagement programs (3) Designing a plan for the recruitment, training and retention of facilitators and volunteers (4) Reviewing the necessary documentation for the marketing of a group and activities and for communicating with participants and volunteers (5) Completing annual visits, and assessing volunteers.

12. Developing the Elder/Vulnerable Adult Abuse Case to Minimize Revictimization **Elder Rights/Justice/Ageism Track**

S. Joanne Sheldon, Assistant District Attorney General, 4th Judicial District Elder Abuse Unit

Cases involving elderly/vulnerable adults can be extremely difficult when you have a victim that does not want to prosecute. The family dynamics make the situation more complex, just as it would in a domestic violence case. In overcoming the hurdles of prosecution without revictimization of the individual, prosecutors need to be creative. By developing stronger evidence for the case by law enforcement and experts, a victim's testimony would be limited, if even necessary (depending on the situation). Additionally, by educating the community and first responders, prosecutors are developing their witnesses by teaching proper report writing and how to identify particular signs of abuse. The particulars of evidence in financial exploitation cases would be reviewed to indicate patterns of spending, baseline finances prior to abuse, and creating reports to assist in prosecution. Cognition and associated issues associated with aging would be discussed and how your expert can explain/demonstrate the special needs of the victim.



13. Dementia Basics

Health/Long-Term Care/Technology Track

Rodney Poling MD, DLFAPA, Medical Director, Unity Psychiatric Care

Attendees will view a brief PowerPoint presentation based on an overview of dementia, and the causes and interventions available. They will learn the meaning of the term "dementia" and become familiar with several of the illnesses associated with dementia syndrome, as well as the various treatments available for dementia.

14. Staying Active and Independent for Life (SAIL)

Senior Centers/Wellness/Evidence-Based Track

Sidney Schuttrow, Director of Volunteer Services, Tennessee Commission on Aging and Disability

Falls are the leading cause of fatal injury and the most common cause of nonfatal trauma-related hospital admissions among older adults, with one in four Americans aged 65+ falling each year. This presentation will explain and demonstrate one of the newest innovative strength, balance and exercise programs in the area of falls prevention, SAIL. We will be looking for active participation as we demonstrate key exercises and program components that have been proven to help participants become stronger, feel more independent and prevent their risk of falls. Partnership development is a key component to making the expansion of SAIL possible and will be discussed throughout the presentation.

15. Creating Age-Friendly and Dementia-Caring Communities in Florida

Workforce/Leadership Track

Tracey Aittama, MSW, CFAL Program Manager, Florida Department of Elder Affairs

Laura Copeland, DCCI Program Coordinator, Florida Department of Elder Affairs

This presentation will outline how AARP and the Department of Elder Affairs (DOEA) have joined together to help make communities better for people of all ages. DOEA has developed two statewide programs: Communities for a Lifetime (CFAL) and the Dementia Care and Cure Initiative (DCCI). Both aim to make all communities a safe and nurturing place for people of all ages and abilities. DCCI shares the vision of creating safe and nurturing communities with a special focus on those living with Alzheimer's. CFAL has engaged 119 communities and helps cities, towns, and counties improve the lives of their residents through continuous assessment and improvement, while promoting a spirit of community. With AARP, work is being done to have these engaged communities join the Age-Friendly Network, of which there are currently 24 in Florida.

Break in the Exhibit Hall

2:45 pm–3:15 pm

Workshops/Session 3

Monday, September 9, 3:15 pm–4:15 pm

16. Diversifying Funding Sources to Expand Services and Improve Sustainability

Business Development/Accumen Track

Regina Sayers, Executive Director, Appalachian Agency for Senior Citizens
Brian Beck, CFO, Appalachian Agency for Senior Citizens

Appalachian Agency for Senior Citizens (AASC) will lay out successful strategies for diversifying funding streams to maintain growth during a period of stagnant Older Americans Act funding. Over the last nine years, AASC has doubled organizational revenue and had a 35-percent growth in staff. By adding additional business-model programs to core OAA services, AASC has laid a path for improved sustainability. Through staff development and program growth more individuals are being served in our community.

17. A Deeper Dive into the Housing Needs for Older Persons

Access to Services & Support Track

Becky Kurtz, JD, Director, Metro Atlanta Area Agency on Aging
Carol Gregory, Organizational Development Consultant, Habitat for Humanity International, U.S. Office

This session will examine the implications of a rapidly-growing aging population and the shifts in housing needs that result. Area agencies and community organizations together can play a unique role in preparing communities for residents of all ages and abilities to live healthy and independent lives by promoting the adoption of age-friendly practices that provide diverse housing options. This session will explain the unique housing needs of older persons, recommended solutions, and showcase how Habitat for Humanity is serving older adults that wish to remain in their homes, and how local organizations can partner with them.

18. Who's Caring for the Caregiver?

Caregiving Track

Donna R. Evans, Hospice Ministries, Inc.

Caregiving is a full-time job and too often caregivers "give" themselves away. Caregivers may find it difficult to know how to ask for help. This session will identify the various roles a caregiver fills, the warning signs of caregiver stress, and the positive strengths one finds in caregiving. The session will also provide an opportunity for participants to share information (pointers and tips) that may be beneficial to other participants and caregivers. The goal of the session is to help caregivers care for themselves as well as they care for others.

19. Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA)

Elder Rights/Justice/Ageism Track

Amy L. Smith, Program Director, CREVAA Program
Tracy Armstrong, CREVAA Manager, East Tennessee Human Resource Agency

The Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA) is a new program that is housed at the Tennessee Commission on Aging and Disability. CREVAA provides emergency services to clients that are vulnerable adults 18-59 years old and older adults 60 years and above. Presenters will briefly go over the statistics of crime and unmet needs within this demographic. We will walk through a case study/success story where a client has benefited from the CREVAA program. Eligibility for the program, how to refer to the CREVAA program, and how to access resources will be reviewed.

20. Implementing Volunteer Transportation: A State and Local Perspective **Health/Long-Term Care/Technology Track**

Shelley Hale, Director, Southwest Tennessee Area Agency on Aging and Disability

This session will explore a volunteer-transportation system, discuss best practices, identify key local partnerships and describe key sources of data.

21. Have Food; Will Travel! **Senior Centers/Wellness/Evidence-Based Track**

Dana Peveler, Executive Director, Senior Community Center of Owensboro-Daviess County, Inc.
Debbie Zuerner Johnson, Director of Community Engagement, Owensboro Health

We all see it; as meal delivery workers, we say, “See you Monday!” and know the meal we just delivered is likely the last nutritious one she’ll receive until the next time we arrive. This workshop will outline a successful food-sharing program in which a local partnership between a regional hospital and a senior center works to stop waste, provide additional home-delivered meals, and reduce nutrition risk for seniors—all for little to no additional cost. The workshop will equip attendees with the elements to replicate this program within their own communities.

22. Everyone Wants a Navigator—Especially A Certified Eldercare Navigator **Workforce/Leadership Track**

Brian E. Daly, Ed.D., Executive Director, Patient-Centered Education & Research Institute (PCERI)
Kelly McCann, MHA, Director of Development, Patient-Centered Education & Research Institute (PCERI)

Advocates and patient navigators are an important resource for agencies that deal with clients' health challenges, especially for the elderly. Many barriers arise in helping seniors cope with health issues. It is vital that all staff who provide patient navigation and their employing agencies understand what they must know and do to serve clients and improve health services. This session describes the necessary skills and competencies needed to : (1) remove barriers and improve patient care; (2) certify navigation knowledge and skills; (3) Improve quality and reduce costs.

Tennessee Hospitality Suite

7:00 pm–10:00 pm



FIGHT **HEALTHCARE** FRAUD

Medicare fraud steals billions of dollars from taxpayers every year. Learn how to protect yourself and your loved ones.

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1-866-836-7677



SMP is a nationwide program funded in part by the U.S. Administration for Community Living. In Tennessee, SMP is administered by Upper Cumberland Development District and partners with the Statewide Area Agency on Aging and Disability Network.

Tuesday, September 10, 7:00 am–8:00 am

Breakfast/Exhibits

7:00 am–8:00 am

Exhibit Hall Hours

7:00 am–10:30 am

Conference Registration

7:00 am–3:00 pm

General Session

Tuesday, September 10, 8:00 am–10:00 am

Mary Lazare, Sandy Markwood and Bob Blancato



Mary Lazare is the principal deputy administrator for the Administration for Community Living (ACL) at the U.S. Department of Health and Human Services. She was sworn into office in 2017 after serving as the vice president for home and community-based services for Lutheran Senior Services in St. Louis, MO.

Sandy Markwood is the chief executive officer at the National Association of Area Agencies on Aging (n4a). She has more than thirty years' experience in the development and delivery of aging, health, human services, housing and transportation programs in cities and counties across the country.

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. He has more than 20 years of service in the Congressional and Executive branches of government.

Tuesday, September 10, 10:00 am–10:30 am

AIRS Exam

9:00 am–11:30 am

Break in the Exhibit Hall

10:00 am–10:30 am

The Humana logo is displayed in a green, sans-serif font in the upper left corner of the image. The background of the entire image is a photograph of an older man with grey hair, wearing a light-colored button-down shirt and khaki pants, sitting in a black wheelchair. He is smiling and looking towards a young child who is standing in front of him, facing away from the camera. The child is wearing a yellow and white checkered shirt and green pants, and has their arms raised with hands open, mimicking the man's gesture. They are outdoors on a paved surface next to a white building with vertical siding and some green foliage on the right.

Humana®

Humana supports SE4A and its mission to enhance the aging network in the Southeast region, advocating on behalf of older Americans.



Workshops/Session 4 Tuesday, September 10, 10:30 am–11:45 am

23. Working with Healthcare Providers—The Long and Winding Road

Business Development/Accumen Track

Ted Rooney, RN, MPH, Project Manager, Maine Council on Aging

We'll focus on the underlying trends shaping a potential positive future for community-based organizations (with some real risks) but that may take several years to realize. Focus will be on how organizations can operate effectively over the next few years while building towards a more beneficial future. Medicaid managed care is a great opportunity, but will it follow the evolution of managed care in general? What is it that drives real long-term value? Discussion will include the risks and potential rewards of various future environments and what steps (like outcomes measurement) that organizations might take to help shape things.

24. Responding to the Call of Aging: Collaborating with Local First Responders to Better Serve Older Adults Across Local Communities

Access to Services & Support Track

Jeremy Raines, Middle Alabama Area Agency on Aging

The presentation will showcase the innovation and success realized when law enforcement and local area agency on aging service organizations work together to serve older residents across local communities. The information provided will highlight Alabama's very successful and nationally-acclaimed Dementia-Friendly Training Program for Law Enforcement and First Responders, Project Life Connect (which connects medical emergency information to first responders), and share strategies, techniques, and resources to better serve older citizens.

25. Fostering Dementia-Friendliness In Your Community

Caregiving Track

Susan Segrest, Executive Director, Central Alabama Aging Consortium
Meredith Hanley, Director, n4a

Do you want to foster dementia-friendliness in your community? You can! Communities across the country are working to become more dementia-friendly with resources and support from Dementia-Friendly America. Alabama's Dementia-Friendly Communities Initiative kicked off in 2016 and has blossomed in its three years! It all started with a partnership with Dementia-Friendly America and a heart for those living with dementia. Join us to learn more about how YOU can make a difference in your community.



26. Tennessee's Laws on Elderly and Vulnerable Adult Abuse

Elder Rights/Justice/Ageism Track

S. Joanne Sheldon, Assistant District Attorney General, 4th Judicial District Elder Abuse Unit

Depending on when a crime occurred, the statutes can be somewhat tricky to navigate. The purpose of the proposed workshop is to provide a solid foundation in understanding the laws and how to relate the "crime" to the proper statute to follow for prosecution of a crime. Ongoing crimes need to be traced back to the initial or close-in-time origination of the crime to elect the proper statute(s). For example, if an adult was financially exploited in 2016 with \$1,000 worth of monies taken and the victim was also neglected, the attendee would know to follow the old "status" crime of Exploitation (D Felony), add the Theft count (D Felony) and include the Neglect Count (D Felony) set forth under Section 71. Alternatively, if the crime occurred on January 8, 2019, the charge would be Financial Exploitation in an amount greater than \$2,500 (a bump up on the felony which takes it from a D to a C Felony) and an E Felony under Neglect pursuant to Section 39 as opposed to Section 71.

27. Staying Connected in Your Community with engAGED Older Adults

Senior Centers/Wellness/Evidenced-Based Track

Sandy Markwood, CEO, n4a

This session will briefly review research that outlines the impact of social isolation on older adults and underscores the health and wellness benefits of remaining socially engaged. Further we will provide examples of two short surveys which can be used to assess the level of isolation/engagement for individuals. Further discussion will describe how that information can be used to improve the rate of social engagement amongst older adults in communities and outline resources available through engAGED.

28. Pathways to Sustainability for an Evidence-Based Program

Senior Centers/Wellness/Evidence-Based Track

Jennifer Crosby, Wellness Program Coordinator

This session will highlight the sustainability journey of an area agency on aging's Tai Chi for Health program. Participants will learn how the wellness program coordinator prepared for and continues to implement this evidence-based program. Key topics will include: defining sustainability, setting SMART goals, partnerships with other agencies, marketing and administering the program, and lessons learned along the way.

29. AARP HomeFit: Smart Solutions for Making Your Home Comfortable, Safe, and a Great Fit

Health/Long-Term Care/Technology Track

Janet Neely, COTA/L, CAPS, Certified Aging in Place Specialist

AARP's *HomeFit Guide* is a well-designed, easily-followed, 53-slide PowerPoint presentation. Attendees will be given full-color booklets to go along with the photos and information on the screen. The presentation is interactive, with the audience asked about experiences with the equipment and issues being discussed.

Tuesday, September 10, 11:45 am–1:00 pm

TFA Annual Membership Meeting

11:45 am–1:15 pm

Lunch On Your Own

12:00 noon–1:00 pm

Workshops/Session 5

Tuesday, September 10, 1:15 pm–2:15 pm

30. AAAs Addressing Dementia and Brain Health: Results from a New Poll

Business Development/Accumen Track

Meredith Hanley, Director, Community Capacity Building, n4a
Beth Blair, Senior Research Associate

AAAs are on the front lines of serving individuals with dementia and their caregivers. To better understand about how AAAs are responding to the needs of these individuals, n4a developed a topical poll on dementia and brain health, funded by the Administration for Community Living, to learn what services AAAs provide to individuals with dementia and their caregivers, and what programs they have developed that address brain health. This session will describe the results of that poll, in addition to highlighting examples of innovative programs that AAAs have developed to address these issues.

31. Opportunities and Challenges in Creating a Dementia-Friendly Community Movement

Access to Services & Support Track

Robby Hall, Director, Richmond County Department of Social Services
Jacqueline Welch, Director, Richmond County Department of Aging Services

The session will explain the purpose and mission of Dementia-Friendly Communities, which began as a North Carolina initiative to raise awareness and develop support for people with dementia. With services and resources in all areas of communities, North Carolina's goal is to be Dementia-Friendly in all 100 counties. We will explore various opportunities in creating Dementia-Friendly Communities within rural counties by raising awareness through education, community involvement and outreach events. We will discuss potential challenges in establishing Dementia-Friendly communities and seek ways to help communities maximize utilization of resources by bringing awareness to available services and support groups. Lastly, we will review strategies to measure outcomes that lead to sustaining the mission of supporting and educating people with dementia, their caregivers and family members.



32. Grandparents Raising Grandchildren: A Community Response to the Growing Number of Grandfamilies

Caregiving Track

Tracy Van de Vate, Program Manager, CAC Office on Aging

Anne Umbach-Stokes, Case Manager, CAC Office on Aging

This workshop will provide an overview of relative caregiving families in a national and regional setting; specifically looking at grandfamilies, minor children being raised by grandparents. Participants will discuss some of the major challenges facing grandfamilies, including respite care, legal assistance and housing. Social and emotional struggles that many grandparents have will also be addressed, along with special populations of grandfamilies. Participants will be introduced to several different programs across the Southeast that serve grandfamilies. Participants will also have the opportunity to develop contacts and share resources.

33. Live From DC: A Federal Aging Policy Update

Elder Rights/Justice/Ageism Track

Amy Gotwals, Chief, Public Policy & External Affairs, n4a

Get updated on federal policy without going to D.C.! n4a's policy chief will bring you up to speed on the latest federal aging budget and healthcare 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!

34. United We Stand: Aligning Area Agency on Aging, Health System, and Cooperative Extension Resources for Older-Adult Health

Health/Long-Term Care/Technology Track

Carlin Rafie, RD, PhD, Assistant Professor, Virginia Tech; and Extension Specialist, Virginia Cooperative Extension
Justine A. Young, CEO, Piedmont Senior Resources, Area Agency on Aging, Inc.

This session will describe the implementation of a strategy to achieve alignment, collaboration, and synergy across healthcare systems, area agencies on aging, and cooperative extensions to benefit older-adult health. We will describe the structure and outcomes of a collaboration between Virginia Cooperative Extension (VCE), Centra Health, and Piedmont Senior Resources (PSR) to link clinic and community services. Older adults with diabetes were targeted to receive a 12-week diabetes lifestyle program conducted by VCE and Centra at PSR nutrition sites. By combining resources, participants benefited by being linked to services available from all three organizations. Attendees will receive a guide to the model, and instructions for forming similar collaborations.

35. Innovative Intergenerational Programming with Senior Centers and Elementary Students

Senior Centers/Wellness/Evidence-Based Track

Vickie Blevins, Director, Catawba Council on Aging

Sarah Stamey, Aging Specialist, Western Piedmont Area Agency on Aging

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

36. Recruitment and Retention in a Low-Unemployment Economy **Workforce/Leadership Track**

Karen Roberts, HR Director, Area Agency on Aging Palm Beach/Treasure Coast, Inc.

Faced with one of the tightest labor markets in the past 50 years, how do we ensure that the aging network can recruit and retain those employees who consistently demonstrate passion for our important work and help our organizations achieve our desired goals and objectives? How do we keep our employees motivated and engaged in our work? This workshop will discuss: 1) ways to improve sourcing qualified candidates 2) new and improved methods for attracting motivated and passionate employees 3) tips for enhanced retention and engagement including best practices involving mature workers.

Tuesday, September 10, 2:15 pm–2:30 pm

AIRS Exam

1:30 pm–4:00 pm

Break in the Exhibit Hall

2:15 pm–2:30 pm

Workshops/Session 6

Tuesday, September 10, 2:30 pm–3:30 pm

37. Tools for Approaching Health Systems Contracting **Business Development/Accumen Track**

Maya Op de Beke, Program Manager, n4a

The n4a Aging and Disability Business Institute's Trailblazers Learning Collaborative, composed of advanced CBOs from around the country, developed four partnership-preparedness assessment tools. In this session, attendees will learn about the tools, about the importance of staff collaboration in assessing partnership preparedness, and about the phases of development needed to pursue and implement successful cross-sector partnerships with hospitals and health systems. The four assessment tools will help your AAA develop a deeper understanding of your local healthcare market and how to better meet the demands and interests of potential partners, which can lead to service expansion, organizational growth, revenue diversification and mission expansion.



38. Insurance Counseling: Vastly Increase Your Capacity Using Volunteers

Access to Services & Support Track

Randy Rodgers, Manager of Community Services, Jefferson Area Board for Aging

Our organization doubled the number of insurance counseling clients we served in only three years. How? Typically, AAAs are limited by the number of paid staff hours that can be devoted to serving clients. We refocused our paid staff away from serving clients to recruiting, training, coordinating and motivating a highly-skilled group of volunteers who serve the vast majority of our insurance counseling clients. Now the number of people we serve is limited only by the number of volunteers we have. The class will be on how to think differently about your situation.

39. Pride in Care NC: Cultural Competency Training

Caregiving Track

Angel Vanover, Aging Specialist, Centralina Area Agency on Aging

Elisa Gregorich, Aging Specialist, Centralina Area Agency on Aging

Skilled nursing facilities across the country are recognizing their responsibility to educate staff and ensure an inclusive environment for all individuals. Centralina Area Agency on Aging wants to ensure North Carolina continues to meet the needs of a diverse aging population. CAAA will describe a unique cultural competency training that is currently in place for providers of long-term services and supports for the aging population. Additionally, we will discuss our planned efforts to provide trainings tailored specifically to skilled nursing facilities.

40. I'll Do It My Way: Moving from Non-Adherence to Self-Empowerment

Elder Rights/Justice/Ageism Track

Deborah L. Lee, Assistant Director, Aging Programs, Centralina Area Agency on Aging

Adult diversity and cultural experiences impact consumers' understanding and adoption of and adherence to plans that are designed to improve quality of life. Non-compliance or non-adherence is often rooted in the desire by the service provider for the person to "conform." As the aging network continues to move toward a person-centered service delivery, it is imperative that those who provide community-based long-term service and supports understand the basics of how subtle and overt ageism impacts their behavior and influences the motivation of clients to be actively engaged in service plans.

41. Technology Solutions for the AAA

Health/Long-Term Care/Technology Track

Dana Eidson, South Alabama Regional Council on Aging–SARCOA AAA

Joe Strickland, SARCOA AAA

More and more technologies are now available to improve the business operations and client-management capabilities of area agencies on aging. Learn how the Alabama AAA network is collaborating to identify and manage technology solutions for use in the individual AAAs and for the network. Presenters will describe how their network has joined together to develop and operate their own case-management software system. Administrative software solutions will also be discussed, to include systems for managing policies and procedures, travel, job applications and more.

42. Transforming At-Home and Professional Caregiving for Individuals with Dementia, Mental, Intellectual & Physical Challenges **Senior Centers/Wellness/Evidence-Based Track**

Deborah Ferris, CDP, Regional Director, Southeastern U.S., Music & Memory

What if a miracle pill existed that transformed life for individuals with cognitive, mental and physical challenges? What if it reduced agitation, falls, delirium and pain; resistance to care and reliance on a host of medications? What if it enabled individuals to age in place, communicate and experience joy; improved post-surgical and rehab outcomes; enhanced nutrition and provided a greater continuum of care? What if it provided respite and tools for at-home family caregivers? What if it wasn't a pill at all, but the intervention of evidence-based, personalized music? Session attendees will discover benefits, research, how to use personalized music strategically, and enjoy a sandbox moment of creating a musical journey. Come and have fun!

43. Hiking Through the AT (Accreditation Trail): Alabama's Statewide Success **Workforce/Leadership Track**

Joe Strickland, Director, Home and Community Services, South Alabama Regional Council on Aging
Rene Breland, Director of Aging Programs, Top of Alabama Regional Council of Governments (TARCOG)
Miranda Johnson, Medicaid Waiver Lead Case Manager, Middle Alabama Area Agency on Aging

"Hiking Through" is a term used by Appalachian Trail (AT) hikers who hike the trail from its beginning to the end, a good analogy for the NCQA Case Management for Long-Term Services and Supports accreditation process. Since 2016, Alabama AAAs have engaged in the exploration, planning, and execution of a statewide accreditation plan for all thirteen AAAs in the state. As of March 2019, all AAAs have achieved NCQA accreditation, making Alabama one of the first in the country to achieve this goal. This presentation will use the "Hiking Through" analogy to guide attendees through a statewide process of building financial, technological and staffing capacity; building consensus and cooperation among the AAAs; and taking those first steps on the trail of accreditation.



Tuesday, September 10, 6:00 pm–10:00 pm

Tuesday Evening Event

6:00 pm–10:00 pm

**6:00 to
10:00 pm**



**Wear Your Best Country/Western Outfit and
Two-Step the Night Away!**

Come celebrate Nashville's musical heritage with Honky-Tonk Night. Sixteen-year-old Elvis Tribute Artist Riley Jenkins kicks off the evening, and a band playing country and rock classics will let you dance the night away.

So join us for dinner, drinks and dancing in Nashville, where they're playing your song!

**Featuring
Elvis Tribute
Artist Riley
Jenkins!**



**Dance All Night to
Country and Rock
Classics!**

Wednesday, September 11, 8:30 am–11:00 am

Breakfast

8:30 am

SE4A Business Meeting

8:30 am

Closing Session

Jim Shulman and Anna Lea Cothron: SE4A Senior Brain Games

Senior Brain Games, you ask? Tennessee has been doing it for years. The Games started as a way to get older Tennesseans in our senior centers engaged in mind-enhancing activities, and have now become an annual, statewide trivia competition that features more than a hundred teams vying for the state championship. It's fun; it's competitive; and we have a six-year head start on you!



Our champions, the Olde Towners from Jonesborough, Tennessee, have won the State Championship three years in a row. The Olde Towners are fierce competitors, with over 150 years of combined brain power. They will be challenging teams from other SE4A states in

a battle of wits.

Participation at press time includes teams from Florida, Georgia, Kentucky and Washington, D.C.

Jim Shulman is the executive director of the Tennessee Commission on Aging and Disability.

Anna Lea Cothron is the aging commission liaison for the Tennessee Commission on Aging and Disability.

North Carolina Call to Conference

11:00 am

SAVE *the* DATE

20/20: Our Vision for Aging

SE4A Annual Conference

August 30 - September 2, 2020
The Omni Grove Park Inn - Asheville, NC



North Carolina
Association of Area
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2019 Sponsors to Date



2019 Exhibitors to Date

- ◆ ADT
- ◆ Ahava Healthcare of Clarksville
- ◆ American Health Partners
- ◆ Amerigroup
- ◆ Anthem
- ◆ Bingocize (Western KY University Research Foundation)
- ◆ CapTel Outreach
- ◆ Consumer Financial Protection Bureau
- ◆ Elder Abuse Guide for Law Enforcement
- ◆ Vista Points
- ◆ VRI