



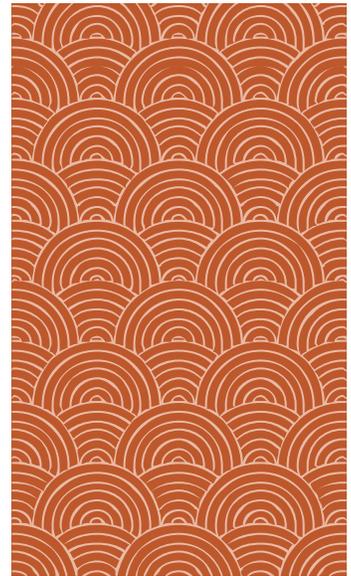
Massachusetts  
Councils On Aging

# Fall Conference

Reframing Aging

**October 24-26, 2018**

Sea Crest Hotel, Falmouth, MA



# 2018 Conference At A Glance

**Sea Crest Hotel, Falmouth, MA  
October 24, 25 and 26, 2018**

## Wednesday Activities: October 24<sup>th</sup>

7:00am-9:00am	Continental Breakfast - Nauset Exhibit Hall
8:00am-5:00pm	Registration Desk & Resolution Desk Open
8:00am-5:00pm	Exhibitors Hall Open - Nauset Exhibit Hall
9:00am-10:15am	Workshop Session I
10:15am-10:45am	Break - Nauset Exhibit Hall
10:45am-12:00pm	Workshop Session II
12:00pm-12:45pm	Lunch - Ocean View Dining Room
12:45pm-2:15pm	Plenary Session - Ballroom I
2:30pm-3:45pm	Workshop Session III
3:45pm-4:15pm	Break - Nauset Exhibit Hall
4:15pm-5:30pm	Workshop Session IV
6:30pm-9:00pm	Dinner - Ocean View Dining Room

## Thursday Activities: October 25<sup>th</sup>

7:00am-9:00am	Breakfast - Ocean View Dining Room
8:00am-5:00pm	Registration Desk & Resolution Desk Open
8:00am-5:00pm	Exhibitors Hall Open - Nauset Exhibit Hall
8:00am-8:45am	Morning Plenary - Ballroom I
9:00am-10:15am	Workshop Session I
10:15am-10:45am	Break - Nauset Exhibit Hall
10:45am-12:00pm	Workshop Session II
12:00pm-12:45pm	Lunch - Ocean View Dining Room
12:45pm-2:15pm	Plenary Session - Ballroom I
2:30pm-3:45pm	Workshop Session III
3:45pm-4:15pm	Break - Nauset Exhibit Hall
4:15pm-5:30pm	Workshop Session IV
6:00pm-8:00pm	Networking Reception - Ocean View Dining Room

## Friday Activities: October 26<sup>th</sup>

7:00am-9:00am	Breakfast - Ocean View Dining Room
8:00am-12:00pm	Registration Desk and Resolution Desk Open
9:00am-12:00pm	Morning Intensive Session
12:00pm-12:45pm	Lunch - Ocean View Dining Room
12:45pm-2:15pm	Wrap Up Session





# *The Commonwealth of Massachusetts*

*Executive Office of Health and Human Services*

*Department of Mental Health*

*25 Staniford Street*

*Boston, Massachusetts 02114-2575*

**CHARLES D. BAKER**

*Governor*

**KARYN E. POLITO**

*Lieutenant Governor*

**MARYLOU SUDDERS**

*Secretary*

**JOAN MIKULA**

*Commissioner*

**(617) 626-8000**

**[www.mass.gov/dmh](http://www.mass.gov/dmh)**

Dear Colleagues,

On behalf of the Department of Mental Health (DMH), I am pleased to welcome you to the 2018 Massachusetts Councils on Aging Conference.

DMH is excited to be collaborating with our partners at the Executive Office of Elder Affairs, and with the Massachusetts Councils on Aging (MCOA). Through the efforts of advocates from MCOA and other organizations, the Legislature has included money in the DMH budget to fund five Elder Mental Health Outreach Teams through Elder Affairs and MCOA.

Behavioral health issues occur in about 1 in 4 individuals, and have no age limits. Mental illnesses such as depression or anxiety are not a normal part of aging, and should not be ignored. Behavioral health is essential to health, and we know treatment works at any age.

Through the Elder Mental Health Collaborative between Executive Office of Health and Human Services (EOHHS) agencies, hosted by DMH, which also includes the Department of Public Health (DPH), Bureau of Substance Abuse Services, DPH Suicide Prevention Services, and the Executive Office of Elder Affairs, as well as community stakeholders, including the Massachusetts Association of Councils on Aging, creative solutions for older adult behavioral health needs have emerged.

It takes an entire community; a community of providers, state agencies, caretakers, families, and friends, to help all of us age with dignity and to support older adults with behavioral health conditions in the community of their choice.

Thank you for gathering with us for this creative and informative program.

Sincerely,

A handwritten signature in cursive script that reads "Joan Mikula".

Joan Mikula  
Commissioner



705 Mount Auburn Street  
Watertown, MA 02472-1508  
617.972.9400  
[tuftshealthplan.com](http://tuftshealthplan.com)

Dear Colleagues,

On behalf of Tufts Health Plan, welcome to the 2018 Annual Massachusetts Association of Councils on Aging (MCOA) and Senior Center Directors conference. Tufts Health Plan is honored to be part of this year's Annual Fall Conference.

As an invaluable community resource, the MCOA continues to be at the forefront of promoting healthy aging for the Massachusetts senior population. The MCOA's extensive services and programs provide seniors in Massachusetts with the opportunity to take an active role in their well-being, lifestyle choices and healthcare decisions.

Along with the MCOA, Tufts Health Plan is proud to be a part of the Massachusetts healthcare community, and we extend our best wishes for a successful conference.

Sincerely,

A handwritten signature in cursive script that reads "Patty Blake".

Patty Blake  
President, Senior Products  
Tufts Health Plan

# Wednesday Activities: October 24<sup>th</sup>

7:00am-9:00am	Continental Breakfast - Nauset Exhibit Hall
8:00am-5:00pm	Registration Desk & Resolution Desk Open
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4:15pm-5:30pm	Workshop Session IV
6:30pm-9:00pm	Dinner - Ocean View Dining Room

**Breakfast 7:00am to 9:00am  
Nauset Exhibit Hall**

## **Wednesday, October 24 Session I 9:00am-10:15am**

### **W1-1 100 Cups of Coffee: Expanding Your Community Network**

Building networks is a key to success in any community. It helps us identify needs, develop relationships, gain new perspectives, and discover opportunities for partnership and collaboration. Learn how the Norwell Council on Aging's "100 Cups of Coffee" campaign helped broaden their outreach and networking efforts.

**Susan Curtin, M.S., Gerontologist, Director, Norwell Council on Aging**

**Note: Workshops may be added, deleted or changed and/or the timeline may be altered due to circumstances beyond our control**

**Application for social work continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of social work CE accreditation.**

# Wednesday, October 24

## Session I 9:00am-10:15am continued

### **W1-2 Practical Solutions: What I learned about home safety while recovering from major surgery**

1 Nursing CEU, 1 SW CEU, 1 LMHC CE

For those facing physical challenges, just getting out of bed can be a major hurdle. Common daily activities such as dressing, bathing, toileting and getting a meal can seem draining and all-consuming. When the thought of getting out of the house and into a vehicle seems to be an insurmountable challenge, special care must be taken by the helping professions. This workshop will provide a first hand point of view along with practical solutions to common daily challenges. Special attention to fall prevention will be included along with a discussion of how technology and scientific advances are paving the way for successful independent living.

**Judy Tanner, Programs/Volunteers, Woburn Council on Aging**  
**Lisa Rogalin, RN, Woburn Council on Aging**

### **W1-3 Social Purpose and Civic Engagement**

Healthy aging requires having meaningful social roles and a sense of purpose. For many, that comes from work, either paid employment or volunteerism. ESC and MCOA are joining forces to provide an easier, more comprehensive way for older adults to access information about openings for volunteers with social services groups and civic boards. Come learn about how their project work will be able to inspire and support greater civic engagement into your community.

**David Guydan, Director, ESC**  
**Mary Kay Browne, Director of Special Projects, MCOA**  
**Susan Drevitch Kelly, Career/Life Coach, SDKelly Career Services**

### **W1-4 Understanding Senior Living Options**

2Sisters Senior Living Advisors will present about the increasing number of options families have among independent living, assisted living, memory care, adult day health programs, home health care and companion services, as well as rest homes and nursing homes. With all of the new communities being built and companies starting up, families today have more choices than ever before which is wonderful, but can also make the decision that much more difficult. We will break down the differences between these types of options, the costs associated, subsidy programs available, and what families need to know before making any decisions. We will discuss the primary criteria used to help guide families towards understanding what care options best fit their needs: care requirements, budget, location, and culture and demographics.

**Michelle Woodbrey, CDP, (CSA)®, Chief Executive Officer, 2Sisters Senior Living Advisors**

# Wednesday, October 24

## Session I 9:00am-10:15am continued

### **W1-5 New Issues Facing Elder Law Including Blended Families, How Substance Abuse and the Opioid Crisis Affects Us All, and Kids Moved Back Out and Now Back In!**

1 SW CEU, 1 LMHC CE

In 2018, seniors and their families are facing different issues in retirement than their predecessors. Blended families and late-in-life divorces are increasingly common; adult children are moving back in with their parents; the Opioid Crisis has left no family untouched. Learn and discuss how elder law attorneys are assisting seniors with facing these issues head on.

**Stephen Spano, MBA, JD, CELA, Spano & Dawicki, LLC**  
**Andrea A.J. Witt, JD, Partner, Spano & Dawicki, LLC**

### **W1-6 Community Food Pantry and COA Collaboration: Lessons Learned**

Discussion of a grassroots effort to provide fresh, healthful options to food insecure seniors. Collaboration between the service provider; the Community Food Pantry, through a partnership with the Greater Boston Food Bank, and the beneficiary; The Council on Aging who share the common goal of getting food to the people who need it most.

**Kerri McManama, LCSW, Director, Walpole Council on Aging**  
**Mariko Sugimori, Greater Boston Food Bank**  
**Bill Willoth, Walpole Community Food Pantry**

### **W1-7 The Vision Loss Example: Models for Effectively Serving Older Adults with Disabilities**

1 Nursing CEU

The aging of the population has led to a dramatic increase in the number of individuals who are blind or visually impaired. Vision rehabilitation and assistive technology can have a major impact on independence, but few providers know about it. And while the vision loss crisis is real, it is also part of a larger conversation about healthy aging for those with disabilities and chronic conditions. Learn how one organization has taken up the call to design programs that leverage community resources and respond to multiple needs. We'll share our expertise about serving people with vision loss, while also discussing what we've learned about effective program design that may be replicable for other aging populations.

**Sassy Outwater-Wright, Director, Massachusetts Association for the Blind and Visually Impaired (MABVI)**  
**Megan Briggs, Director of Rehab Therapy Services, MABVI**  
**Kyle Robidoux, Director of Volunteer and Support Group Services, MABVI**  
**Erin Fragola, Outreach Coordinator for the Perkins Library at the Perkins School for the Blind**

# **Wednesday, October 24**

## **Session I 9:00am-10:15am continued**

### **W1-8 I Just Started my Dream Job...Now What?? Part 1**

Training/Seminar for newer directors in the network. We will spend time going over some of the basics you need to know to be successful at running a senior center/council on aging. We will also allow plenty of time for discussion so we can address individual questions and concerns.

**Marge McDonald, Director, Burlington Council on Aging**

**Carolyn Brennan, Director, East Longmeadow Council on Aging**

### **W1-9 Support Services, Outreach, Dollars and Sense**

This presentation concerns the financial accountability of COA's outreach departments in term of dollars saved by seniors in the programs offered. We all know that the outreach program saves seniors hundreds of dollars every month and this is how the accounting is done.

**Claudia Borden, Support Services, Outreach, Barnstable Senior Services**

### **W1-Roundtable: Fundraising**

Let's talk about fundraising! Learn about tips, strategies, successes and challenges at this roundtable led by an experienced director who worked closely with her friends group to conduct a successful capital campaign. Bring your questions and ideas to discuss with your colleagues.

**Tina Gorman, Executive Director, Westfield Senior Center**

**Application for licensed mental health counseling continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of LMHC CE accreditation.**

**Refreshment Break 10:15 to 10:45**  
**Nauset Exhibit Hall**

# Wednesday, October 24

## Session II 10:45am-12:00pm

### **W2-1 SNAP 101: Maximizing federal nutrition benefits for older adults**

The Supplemental Nutrition Assistance Program (SNAP) is a critical 100% federally-funded nutrition benefit for low-income households, including older adults. National research confirms that ensuring older adults have access to nutrition programs reduces health care costs and hospitalizations. Staff from the Department of Transitional Assistance (DTA) and the Mass Law Reform Institute (Legal Services) will be co-training this workshop. The workshop will cover the basics of the SNAP application process, required proofs and interview, how to boost SNAP with deductions, how SNAP is issued through an EBT card, how SNAP leverages utility deductions, and tips for effective advocacy to fix erroneously denied or terminated SNAP cases. It will also include introductory information on how community partners can become SNAP Outreach partners and qualify for federal reimbursement for SNAP application assistance.

**Patricia Baker, Senior Policy Analyst, Mass Law Reform Institute**

**Lorraine Ward, Assistant Director SNAP Outreach, Department of Transitional Assistance**

### **W2-2 Beyond Community Workshops: Using 1:1 Programs to Serve Homebound**

#### **Populations**

**1 SW CEU, 1 LMHC CE**

Many homebound older adults cannot take advantage of community based healthy living workshops. Elder Services of the Merrimack Valley offers three, 1:1 in-home evidence-based programs to serve a population that otherwise may not have access to a workshop or education. By bringing these programs to the older adults, 1:1 in their homes, we are able to eliminate barriers they may have such as transportation or mobility issues. Healthy IDEAS, EnhanceWellness, and the Falls Prevention and Intervention Program are the three programs that will be presented.

**Melissa Donegan, Assistant Director, Healthy Living Center of Excellence at Elder Services of the Merrimack Valley**

**Susan Poludniak, Healthy Living Program Manager, Healthy Living Center of Excellence at Elder Services of the Merrimack Valley**

**Molly Gerbutavich, Healthy Living Program Coordinator, Healthy Living Center of Excellence at Elder Services of the Merrimack Valley**

### **W2-3 Affordable Housing in Your Community and How to Access It**

Come learn about the affordable housing world and demystify the maze of housing programs for seniors. Hear more about the housing players and resources in your community and learn how to use fair housing laws to increase access to housing by elders with disabilities.

**Emily Cooper, Chief Housing Officer, Executive Office of Elder Affairs**

# Wednesday, October 24

## Session II 10:45am-12:00pm continued

### **W2-4 I'll Have What They're Having: Comprehensive Sexuality Education for Older Adults**

**1 SW CEU, 1 LMHC CE**

According to research, people are still having sex well into their 60s, 70s, and 80s (DeLamater, 2012) yet many of us feel squeamish talking about sex with older adults. Questions and dilemmas are bound to come up in your COA. How you handle sensitive issues can make a difference in the lives of the adults in your center. This interactive workshop offers an opportunity to receive resources and tips using the most up-to-date research. Facilitated by a social worker based in a COA and a human sexuality educator well-versed in older adults' sexuality, this session also provides professionals with CEs.

**MaryAnne Ryan, MSW, Social Services Coordinator, Council on Aging, Orleans, MA**

**Jane Fleishman, PhD, MEd, Certified Sexuality Educator and Consultant, Northampton, MA**

### **W2-6 Council on Aging and Senior Center Leadership Training on Identity Theft Prevention and Victim Assistance**

**1 SW CEU, 1 LMHC CE**

The workshop developed by Massachusetts Elder Identity Theft Coalition will provide a coordinated response to improving the outreach and capacity of victim service programs to better address the rights and needs of victims of identity theft and cybercrime.

Our workshop will (1) train advocates to assist elders who have been victims of identity theft, including detailed trainings related to helping victims create an identity theft recovery plan, and (2) train advocates to educate elders on scam and identity theft prevention.

The primary goal of the workshop will be to provide a better and tighter safety net for elders who become victims of identity theft and to assist them in efficiently recovering from it. By identifying best practices for identity theft "first responders" and training advocates at the most likely points of contact with elders, Massachusetts Elder Identity Theft Coalition would help enhance local assistance to victims of identity theft and cybercrime.

**Janice Fahey, Legal Analyst, Massachusetts Office of the Attorney General Maura Healey**

**Liudmila Mignosa, Program Coordinator for Massachusetts Elder Identity Theft Coalition, Massachusetts Office of the Attorney General Maura Healey**

# Wednesday, October 24

## Session II 10:45am-12:00pm continued

### **W2-7 EARN (Employment After Retirement Network)**

In Massachusetts as well as across the nation, seniors are looking for employment in ever greater numbers. They want to find jobs to achieve better economic security and maintain an adequate quality of life. To address this growing phenomenon, a small group of seniors looking for employment developed the Employment After Retirement Network (EARN) initiative under the umbrella of the Northampton Senior Center and in partnership with the Franklin Hampshire Career Center, RSVP and the Northampton Chamber of Commerce. The senior panelists of this workshop will share their challenges and key successes as they continue to expand and develop EARN. Their goal is to provide a win-win situation for seniors seeking additional income and employers looking for experienced, skilled workers. In the process, they hope to "reframe" the aging experience and help reduce discrimination against older workers.

**Heather Johnson, Co-Chair, EARN Leadership Team**

**Mary Lou Meddough, Co-Chair, EARN Leadership Team**

**Joyce Mastroianni**

**Linda Desmond**

### **W2-8 I Just Started my Dream Job...Now What?? Part 2**

Training/Seminar for newer directors in the network. We will spend time going over some of the basics you need to know to be successful as a running a senior center/council on aging. We will also allow plenty of time for discussion so we can address individual questions and concerns.

**Marge McDonald, Director, Burlington Council on Aging**

**Carolyn Brennan, Director, East Longmeadow Council on Aging**

### **W2-9 Mapping the Emerging Landscape of Aging: A Conversation with Clint Wilkins, Co-founder, The Resilient Aging Lab**

Drawing on The Resilient Aging Lab's "Sustaining Your Resilience" model (to be presented on Thursday), Clint Wilkins shares his perspective as a social entrepreneur on Dr. Gene Cohen's "liberation" and "summing up" stages of maturity. In particular, he explores such key elements of healthy aging as positive emotions, social connectivity and the emergence of wisdom—all in the context of Cohen's "inner push." He also highlights the most promising initiatives in the emerging movement to help the baby boomer generation transition into a more meaningful and socially relevant stage in life.

In brief, by mapping a few of the many contours of the inner, the social and organizational landscape of aging he sets the stage for the second half of the session—a conversation on how to best realize the promise of this emerging movement.

**Clint Wilkins, Co-Founder, The Resilient Aging Lab**

# Wednesday, October 24

## Session II 10:45am-12:00pm continued

### W2-Roundtable: MCOA Certification

Learn about the retooled certification for directors/assistant directors. Committee members will discuss the new portfolio requirements and outline the process and training available to successfully complete certification. Learn how certification will align with the national NISC accreditation. Bring your questions to discuss the process with your colleagues.

**Joanne Moore, Certification Committee, Director, Duxbury Senior Center**

**Ann Mary Connor, Certification Committee, Director, Andover Senior Center**

**Luncheon 12:00pm to 12:45pm**

**Sponsored by AARP**

**Ocean View Dining Room**

## MCOA Honor Roll

### MCOA Certified Senior Center Directors

**Karen Juhl, Sherborn 2016**

**Kathleen Bowler, Holyoke 2015**

**Bethany Loveless, Dracut 2015**

**Pamela Woodbury, Spencer 2014**

**Nancy Hammond, Manchester 2014**

**Annmary I. Connor, Amesbury 2013**

**Jayne Colino, Newton 2013**

**Vicki Lowe, Foxborough 2012**

**Theresa Woodbury, West Newbury 2012**

**Karen Alves, Franklin 2011**

**Laura Dillingham-Mailman, Merrimac  
2010**

**Colleen Ranshaw-Fiorello, Georgetown  
2010**

**Elizabeth Pettis, Salisbury 2010**

**Rebecca C. Moriarty, Hampden 2007**

**Sharon Anne Mercurio, Pepperell 2007**

**Joanne Moore, Duxbury 2006**

**Barbara Farnsworth, Hingham 2006**

**Sharon Lally, Needham 2003**

**Joanne Collins, Woburn 2003**

**Carolyn Brennan, Hampden 2001**

**Diane Bertolino, Rockport 2001**

**Kelly Burke, Sterling 2001**

### MCOA Certified Program Managers

**Susan Curtin, Norwell 2016**

**Jennifer Young, Plymouth 2015**

**Beth Hadfield, Plymouth 2015**

**Theresa Greer, Plymouth, 2015**

**Magdaly Martinez, Holyoke 2015**

**Laura Stewart, Nantucket 2015**

**Donna Ciappina, Duxbury 2012**

**Angela Smith, Carlisle 2011**

**Sheila Ronkin, Bellingham 2010**

**Violet Suska, Chicopee 2009**

**Christine (Tina) Gorman, Westfield 2007**

**Marlene Troupes, Hopkinton 2006**

**Dorothy Blain-Hamel, Holyoke 2005**

**Amy Wilson Kent, Hopkinton 2003**

**Lynne Waterman, Mashpee 2003**

**Judy Tanner, Woburn 2002**

*The intent of MCOA certification is to provide a statewide standard that can be used as a measure of professionalism by interested agencies and individuals. It is further intended that certification will encourage the continuing professional growth and development of certified Council on Aging personnel.*

# Wednesday Afternoon Plenary

12:45 to 2:15 in Ballroom I

Sponsored by Senior Living Residences



## The New Realities of Aging in America: Implications for Aging Advocates & Volunteers

**Nancy LeaMond**

AARP's Chief Advocacy and Engagement Officer

America as a whole and every state – including Massachusetts – is getting older, and being 65+ today is not the same as it was thirty, twenty or even ten years ago. These are big changes that demand new ideas and innovative solutions. As we think about “reframing aging,” we also need to rethink our approach as advocates, educators, and service providers so we can be agents of change in our communities.

### Greetings by:



Alice Bonner  
Secretary, Executive  
Office of Elder Affairs



John Chapman  
Undersecretary, Office of Consumer  
Affairs and Business Regulations

### To be Honored:



Emmett Schmarsow  
Program Manager for Councils on Aging  
and Senior Centers, Executive Office of Elder Affairs



Heidi Reid  
Commissioner, Massachusetts Commission  
for the Deaf and Hard of Hearing

# Wednesday, October 24

## Session III 2:30pm-3:45pm

### **W3-1 Creating a Checklist for Home Safety for Deaf and Hard of Hearing Elders**

**1 Nursing CE**

Making your COA a welcoming space for elders with hearing loss is just part of the bigger picture. It is equally important to help elders return to a home that is free of barriers and safe to live in if you cannot hear anything that is going on around you. This workshop will present you with a checklist and explain how to go through the process of evaluating someone's home for invisible barriers.

**Jonathan O'Dell, Assistive Technology Training Specialist, Massachusetts Commission for the Deaf and Hard of Hearing**

### **W3-2 No Senior Left Indoors: Activities for the Adventurers**

Looking to add excitement and adventure to your Senior Center programming? Kayaking? Hiking? Snow Shoeing? Whitewater Rafting? Look no further, you can do it all! Our proven Outdoor Adventure ideas have brought in new people unfamiliar with Senior Centers, added adventures for regular attendees, promoted active aging and shown that Senior Centers are more than just Bingo!

**Andrea CoFrancesco, Director of Human Services, South Windsor Senior Center, CT**  
**Ronda Guberman, Assistant Director, Plainville Senior Center, CT**

### **W3-3 The Stonewall Generation: Building a Culture of LGBTQIA Inclusivity in your COA**

**1 SW CEU, 1 LMHC CE**

The Stonewall Rebellion in June, 1969, an event that helped to spark the modern gay rights movement, has had a great impact on LGBTQIA (lesbian, gay, bisexual, transgender, queer/questioning, intersex, asexual) elders' sexuality. How the 'Stonewall Generation' responds to sexual and gender discrimination, their resilience, and the types of relationships they choose, all affect their sexual satisfaction at a later age. According to a 2010 national study, LGBTQIA elders deal with social isolation, poverty, and reduced economic security in addition to discrimination based on their sexual orientation. As a member of a local COA, you can play a significant role in welcoming LGBTQIA elders with programming and services designed to ease some of these concerns. This highly-interactive workshop draws on research and decades of experience working with this population. Facilitated by a social worker based in a COA and a certified human sexuality educator with a research focus on LGBTQIA elders, this session also provides professionals with CEs.

**MaryAnne Ryan, MSW, Social Services Coordinator, Council on Aging, and Coordinator of Lower Cape LGBT Seniors, Orleans, MA**

**Jane Fleishman, PhD, MEd, Certified Sexuality Educator and Consultant, Northampton, MA**

**Wednesday, October 24**

**Session III 2:30pm-3:45pm continued**

**W3-5 Senior Tax Relief Tips (non-estate planning): Updates to programs you may know & a few new things**

Come catch a DOR review of the Senior Circuit Breaker Tax Credit and get updates on related tax law changes. Also, learn about how the 'Qualified Charitable Distribution' or QCD can also help reduce taxable income for those eligible. Because of the new federal tax law, the QCD has suddenly become a more interesting tax tool for those that take 70 ½ Required Retirement Distributions (on both the federal and state level).

**Brian Lynch, Employee Training & Development, Massachusetts Department of Revenue**  
**David Klein, Director, Carlisle Council on Aging**

**W3-6 Virtual Programming**

Are you looking to shake up your senior programming? Getting tired of offering the same art, music, lecture classes? Look no further and join us for this workshop where we will discuss how to offer "Virtual Programming" and other technology based programs. Virtual programming uses technology that allows us to connect to organizations around the country and the world. We can tour museums or connect with school children in Ghana, Africa while sitting comfortably in our local Senior Center. In addition, we will also discuss other creative ways to use technology to further enhance your programs.

**Hemali Shah, Senior Services Coordinator, Town of Lexington**  
**Melissa Interest, Assistant Director of Senior Services, Town of Lexington**

**W3-7 Innovative Programing for Adults with Alzheimer's Disease and their Care Partners**

**1 Nursing CEU, 1 SW CEU, 1 LMHC CE**

MCOA Video "A Welcoming Place for All: Older Adults with Dementia." Followed by a presentation incorporating various complimentary programming for adults with early stage Alzheimer's and their care partners.

**Lisa A Ushkurnis, MSW, LICSW, CDP, Social Work Supervisor, Callahan Center**  
**Jamie Jensen LICSW Program Coordinator, Continuing Connections (Callahan Center) and Brookline COA HELP Coordinator**

**Application for licensed mental health counseling continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of LMHC CE accreditation.**

**Wednesday, October 24**

**Session III 2:30pm-3:45pm continued**

**W3-8 Home Care 101**

This workshop will provide an overview of the Long Term Support Services available through the Massachusetts Home Care System, including the home care service delivery systems, regulatory oversight, workforce demographics, and more.

**Sydney Axelrod, MA, Training Facilitator, Home Care Aide Council**

**Lisa Gurgone, MS, Executive Director, Mass Home Care**

**W3-Roundtable: Advocating for More & Better Public Transportation Across Massachusetts**

Regardless of where you live, transportation is a key ingredient for independence, a rewarding social life, and it's a social determinant of health. As we age and often tend to drive less—for any number of reasons—access to public transportation, car-pooling, ride-sharing, taxis, and e-hailing becomes increasingly important. Given that there is no “silver bullet” to solve transportation problems, we will share and discuss current, community-based pilot projects as well as initiatives in the pipeline to better meet the transportation needs of older adults. The roundtable facilitators will briefly provide a few examples and then invite others to share what's happening (or brewing) in their regions. We'll also discuss how senior centers, COAs, nonprofits, and individuals can advocate for more and better transportation options in their cities and towns.

**Andrea Freeman, Field Director, MA Public Health Association**

**Joshua Ostroff, Transportation for Massachusetts**

**Refreshment Break 3:45pm to 4:15pm**

**Nauset Exhibit Hall**

**Note: Workshops may be added, deleted or changed and/or the timeline may be altered due to circumstances beyond our control**

**Application for social work continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of social work CE accreditation.**

# Wednesday, October 24

## Session IV 4:15pm-5:30pm

### **W4-1 Reaching Everyone: Ensuring That Your Programs and Services are Inclusive and Accessible**

Learn how you can make your programs and services accessible and welcoming to everyone, whether or not they identify as a person with a disability. If you have been working with older adults, you have been working with people with disabilities all along. Many older adults don't see, hear, or walk as well as they used to, but resist identifying with a "disability" label. They still want to be included in your programs and services, and you still want to reach them! Find out how to improve the health and well-being of all of your consumers through inclusion and thoughtful planning. This session will focus on working comfortably in a culturally respectful manner with consumers with disabilities and functional needs. The session will build awareness of health disparities between people with and without disabilities in Massachusetts, and provide opportunities for participants to share their experiences.

**Kimberley Warsett, MSW, Program Coordinator, Health and Disability Program, Office of Health Equity, MA DPH**

**Nassira Nicola, Program Coordinator, Health and Disability Program, Office of Health Equity, MA DPH**

### **W4-2 Training Guardians: Help for family, friends and volunteers who what to help but don't know how**

**1 Nursing CEU, 1 SW CEU, 1 LMHC CE**

As the numbers of elders increases, and elders are able to live longer, many families, and other helpers desore know more about how to help a loved on with diminished capacity. Ultimately, this may require going to court to take on legal responsibility as guardian. This can be challenging, with many questions - How to become guardian? What is the law and the legal process? Do I need a lawyer? Are there resources and support for guardians? What are the legal responsibilities of a guardian? How to make decisions as guardian? How to best honor the rights of the person under guardianship? What are the alternatives to guardianship?

**Wynn Gerhard, Senior Attorney, Greater Boston Legal Services**

**Heather Connors, PH.D, Director of Research, Guardian Community Trust**

**Traci Cucinotta, MSW, MBE, LICSW, Training and Education Specialist, Guardian Community Trust**

**Application for social work continuing education credits has been submitted. Please see [www.mcoonline.com](http://www.mcoonline.com) for the status of social work CE accreditation.**

**Wednesday, October 24**

**Session IV 4:15pm-5:30pm continued**

**W4-3 Preparing for the 2020 Census**

The 2020 Census is quickly approaching and the Secretary of the Commonwealth's office has partnered with the U.S. Census Bureau to deliver a presentation on key issues affecting local communities within Massachusetts. Following this presentation, a group discussion and panel will ensue in order to find best strategies to ensure a complete count of the state.

**John Barr, Program Manager, Census Division, Secretary of the Commonwealth's Office**  
**Bill Palmer, Geographic Information Manager, Census Division, Secretary of the Commonwealth's Office**  
**Uri Molina, Census Specialist, Census Division, Secretary of the Commonwealth's Office**  
**Lida Harkins, Census Specialist, Census Division, Secretary of the Commonwealth's Office**  
**Georgia Lowe, Partnership Specialist, Field Division, New York Region, U.S. Census Bureau**

**W4-4 Confronting Elder Substance Misuse through Home Care**

**1 Nursing CEU**

This session will present the efforts behind the creation of a cross-sector collaborative of stakeholders to consider the opportunity of better utilizing home care aides to intervene with home care clients that are experiencing substance misuse. The process of identifying stakeholders, convening meetings to gain buy-in and provide education, and thoughtfully considering options for interventions will be shared with attendees.

**Hayley Gleason, MSW, MS, PhD Candidate, Assistant Director, Home Care Aide Council**  
**Sydney Axelrod, MA, Training Facilitator, Home Care Aide Council**

**W4-5 Senior Civic Academy: Evaluation and Replication in Age-Friendly Communities**

This session will introduce attendees to the City of Boston's Senior Civic Academy, a program that was created under the Age-Friendly Boston initiative. The session will cover what was learned through the evaluation of the program as well as the process for creating a replication guide. This session will include videos and images from Boston's Senior Civic Academy and open up for discussion about replication in other communities.

**Alison Freeman, MSW, Director of the Area Agency on Aging, Commission on Affairs of the Elderly**  
**Cindy N. Bui, PhD Student, University of Massachusetts Boston**  
**Caitlin Coyle, PhD, Research Fellow, University of Massachusetts Boston**

**Wednesday, October 24**

**Session IV 4:15pm-5:30pm continued**

**W4-6 Caring for Ourselves while Caring for Others: Developing Insight and Avoiding Burn Out** **1 Nursing CEU**

Explores factors related to caregiver fatigue. Caregivers and clinicians can become victims of the cumulated stress of meeting the overwhelming needs of patients and their families. Compassion fatigue not only affects the clinician or caregiver and the patient's experience of care but also the caregiver's view of job satisfaction and work place environment. This presentation will assist to identify stress related behaviors linked to compassion fatigue and burnout and self-strategies to prevent it. It involves mind/body interventions and strategies.

**Ellen McCabe, RN, CHPN, Director of Professional Education, HopeHealth**

**W4-7 New Directors Meet with Secretary Alice Bonner**

For New Directors. Join EOEA Secretary Alice Bonner to discuss her perspective on the opportunities and challenges facing elder services in the state and the role of COAs to meet the needs of older adults.

**Alice Bonner, Secretary, Massachusetts Executive Office of Elder Affairs**

**W4-Roundtable: Activity Idea Relay**

Looking for new and exciting activities and events for your senior center? Want to brainstorm with other COA professionals in a fun and interactive way? Join us for a relay of ideas in this team challenge environment.

**Bethany Loveless, Director, Dracut Senior Center**

**Application for licensed mental health counseling continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of LMHC CE accreditation.**

**Note: Workshops may be added, deleted or changed and/or the timeline may be altered due to circumstances beyond our control**



# Viva Las Vegas!

Enjoy your dinner while listening to Elvis impersonator, Mike Slater

6:30 to 9:00pm

Ocean View Dining Room

## Early Morning Plenary – Thursday



8:00-8:45am in Ballroom I

**Jim Firman**

CEO and President

National Council on Aging

Presents

## A Vision for the Future of the Aging Network

Join Jim Firman, president and CEO of the National Council on Aging (NCOA), to think forward and think big for the future of aging services. Discover how your organization can be part of NCOA's goal to define what it means to age well in America, deliver proven programs and services, measure results, test and learn, and bring what works to scale. See how together, we can improve the lives of millions.

## Thursday Activities: October 25<sup>th</sup>

7:00am-9:00am	Breakfast - Ocean View Dining Room
8:00am-5:00pm	Registration Desk & Resolution Desk Open
8:00am-5:00pm	Exhibitors Hall Open - Nauset Exhibit Hall
9:00am-10:15am	Workshop Session I
10:15am-10:45am	Break - Nauset Exhibit Hall
10:45am-12:00pm	Workshop Session II
12:00pm-12:45pm	Lunch - Ocean View Dining Room
12:45pm-2:15pm	Plenary Session -
2:30pm-3:45pm	Workshop Session III
3:45pm-4:15pm	Break - Nauset Exhibit Hall
4:15pm-5:30pm	Workshop Session IV
6:00pm-8:00pm	Networking Reception - Ocean View Dining Room

**Breakfast 7:00am to 9:00am**  
**Sponsored by Boston Medical Center HealthNet Plan**  
**Senior Care Options**  
**Ocean View Dining Room**

## **Thursday, October 25** **Session I 9:00am-10:15am**

### **T1-1 You Can Help Save A Life! Suicide Prevention for Older Adults**

**1 SW CEU, 1 LMHC CE**

Suicide can be uncomfortable to think about, talk about, and deal with; so often suicide is simply not acknowledged. You may think you do not know any older adults who are at risk for suicide, but have you ever heard an older adult say something like "I'm just no use to anyone anymore" or "I wish I would go to sleep and never wake up?" This training workshop will provide information on the risk factors and warning signs of suicide that may be unique to older adults, introduce available resources and more importantly, teach participants how to respond to prevent a suicide if these risks factors and warning signs are identified. Anyone can help to save a life!

**Robin Krawczyk, MSW, LICSW, Community Education and Training Specialist, Services for Older Adults,  
Jewish Family & Children's Service**

**Debbie DiMasi, Director of Grief Support Services, Samaritans, Boston**

# Thursday, October 25

## Session I 9:00am-10:15am continued

### **T1-2 Keeping People in their Homes and Communities: Partnering to Improve Diabetes, Cardiac Health, and Sepsis**

1 Nursing CEU

In this session, participants will learn how to use our No-Cost Diabetes Toolkit, interactive Diabetes Self-Management Workshops, and Sepsis Toolkit to inform and empower their communities, improve outcomes, and help reduce hospital visits. All relevant educational materials, including patient/family handouts, will be shared electronically.

**Pat Donovan McLeod, BSN, RN, BSOE, CPHQ, Program Administrator, State Lead for Everyone with Diabetes Counts (EDC), Healthcentric Advisors**

**Kelsey Baker, MPH, PCMH CCE, Program Coordinator, Quality Payment Program (QPP), Everybody with Diabetes Counts (EDC), Healthcentric Advisors**

**Karen J. Evans, RN, BSN, CLNC, PCMH CCE, Senior Program Administrator, State Lead for Cardiac Health, Healthcentric Advisors**

**Alyssa DaCunha, MPH, PMP, Senior Program Coordinator, State Lead for Antibiotic Stewardship, Healthcentric Advisors**

### **T1-3 Age & Dementia Friendly Cape Ann Initiative and the Case of Cape Cod**

SeniorCare is the backbone agency for the Age & Dementia Friendly Cape Ann initiative. This unique approach combines the WHO/AARP Age Friendly Communities and the Dementia Friendly Massachusetts models on a regional basis. The presentation will encompass work to date on this initiative. Lessons learned will be shared. A goal of the presentation will be to lay the groundwork for duplication by other entities across the state.

**Scott Trenti, CEO, SeniorCare, Inc.**

**Linnea Hagberg, Director of Community Programs, SeniorCare, Inc.**

**Carrie Johnson, Age & Dementia Friendly Coordinator, SeniorCare, Inc.**

**Vaira Harik, Senior Project Manager, Barnstable County Dept. of Human Services**

**Beth Albert, Director, Barnstable County Dept. of Human Services**

### **T1-4 Downsizing In Place: A Journey From Possessions To Peace**

1 SW CEU, 1 LMHC CE

For older adults, the accumulation of a lifetime of possessions can lead to a variety of safety issues as well as unhealthy physical, psychological, and emotional symptoms. A carefully planned strategic approach to downsizing, prior to an actual move or crisis, puts the older adult in control of the process.

**Tina Gorman, CRC, LRC, Executive Director, Westfield Council On Aging**

# Thursday, October 25

## Session I 9:00am-10:15am continued

### **T1-5 "Get out of my seat, you can't sit there!" Changing the Paradigm and Creating People-Friendly Communities**

1 SW CEU, 1 LMHC CE

This presentation will explore the psycho-social aspects of bullying with an in-depth look at the bullying of seniors. We will explore positive interventions that can be employed to transform a community into a bully-free environment through discussions, case studies and role playing. Participants will discuss the various losses seniors experience and understand why bullying could be conceived as a reaction to loss and a gain of control.

**Beth Cardillo, Executive Director, Armbrook Village**

**Julie Waniewski, Director of Community Relations, Armbrook Village**

### **T1-6 Food for Thought: Superfoods to boost memory, mood, and mental functioning**

1 Nursing CEU, 1 SW CEU

Can't remember where you left the keys? Feeling tired and down? Learn the tools of nutritional success for enhancing brain power, increasing energy, and improving mood. Tricia will discuss an optimal balanced diet for older adults, with emphasis on specific foods that are associated with better memory and mental functioning. She will share nutrition, activity, and social factors that can improve mood and prevent against cognitive decline, depression, dementia, and Alzheimer's disease.

**Tricia Silverman, RD, LDN, MBA, Registered Dietitian, Tricia Silverman Wellness**

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**Application for social work continuing education credits has been submitted. Please see [www.mcoaonline.com](http://www.mcoaonline.com) for the status of social work CE accreditation.**

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# Thursday, October 25

## Session I 9:00am-10:15am continued

### **T1-7 Collaborations with PACE**

col·lab·o·ra·tion: the action of working with someone to produce or create something.

Massachusetts COAs are fortunate to have 8 PACE programs covering many of the cities and towns you serve. After this session you will gain a better understanding of the power of collaboration between PACE and COAs to bring important programming to your area. An example is the Brockton COA and Harbor Health Elder Service Plan collaborating to develop a Memory Café program to the Greater Brockton Area.

The session will include:

- Partnership development, defining roles and expectations
- Planning for communication and marketing, budgeting, roles and responsibilities
- Growth within the collaboration into other joint programming
- Resources

**Julie Richer, Director of Marketing, Harbor Health Elder Service Plan**

**Janice Fitzgerald, Director, Brockton Council on Aging**

**Candy Kuebel, Executive Director, MassPACE Association**

### **T1-8 Strategic Planning: A road map for the future that makes sense for your COA**

Do you have a clear set of goals and plans for your COA for 3 to 5 years from now? If not, you may need to consider developing a strategic plan. Perhaps you've put off strategic planning because you're concerned about the time it takes; OR because it sounds intimidating; OR because you're not sure who to involve; OR you're not sure if you need to hire a consultant; OR you're concerned about the cost; OR you're afraid you won't get Board members to participate... IF ANY of these sound even a little bit familiar, then this session is for you.

The session will address the value of strategic planning, how to get started, who to include, how to get the information you need; and perhaps most important, how to adapt the strategic planning process to your specific COA. Each COA is unique and strategic planning should take that into account.

The presenter will provide examples of variations in strategic planning - from one day sessions to months-long processes, so you can decide what's appropriate for your COA.

**Barrie J. Atkin, M.S. Ed, MBA, President, Atkin Associates Strategy-Marketing-Fundraising**

# Thursday, October 25

## Session I 9:00am-10:15am continued

### **T1-9 "Living While Dying" Film Screening and Discussion with Filmmaker and Content Experts**

Death is a big mystery, and yet the outcome is 100 percent certain. *Living While Dying* tells the stories of four friends with terminal illness who choose to live out their final days at home with creativity humor and courage. Despite cultural norms that death is depressing or morose *Living While Dying* transforms sorrow and fear into inspiration, beauty, even joy. It honors what BJ Miller says, that "dying is a human act, not just a medical one".

The film is an excellent conversation prompt – that councils on aging and senior centers can use to gently and comfortably help people talk about their critically important wishes for the end of life.

Screening the 45-minute film will be followed by facilitated discussion, Q&A with the filmmaker, and resource materials designed to support quality end-of-life care and services. DVD copies of the film will be available for purchase.

**Cathy Zheutlin, Filmmaker, Peace Films Inc.**

**Heather Massey, End Of Life Consultant/Death Educator, Funeral Consumers Alliance of Eastern MA**

**Ellen McCabe, Hospice Social Worker, Hope Health**

**Dr Roger Kligler, MD, retired Internist, advocate for medical aid in dying**

### **T1-Roundtable: Gerotranscendence: How can we change the thought of "a place for the old"?**

In this session you learn what Gerotranscendence is and how it effects thoughts of aging and developing new perspectives. How can we use this to our advantage to provide a center that may need a makeover and how to do it.

**Eileen Clarkson, HS-BCP, CDP, MS, MPA, Notary Public, MCOA Certified Director, ServSafe Certified, Director, Barre/Hardwick Council on Aging/Senior Center**

**Refreshment Break 10:15 to 10:45**  
**Nauset Exhibit Hall**

# Thursday, October 25

## Session II 10:45am-12:00pm

### **T2-1 Social Security Benefits and Options in Service Delivery-What You Should Know**

This session will be an opportunity to learn the basic eligibility requirements for all of Social Security's programs including Retirement, Disability, Medicare and Supplemental Security Income. This information will allow you to identify potential eligibility and be able to make informed referrals to clients when appropriate. Additionally, an overview of the agency's newly enhanced online services and eligibility tools will be discussed during this workshop.

**Delia De Mello, Metropolitan Public Affairs Specialist, Social Security Administration**

### **T2-2 Home Safety & Fire Preparedness Program**

The Billerica Council on Aging and the Billerica Fire Department have partnered with the American Red Cross to conduct home visits to seniors to replace smoke and CO alarms in the home. These are home visits, not inspections to help them remain safely in their homes. The council on aging's part is to go over any tripping and fall hazards in the home. For example, eliminating non slip throw rugs. The COA may also make recommendations such as clearing things away from the stove area, smoking outside if possible, moving an electric space heater, and installing grab bars or railings. The fire department, and or the Red Cross, will help the senior establish exit drills, meeting places, and two ways out of each room. For those that are disabled to shelter in place and close the door, get to a window and to call for help and await the fire department. The fire department will then replace and install smoke alarms and CO alarms provided by the American Red Cross. During the home visits a house number will be provided, a File Of Life, and a bag full of goodies provided by the fire department and the COA. This is a free program with the help of the American Red Cross and grants the Billerica Fire Department has received. The Billerica COA has also received grants and donations to sustain this program.

**Deb Duxbury, Disaster Program Manager for Northeast Massachusetts, American Red Cross**

**Mary Nathan, Disaster Program Manager for Northeast Massachusetts, American Red Cross**

**Captain William Paskiewicz, Billerica Fire Department**

**Jeanne Teehan, Outreach Supervisor, Billerica Council on Aging**

**Mike Higgins, Substance Abuse Coordinator, Town of Billerica**

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# Thursday, October 25

## Session II 10:45am-12:00pm continued

### **T2-3 Innovations in Senior Transportation: Professional Networking, Public Education, and Collaboration Among Massachusetts Communities** **1 SW CEU**

A number of organizations, websites, programs, listservs, conferences, and meetings contribute to the effort to improve access to transportation for Massachusetts seniors who do not drive. TRIPPS is pleased to announce the launch of ASSIST--a statewide network for "Area Specialists In Seniors Transportation." ASSIST aims to be a one stop shop for professionals, dedicated volunteers, and local senior transportation specialists, offering information, networking, resources, collaboration, education, support, and more. Membership in the ASSIST Network also includes access to the TRIPPS Toolkit. This session includes specific information on free programming products available for senior centers and COAs, including our popular "Ridesharing for Seniors" classes and workshops. Join us to learn more about these valuable resources for your community and how TRIPPS ASSIST can help you support seniors in your area in maintaining vital connections to your community.

**Kerri Ann Tester, LICSW, Program Director, TRIPPS (Transportation Resources, Information, Planning and Partnership for Seniors) Brookline MA**

**Maria Foster, Community Outreach Specialist, TRIPPS**

**Jeremy Romanul, Regional Outreach Specialist, TRIPPS**

**Jane Gould, PhD**

**Maria Foster, Community Outreach Coordinator, TRIPPS**

### **T2-4 How Peer to Peer Support groups help older adults with the challenges of behavioral health (isolation, bullying and "saving")** **1 SW CEU**

Please join the Aging and Disability Resource Consortia/ No Wrong Door (ADRC/NWD) and the Department of Mental Health (DMH) to learn about Certified Older Adult Peer Specialists (COAPS) and the Recovery Learning Communities (RLCs- Peer to Peer Support Groups). RLCs have a positive proven track record helping people who are struggling with behavioral health challenges. This session will provide information on COAPS and RLCs. Participants will learn the process developed by a host site to introduce peer support groups to their population. The COAPS leader will share how participants are introduced to the peer to peer support concept. A peer group participant will share how their involvement with the RLC has been beneficial to them. In addition, attendees will receive information about connecting with their local RLC.

**Robert Walker, Consumer Engagement Liaison, Massachusetts Department of Mental Health, Office of Recovery and Empowerment**

**Carole L. Malone, Assistant Secretary, Executive Office of Elder Affairs**

**Annette V. Peele, MSW, CIRS-A/D, Director Of Community Programs, Executive Office of Elder Affairs**

**Rachel Weiner, Director, Options Counseling Program, Executive Office of Elder Affairs**

**Marylouise Gamache, Records Access Officer, Community Care Ombudsman, Aging and Disabilities Resource Consortia (ADRC) Project Manager, Executive Office of Elder Affairs**

# Thursday, October 25

## Session II 10:45am-12:00pm continued

### **T2-5 "What You Need to Know About Funerals : Options and Choices"**

The Funeral Consumers Alliance is a national consumer advocacy organization with two local affiliates in Massachusetts, providing consumer information, referrals, and legislative monitoring of the funeral industry, as well as funeral, burial and cremation cost surveys and comparisons. Additionally, these FCA affiliates provide information on your rights, the law, less expensive and eco-friendly options and choices such as home and family deathcare, green burial, memorial and commemorative arts services, and DIY options. This FCA panel will explore these options and others, and demonstrate the range of information that can be covered in a COA/senior center presentation.

**Sandy Ward, President, Funeral Consumers Alliance of Western Massachusetts (FCAWM)**

**Heather Massey, Cape Cod Representative and Family/Home Deathcare Consultant, Funeral Consumers Alliance of Eastern Massachusetts (FCAEM)**

**Eva Moseley, Green Burial MA, and FCAEM Green Burial speaker**

**Jasmine Tanguay, A Sustainable Legacy, and memorial/ commemorative arts speaker, FCAEM**

### **T2-6 A Movable Feast: Veggies on Vehicles**

This session will highlight how bringing healthy food to food deserts is making a difference in the health and living conditions of low-income people, including where older adults live.

**Mike Devlin, Director of Grants + Initiatives, Harvard Pilgrim Health Care Foundation**

**Ashley Carter, Farmers Market Coordinator, Regional Environmental Council (Worcester)**

**Dai Kim, Market Manager, Mill City Grows (Lowell)**

**Henny Multare, Harvard Pilgrim Health Care Foundation**

### **T2-7 Building Community around The Senior Center**

According to AARP, "well-designed, livable communities help sustain economic growth and make for happier, healthier residents — of all age." Rallying a community around change through collaborative initiatives can have a positive impact on achieving "smart" growth and service expansion goals. Working with town department heads, administration, residents, patrons, local non-profits, businesses and donors, one local gerontologist sees her vision for a livable, all age-friendly community becoming a reality. Learn how one town is building community through built environment and development projects that address the tenets of the World Health Organization's Age Friendly community designation, including outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, work and civic engagement, communication and information, and community and health services.

**Brenda M. Vazquez, M.A. Gerontology, Director, Dennis COA**

**Samatha Kossow, B.S., Office Manager, Dennis Council on Aging and Senior Center**

# Thursday, October 25

## Session II 10:45am-12:00pm continued

### **T2-8 Dual Presentation: Medicare, Health Insurance, and Medical Travel Insurance Coverage**

1 Nursing CEU

**Planning for Medicare-Countdown to 65** is a presentation that helps people approaching Medicare eligibility to understand their health insurance options outside of employer-sponsored coverage. Many people need help understanding the coverage options available to them. This is especially true for people that plan to retire and are leaving employer sponsored coverage. For these individuals retirement may be the first time they do not have a Human Resource representative coordinating, explaining, and negotiating a rate for their health plan premium. The presentation will explain: Medicare Parts A and B, Medicare enrollment timeline, Medigap Plans that supplement Medicare coverage, Medicare Advantage Plans, such as HMO and PPO's, Medicare Part D prescription drug plans, and plans and programs available to early retirees, such as COBRA.

**Susan Flanagan, Senior Plan Consultant, Blue Cross Blue Shield of Massachusetts**

#### **Travel Insurance- GEO Blue**

Blue Cross Blue Shield of Massachusetts has partnered with GeoBlue, a leader in international travel health insurance to offer medical, prescription drug, and evacuation coverage when traveling internationally. Medicare does not cover members worldwide, many insurance policies do, but it may not be the hassle free and claim free process members are accustomed to in the United States. This presentation will explain how travel insurance works to help people make an educated decision on whether to purchase or not. Many of these travel insurance policies are low cost and allow people to travel with confidence, knowing that they can schedule doctor appointments, guarantee payments for cashless access to care and arrange for any necessary follow up treatment. Additional coverage includes medical evacuation coverage and concierge-level member service 24/7, 365 days a year

**Jill Cappelli, Regional Sales Manager of Individual Products, East Coast**

### **T2-9 Falls Prevention Exercise Class**

An interactive workshop covering the Falls Prevention program that North Attleboro was able to provide in conjunction with physical therapists Olivia Parsons and Erin Vecoli. Olivia and Erin will be on hand to show participants some of the movements participants were taught, as well as discuss the three balance systems that help to provide stability to the body. We will also discuss pre- and post-test measures for the program, and how we've been able to continue the program beyond the initial grant period.

**Pamela Hunt, Executive Director, North Attleboro COA**

**Olivia Parsons, PT, DPT, Elliott Physical Therapy**

**Erin Vecoli, PT, DPT, Elliott Physical Therapy**

# Thursday, October 25

## Session II 10:45am-12:00pm continued

### T2-Roundtable: Spirituality in Senior Centers

*What?* Can we do this? What can't we do? We're in a municipal building; what about the separation of church and state? Won't some people complain? We address our clients social, physical, emotional, and cognitive needs – why not their spiritual as well? Come and discuss the challenges and possibilities for this talked-about but little-addressed topic.

**John Jope, Board member, Barnstable COA and retired COA Director**

**Luncheon 12:00pm to 12:45pm**

**Sponsored by Blue Cross Blue Shield of Massachusetts**

**Ocean View Dining Room**

## Thursday Afternoon Plenary

12:45-2:15pm in Ballroom I

Sponsored by *myseniorcenter*



**Thursday, October 25**

**Session III 2:30pm-3:45pm continued**

**T3-1 Transitioning with Resilience**

The Resilient Aging Lab has developed a three-part program designed to build the tools, confidence and social connections that individuals in our client organizations need to transition effectively into and through the retirement years. Workshop attendees will participate actively in one of our hands-on activities, "Sustaining Your Resilience."

**Clint Wilkins, Co-Founder, The Resilient Aging Lab**

**T3-2 Recharging the Aging Brain: Learning How to Take Control of Your Own Brain Fitness for Long-term Cognitive Health**

**1 Nursing CEU**

A growing body of research suggests that, for most people, mental decline isn't inevitable and may even be reversible. Studies have found that cognitive fitness can protect the brain against age-related, mild cognitive impairment. In this hands-on, interactive workshop, you will learn the natural changes that occur in the aging brain, and steps you can take to help keep your brain healthy and strong.

**Gail Arpin-Finck, C-DATA-I, CBIS, Cognitive Rehabilitation Specialist/Artist, Brain2Gain**

**T3-3 Aging Mastery Program®: New Evidence, Delivery Modes, and Revenue Streams**

Developed by the National Council on Aging (NCOA), the Aging Mastery Program® (AMP) is a comprehensive, aspirational, and fun program based on the premise that modest changes can produce big results. The program encourages mastery—developing sustainable behaviors that lead to improved health, stronger financial security, and overall well-being. AMP is now in 250+ communities and growing rapidly. In May 2018, AMP officially qualified as an evidence-based program eligible for OAA Title III-D funding. In this session, NCOA and MCOA will provide a program overview and highlight developments that are spurring program growth across Massachusetts, including: evidence-based program status, a caregiver version of the program, and discuss early experiences with a promising new Aging Mastery® Starter Kit, a self-directed version of AMP. We will also share our vision and strategies for rapid statewide growth and sustainability and how participants can bring the program to their center.

**James Firman, EdD, CEO and President, National Council on Aging**

**Mary Kay Browne, Director of Special Projects, Massachusetts Councils on Aging**

**Hayoung Kye, MSW, Program Specialist, Aging Mastery Program®, National Council on Aging**

# Thursday, October 25

## Session III 2:30pm-3:45pm continued

### **T3-4 The Case For Active Aging: Senior Games is More Than Just Fun and Games**

Logic suggests that staying active improves a person's overall health and well being, and the National Senior Games Association has conducted surveys of thousands of aging athletes to prove it. In this workshop, NSGA will provide its stunning results, and will introduce a Massachusetts senior athlete for recognition through its ongoing "Personal Best" health and wellness initiative. Speakers from Massachusetts Senior Games will also share details about their state games, community outreach efforts, and ongoing advocacy. Q&A follows.

**Marc T. Riker, CEO, National Senior Games Association (NSGA)**

**Davis Cox, President, Massachusetts Senior Games (MASG)**

**Greg Tooker, Vice President, Massachusetts Senior Games (MASG)**

### **T3-5 Medicare D Matters!**

**1 SW CEU, 1 LMHC CE**

Medicare Part D, implemented after the Medicare Modernization Act of 2003, provides prescription drug coverage for people over the age of 65 and people with disabilities. However, many older adults find selecting and enrolling in these plans difficult. Come learn about Medicare Part D and medications covered under the program, state and federal programs that help with the cost of Medicare Part D, and how to utilize the Medicare Plan Finder Tool. Bring your laptop or iPad to this hands-on session. You will learn the skills needed to help Medicare beneficiaries at your center.

**Colleen Massey, Director of Operations, Faculty Associate, MCPHS University Pharmacy Outreach Program**

**Ernest Onyinah, Fellow, MCPHS University Pharmacy Outreach Program**

### **T3-6 Mitigating Ageism: Innovative Intergenerational Approaches**

**1 SW CEU, 1 LMHC CEU**

What if every child grew up appreciating older people and looking forward to spending time with them? What if they became the managers who were eager to hire older workers and the designers who created housing and transportation solutions? Intergenerational programs are a vaccination against ageism and a prescription for longevity. Learn from your colleagues who have successfully implemented a wide-variety of programs with young people. We'll also do a quick review of some of the research and the best practices from the field. Ageism goes both ways – some seniors don't want to be around kids. Hear from senior center staff how they have responded to exclamations like this and used these programs to draw older people in. Intergenerational is a mindset – an approach that improves the lives of older adults for today and tomorrow.

**Andrea J. Fonte Weaver, Founder & Executive Director, Bridges Together Inc.**

# Thursday, October 25

## Session III 2:30pm-3:45pm continued

### **T3-7 Frameworks Institute**

**Alrie McNiff Daniels, Communications Officer, Tufts Health Plan Foundation**

### **T3-8 Taking the Taboo Out of End of Life Conversations: Having Culturally Sensitive Discussions with Chinese Americans**

This workshop focuses on Chinese Americans and the barriers to end of life conversations. The term death or discussions about death is taboo creating a barrier to discussing end of life care. This workshop will provide insight into culturally sensitive methods to successful conversations.

**Alicia M. Gomez, Chief Strategy and Business Development Officer, Boston Senior Home Care**  
**Shiyun Guan, Project Coordinator, Boston Senior Home Care**

### **T3-9 The Village Movement, Village Formation, and the Role of Councils on Aging**

Most seniors want to remain in their own homes as they age. "Villages" are grass roots organizations, run by seniors, and dedicated to keeping seniors in their homes and active in their communities as they age. Dr. Elkin will describe what Villages do, the population that they serve, Village Formation, and relationships with councils on aging.

**Dick Elkin, Village to Village Network**

### **T3-Roundtable: Outreach**

Outreach takes many forms. This presentation and discussion covers basics and numerous variations that expand and extend awareness of agency programs, activities and services. Expect an interactive exchange of ideas and practices.

**Emmett Schmarsow, Program Manager, EOE**  
**Experienced Outreach Workers**

**Refreshment Break 3:45pm to 4:15pm**  
**Nauset Exhibit Hall**

# Thursday, October 25

## Session IV 4:15pm-5:30pm

### T4-1 FRAMEWORKS

### T4-2 Coordinated Care Programs for Low Income Consumers

1 SW CEU, 1 LMHC CE

This workshop will present eligibility and extensive benefits information in the Senior Care Organizations(SCO), PACE Program (Program for all-Inclusive Care) and One Care Programs. As escalating costs and recognition of the importance of social determinants of care drive development of coordinated care programs, it is important to understand the options available to help people function in the community.

**Cynthia Phillips, Director, SHINE Program, EOE**  
**Elizabeth Bradley, PACE Program Manager, EOE**

### T4-3 The Power & Benefits of Art Therapy with Older Adults

Art therapy is not just for children! Join Erica Curcio as she navigates aging and all the complexities that come with it through art. This talk will provide you with information about how art therapy can increase connection, empower self-esteem and decrease depression in older adults. You will also learn some simple techniques you can take back to your community.

**Erica Curcio LMHC, ATR, Inhome Art Therapist for Older Adults**

**Thursday, October 25**

**Session IV 4:15pm-5:30pm continued**

**T4-4 Do it Yourself or Financial Advisor? Capabilities, fees, conflicts of interest...**

Understand the industry lexicon - ROBOs, brokers, RIAs, financial planners, money managers, wealth managers, family office, fee-only, fee-based... all in the context of successfully completing the 5 step investment process needed to accomplish your goals. Planning, emotions and taxes are integral to the process. How best to do this yourself or would one of these advisory models be worth paying for?

Understand that advisors must navigate numerous conflicts of interest from the subtle (deviating from the S&P 500) to the not so subtle (commissions).

Best resources if on your own. If not, how to ensure the advisor is a "wise investment"!

**Professor Glenn Frank, Bentley University, Lexington Wealth Management**

**T4-5 The Aging Well Hub of the 100 Million Healthier Lives Initiative: Imagineering how Massachusetts can lead the nation**

**James Firman, EdD, CEO and President, National Council on Aging**

**T4-6 All Ages All Together**

**1 SW CEU, 1 LMHC CE**

Active members of the community are invited to learn more about the benefits and best practices of intergenerational programming. This workshop will go over ageism in society via the role of media and social norms and transitions to active discussion and exercises of the age-friendly model as a way to challenge ageism in our current society. You will leave this workshop with tools and strategies to understand where you are most able to apply and support this work in your current and future organizations.

**Amy Gothing, M. Ed.**

# Thursday, October 25

## Session IV 4:15pm-5:30pm continued

### **T4-7 Operating a Volunteer Driver Program: Variations, Tools, and Resources**

1 SW CEU

Around Massachusetts, many COAs offer volunteer driver programs to help older adults get to medical appointments, shopping, or social engagements. These programs are a vital part of the community transportation network, especially in rural and suburban areas where other transportation options are limited. We will present on different formats and options for design and operations, and share tools available from the statewide MassMobility transportation initiative as well as other resources. During the discussion, participants will be encouraged to share their own successes, challenges, ideas, and questions related to volunteer driver programs.

**Jennifer Henning, Mobility Coordinator, MassMobility/EOHHS**  
**Rachel Fichtenbaum, EOHHS Mobility Manager, MassMobility/EOHHS**

### **T4-8 Collaborating with Protective Services: from Report to Ongoing Services**

Discussion on the current reporting methods for elder abuse, the new Decisional Capacity tool and how collaboration is essential when dealing with elder abuse.

**Bree Cunningham, Director of Protective Services, Executive Office of Elder Affairs**

### **T4-9 Older Drivers and Registry of Motor Vehicles Requirements**

Learn how the new rules and regulations impact your lives and the lives of older adults in Massachusetts. Interested in obtaining a Real ID? Learn how to apply for one as well as conduct simple online transactions.

**Michele Ellicks, Community Outreach Coordinator, Mass Registry of Motor Vehicles (RMV)**

### **T4-Roundtable: Nutrition**

Talk about tips, strategies, successes and challenges at this roundtable led by an experienced director. Bring your questions about meals programs and brainstorm solutions with your colleagues.

**Jodi Zepke, Director, Ludlow Senior Center**



## Join us for an Evening in Little Italy

with light music and an Italian-inspired menu - and a fun photo booth!

6:00pm – 8:00pm

Ocean View Dining Room

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## National Institute of Senior Centers

**Nationwide, more than 250 Senior Centers have gained Accreditation since 1999**

### Those Accredited in Massachusetts are:

Callahan Senior Center	Framingham	MA
Danvers Council on Aging	Danvers	MA
Duxbury Senior Community Center	Duxbury	MA
Groton Senior Center / Groton Council on Aging	Groton	MA
Hingham Senior Center - Hingham Department of Elder Services	Hingham	MA
Needham COA Stephen Palmer Senior Center	Needham	MA
Plymouth Council on Aging	Plymouth	MA
Rochester Senior Center and Rochester Council on Aging	Rochester	MA

*National Accreditation is the official recognition that a senior center is meeting its mission in a nationally accepted professional fashion. It is based on compliance with nine standards of senior center operations developed by National Institute of Senior Centers (NISC), a unit of the National Council on Aging (NCOA).*

*For more information, go to:*

<https://www.ncoa.org/national-institute-of-senior-centers/>

## **Friday Activities: October 26<sup>th</sup>**

<b>7:00am-9:00am</b>	<b>Breakfast - Ocean View Dining Room</b>
<b>8:00am-12:00pm</b>	<b>Registration Desk and Resolution Desk Open</b>
<b>9:00am-12:00pm</b>	<b>Morning Intensive Session</b>
<b>12:00pm-12:45pm</b>	<b>Lunch - Ocean View Dining Room</b>
<b>12:45pm-2:15pm</b>	<b>Wrap-Up Session</b>

**Breakfast 7:00am to 9:00am  
Sponsored by Tufts Health Plan  
Ocean View Dining Room**

**Friday, October 26  
Session I 9:00am-12:00pm**

**F1-1 FRAMEWORKS**

# Friday, October 26

## Session I 9:00am-12:00pm continued

### **F1-2 The Making of a Successful Adult Center (AKA Senior Center)**

**1 SW CEU**

This is a “how to course” in programming, designing, building, and occupying an Adult Center.

The presentation will cover how to set up a committee, developing community support, what are the elements that make a successful center (programming), site selection, schematic design, final design, design issues that contribute to a successful center, some case studies and a brief review of the good and not so good elements of a center.

There will be a discussion on gaining community support for the center, town meeting challenges, and challenges to getting out the vote for funding a center. We will present a community case study (Town of Longmeadow).

**John Catlin, AIA, Catlin + Petrovick Architects, PC**

**Marybeth Bergeron, Member of the COA Board, Chair of the Longmeadow Permanent Building Committee and President Charista Construction Services, Longmeadow, MA**

### **F1-3 Shining a Light on Unconscious Bias**

**1 SW CEU, 1 LMHC CE**

Everyday unconscious bias slips into our work responsibilities, even when we are committed to inclusion. This affects our interactions with other employees and clients as well as who we hire, develop and promote. It can affect our body language and willingness to help, as well as whether we treat people equally, listen to their ideas and needs, and show respect. For elder services agencies to thrive, it is crucial to understand where this bias comes from, how it manifests itself and what we can do about it. We'll address that in this session as well as explore behavior strategies and systems that we can put into play immediately back at the workplace to help mitigate the unwanted effects of unconscious bias.

**Janet Edmunson, M.Ed., President, JME Insights**

# **Friday, October 26**

## **Session I 9:00am-12:00pm continued**

### **F1-5 Intergenerational Model United Nations Simulation**

The Intergenerational Model United Nations Simulation will be a hands on working experience for registered participants. A team of older and younger people from Dennis-Yarmouth area will conduct a working session as presented at the Edward M. Kennedy Institute and State House in Boston. By including new users in our work, participants will gain confidence to implement in their own communities while discovering their own ability to think global and act local. While topics developed to date include Aging, Women and Water, we will focus on AGING for this workshop.

**Kathi Bailey, Director Senior Services, Yarmouth COA**  
**Caitlin Moore, United Nations of Greater Boston**  
**Gerry Bedard, Intergenerational Liaison**  
**Toni Morrison, Principal, Dennis Yarmouth High School**

**Luncheon 12:00pm to 12:45pm**

**Ocean View Dining Room**

**Friday, October 26 Wrap-Up Session: 12:45pm to 2:15pm**



# The Rules of Aging are Changing.

More and more people are living longer, healthier, productive lives. It's time to explore new territories and pioneer new behaviors, like reinventing how we work, live and play with PASSION.

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The central diagram, 'MODEL FOR A VIBRANT CENTER', is a circular flow chart with five segments: 'Center Branding & Design', 'Custom Website & Design', 'Event Management', 'Online Donations', and 'Member Management System'. The top half is labeled 'CENTER COMMUNICATIONS' and the bottom half 'CENTER MANAGEMENT TOOLS'.



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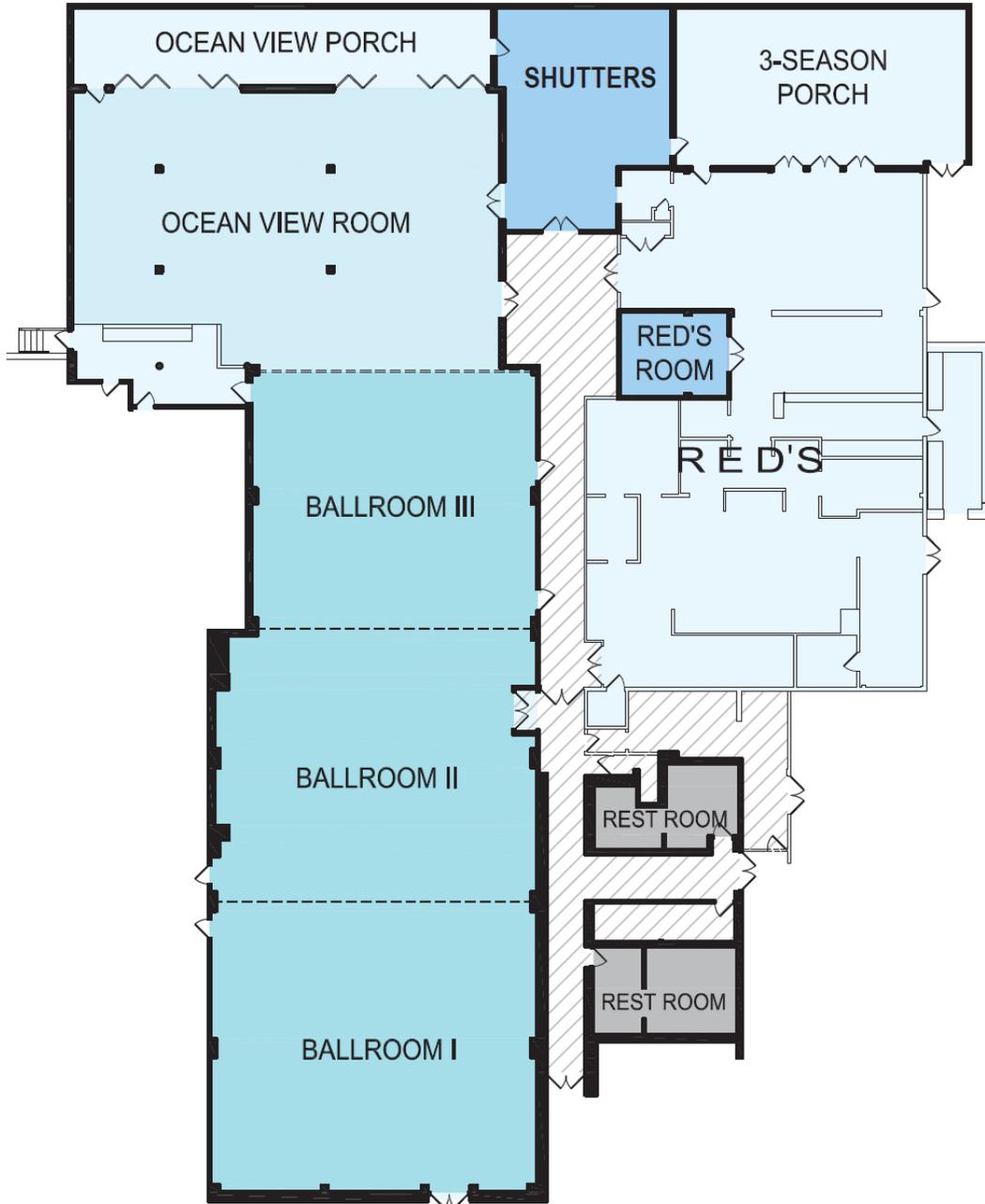
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