



2009 SMP National Conference

Embracing Excellence

August 18-20, 2009

AGENDA

OMNI SHOREHAM HOTEL
2500 CALVERT STREET, NW
WASHINGTON, DC 20007

MONDAY, AUGUST 17, 2009

5:00 p.m.–8:00 p.m. **Registration** **Palladian Foyer**

TUESDAY, AUGUST 18, 2009

7:00 a.m.–5:00 p.m. **Registration** **Palladian Foyer**

7:00 a.m.–8:30 a.m. **Continental Breakfast** **Diplomat Ballroom**

7:30 a.m.–8:30 a.m. **Integration Grantee Breakfast** **Council Room**
(for current integration grantees and their AoA project officers only)

8:30 a.m.–9:00 a.m. **Conference Kick-Off and Opening Remarks** **Palladian Ballroom**
Barbara Dieker, Director, Office of Elder Rights, Administration on Aging

9:00 a.m.–10:00 a.m. **Keynote Speaker: Kathleen Sebelius Secretary, U.S. Department of Health and Human Services** **Palladian Ballroom**
Introductions:
Kathy Greenlee, Assistant Secretary for Aging, U.S. Department of Health and Human Services
Barbara Dieker, Director, Office of Elder Rights, Administration on Aging

10:00 a.m.–10:15 a.m.	Break	
10:15 a.m.–11:45 a.m.	Health Care Fraud Trends, Initiatives and Referrals Kim Brandt , Director, Program Integrity Group, Centers for Medicare & Medicaid Services, Headquarters, Baltimore, MD Jean Stone , Director, New York Field Office, Centers for Medicare & Medicaid Services, Program Integrity Group, New York, NY Bernie Rodriguez , Supervisory Special Agent, Department of Health and Human Services, Office of Inspector General, Office of Investigations, Miami Lakes, FL Amy Miller , Medicare Operations Coordinator, IntegriGuard, Omaha, NE	Palladian Ballroom
Noon–1:15 p.m.	SMP Networking Luncheon	Diplomat Ballroom
1:15 p.m.–2:45 p.m.	National Hispanic SMP: Strategies for Effectively Serving Hispanic Older Adults Maria Eugenia Hernandez-Lane , Vice President, National Hispanic Council on Aging Marline Guerrero , Program Coordinator, National Hispanic Council on Aging	Palladian Ballroom
2:45 p.m.–3:45 p.m.	Working Effectively with Interpreters Heather Flory , SMP Resource Center Training Manager, Hawkeye Valley Area Agency on Aging Maria Eugenia Hernandez-Lane , Vice President, National Hispanic Council on Aging Marline Guerrero , Program Coordinator, National Hispanic Council on Aging	Palladian Ballroom
3:45 p.m.–4:00 p.m.	Break	
4:00 p.m.–5:30 p.m.	Reaching Rural and Tribal Populations: Showcase of Integration Grantee Innovations Doris Summey , Aging Services Program Specialist, Administration on Aging David R. Montague , Associate Professor of Criminal Justice and Director, Senior Justice Center, University of Arkansas at Little Rock, Little Rock, AK	Palladian Ballroom

4:00 p.m.–5:30 p.m. <i>Continued</i>	<p>Cynthia Allen, Social Service Administrator, State of Delaware, Department of Health and Human Services, Division of Services for Aging and Adults with Physical Disabilities, New Castle, DE</p> <p>A. Cassandra Brown, Health Insurance Specialist, Maryland Department of Aging, Baltimore, MD</p> <p>Terrie Drew, SMP Integration Project Coordinator, Elder Services of the Merrimack Valley, Inc., Lawrence, MA</p> <p>Erin Pettegrew, Consumer Guide Team Leader, Ohio Department of Aging, Columbus, OH</p> <p>José A. Collazo, Deputy Ombudsman, Puerto Rico Office of the Ombudsman for the Elderly, San Juan, PR</p> <p>Gail Schwersenska, Director, Office on Aging, Wisconsin Department of Health Services, Madison, WI</p>	<i>Palladian Ballroom</i>
5:30 p.m.–7:00 p.m.	<i>SMP Recognition Event</i>	<i>Diplomat Ballroom</i>

WEDNESDAY, AUGUST 19, 2009

7:00 a.m.–5:00 p.m.	<i>Registration</i>	<i>Palladian Foyer</i>
7:00 a.m.–8:30 a.m.	<i>Continental Breakfast</i>	<i>Diplomat Ballroom</i>
7:30 a.m.–8:30 a.m.	<p><i>SMP Breakfast Listening Session with AoA Office of Grants Management</i> (attendance optional; Open to all participants)</p> <p>Rimas Liogys, Director, Office of Grants Management, Administration on Aging</p> <p>Sean Lewis, Grants Management Specialist, Administration on Aging</p>	<i>Executive Room</i>
8:30 a.m.–10:00 a.m.	<p><i>Ensuring Quality SMP Services Part 1: Trends and Issues in Effective Volunteer Engagement</i></p> <p>Introduction: Barbara Dieker, Director, Office of Elder Rights, Administration on Aging</p> <p>Linda Graff, President and Senior Associate, Linda Graff and Associates, Inc., Dundas, Ontario, Canada</p>	<i>Palladian Ballroom</i>
10:00 a.m.–10:15 a.m.	<i>Break</i>	

10:15 a.m.–11:45 a.m.	<i>Ensuring Quality SMP Services Part 2: A Foundation for Volunteer Risk Management</i> Introduction: Barbara Dieker , Director, Office of Elder Rights, Administration on Aging Linda Graff , President and Senior Associate, Linda Graff and Associates, Inc., Dundas, Ontario, Canada	<i>Palladian Ballroom</i>
Noon–1:45 p.m.	<i>Volunteer Recognition Luncheon</i> Introduction: Barbara Dieker , Director, Office of Elder Rights, Administration on Aging Kathy Greenlee , Assistant Secretary for Aging, Administration on Aging	<i>Diplomat Ballroom</i>
2:00 p.m.–5:30 p.m.	<i>National SMP Volunteer Training Program</i> Introduction: SMP Resource Center Mary Ann Corley , Principal Research Analyst, American Institutes for Research, Washington, DC Dahlia Shaewitz , Senior Research Analyst, American Institutes for Research, Washington, DC Larry Condelli , Managing Director, American Institutes for Research, Washington, DC	<i>Palladian Ballroom</i>
5:45 p.m.–6:45 p.m.	<i>SMP Project Director Listening Session</i> (SMP project directors only) Barbara Dieker , Director, Office of Elder Rights, Administration on Aging	<i>Executive Room</i>

THURSDAY, AUGUST 20, 2009

7:00 a.m.–5:00 p.m.	<i>Registration</i>	<i>Palladian Foyer</i>
7:00 a.m.–8:30 a.m.	<i>Continental Breakfast</i>	<i>Diplomat Ballroom</i>
7:30 a.m.–8:30 a.m.	<i>AoA Project Officers Breakfast Listening Session</i> (AoA project officers only) Barbara Dieker , Director, Office of Elder Rights, Administration on Aging	<i>Cabinet Room</i>

7:30 a.m.–8:30 a.m. <i>Continued</i>	<i>SMP Breakfast Listening Session</i> (attendance optional; open to all participants) Hilary Dalin , Associate Director, My Medicare Matters, National Council on Aging, Washington, DC	<i>Congressional Room</i>
8:30 a.m.–9:15 a.m.	<i>SMP Resource Center Update</i> Shirley Merner , Consumer Protection Division Director, Hawkeye Valley Area Agency on Aging Ginny Paulson , SMP Resource Center Director, Hawkeye Valley Area Agency on Aging Maureen Patterson , SMP Resource Center Media Manager, Hawkeye Valley Area Agency on Aging	<i>Palladian Ballroom</i>
9:15 a.m.–10:15 a.m.	<i>SMP Successful Practices: Group Educational Sessions</i> John Pollett , SMP Program Administrator, Arkansas Division of Aging & Adult Services, Little Rock, AR Charles Clarkson , Coordinator, SMP of New Jersey, Jewish Family & Vocational Service of Middlesex County, Milltown, NJ	<i>Palladian Ballroom</i>
10:15 a.m.–10:30 a.m.	<i>Break</i>	
10:30 a.m.–Noon	<i>SMART FACTS Training</i> Breakout Sessions	
	<i>Understanding How to Use Reports in SMART FACTS</i> Emily Megnin , Director of Consumer Support and Professional Services, Social Solutions, Inc., Baltimore, MD	<i>Palladian Ballroom</i>
	<i>SMART FACTS and the OIG Report</i> David Rudich , Program Analyst, Department of Health and Human Services, Office of Inspector General Ginny Paulson , SMP Resource Center Director, Hawkeye Valley Area Agency on Aging	<i>Congressional Room</i>
	<i>Complex Issues Data Entry</i> Heather Flory , SMP Resource Center Training Manager, Hawkeye Valley Area Agency on Aging	<i>Executive Room</i>

Noon–1:30 p.m.	<p><i>SMP Partnership Development Luncheon</i></p> <p>Introduction: Barbara Dieker, Director, Office of Elder Rights, Administration on Aging</p> <p>Ed Hutchinson, Director, National Association of Triads, Inc., Alexandria, VA</p> <p>Judith Chavis, Executive Director, American Association of Service Coordinators, Powell, OH</p> <p>Robert McFalls, Chief Operating Officer, National Association of Area Agencies on Aging, Washington, DC</p> <p>Monica Vaca, Acting Assistant Director, Federal Trade Commission, Division of Marketing Practices, Washington, DC</p>	<i>Diplomat Ballroom</i>
1:45 p.m.–3:15 p.m.	<p><i>SMP Regional Meetings</i> Breakout Sessions</p> <p><i>Regions I–IV</i></p> <p>Facilitator: Shirley Merner, Consumer Protection Division Director, Hawkeye Valley Area Agency on Aging</p> <p><i>Regions V–VII</i></p> <p>Facilitator: Ginny Paulson, SMP Resource Center Director, Hawkeye Valley Area Agency on Aging</p> <p><i>Regions VIII–X</i></p> <p>Facilitator: Heather Flory, SMP Resource Center Training Manager, Hawkeye Valley Area Agency on Aging</p>	<i>Palladian Ballroom</i>
3:15 p.m.–3:30 p.m.	<i>Break</i>	<i>Executive Room</i>
3:30 p.m.–4:45 p.m.	<p><i>Regional Meetings Report-Out</i></p> <p>Facilitator: Bill Benson, Principal, Health Benefits ABCs</p>	<i>Congressional Room</i>
4:45 p.m.–5:00 p.m.	<p><i>Closing Remarks</i></p> <p>Barbara Dieker, Director, Office of Elder Rights, Administration on Aging</p>	<i>Palladian Ballroom</i>