

Speaker Bios

Percy Devine III, M.S.W., Bi-Regional Administrator Administration for Community Living (Regions VI and VIII)

Percy Devine III serves as Bi-Regional Administrator of the Administration for Community Living Regions VI and VIII (Dallas and Denver offices) with responsibility for representing the Assistant Secretary for Aging and advocating for seniors and people with disabilities in Arkansas, Louisiana, Oklahoma, New Mexico, and Texas (Region VI) and Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming (Region VIII). Previously he served as the Bi-Regional Administrator for Regions IV and VIII, as well as Regions VIII and IX. He has exercised control over more than \$340 million in Federal grants for *Older Americans Act* programs and services. His 30-year career in gerontology has also included positions as State Unit on Aging Director for the Utah Division of Aging and Adult Services, *Older Americans Act* Manager, Older Worker Specialist, Adult Protective Services Program Specialist, State Long-Term Care Ombudsman, and Chairman of the Utah Governor Conference on Aging. Board memberships have included service to the Red Cross, United Way, National Association of State Units on Aging, and the U.S. Department of Health and Human Services (DHHS) Native American Taskforce.

Percy has an M.S.W. with Master Certificate in Gerontology from the University of Utah and a B.S. degree in Sociology with a Certificate in Gerontology from Weber State College /University. He is also a graduate of the Federal Executive Institute and the National Institute on Aging. He has received numerous honors, including an alumni award from Weber State and a Citation as Outstanding Regional Manager from DHHS.

Percy is married and has four children. His interests include collecting old books, art work, walking, and golf.

Barbara Dieker, Director of the Office of Elder Rights Administration for Community Living

As Director of the DHHS Office of Elder Rights, Barbara Dieker is responsible for management of programs to ensure justice, rights, and protections for our Nation's seniors, including those authorized under Title VII of the *Older Americans Act*. Areas of program responsibility include the health care fraud prevention, identification, and awareness activities of the Senior Medicare Patrol (SMP) Program, Pension Counseling Programs, Legal Services for the Elderly, Elder Abuse Prevention Programs, and the National Center on Elder Abuse, among others.

Barbara has local and State experience with Area Agencies on Aging (AAA) and in managing outreach and advocacy programs. As a grassroots advocate she has led a Senior Citizens Law Project in rural Kansas and served as a manager of information, outreach, and advocacy programs for another Kansas AAA. She was involved in statewide and national advocacy efforts with the Kansas Coalition on Aging, Kansas Legal Services, and White House Conference on Aging.

Barbara holds a B.S. in Education from the University of Missouri-Columbia and an M.P.A. from the University of Kansas-Lawrence.

**Jeff Hinson, Regional Administrator
Centers for Medicare & Medicaid Services**

Jeff Hinson began serving as the Regional Administrator for the CMS Denver Regional Office in January 2010. In this role, he is responsible for CMS' external affairs operations for the 10 States of both the Kansas City and Denver regions (Colorado, Iowa, Kansas, Missouri, Montana, Nebraska, North Dakota, South Dakota, Utah, and Wyoming).

Jeff brings over 29 years of Federal service to the position with a wealth of Medicare fee-for-service experience. In his previous position as Deputy Director of the Medicare Contractor Management Group in the Center for Medicare Management, he was instrumental in managing contracting reform and the award of \$4.8 billion in new contracts. Throughout his career, he has been an innovator in moving to a paperless environment and in streamlining the Medicare Change Management processes.

Currently, Jeff is leading and implementing regional outreach strategies around the *Affordable Care Act* and the Electronic Health Records incentive programs, as well as providing vital information to constituents, employers, and beneficiaries about aging into Medicare. He also has national outreach responsibilities with respect to program integrity, tribal issues, prevention, and ICD-10.

Jeff earned a bachelor's degree in Aviation Management from Southern Illinois University-Carbondale in 1994.

**Josh Hodges, SMP Program Analyst
Administration for Community Living**

As an SMP Program Analyst, Josh Hodges brings experience in process improvement and performance management in both the public and private sectors. Prior to joining the Government, he was a private-sector management consultant who worked with nearly a dozen Federal departments.

Josh has an M.P.A. from Texas A&M University (Gig 'em!) and lives in Alexandria, VA, with his wife and two sons.

**Alice Ierley, J.D., SHIP/SMP Program Director
Colorado Division of Insurance**

Alice Ierley has been the Colorado SHIP and SMP Director since 2011. Prior to that she coordinated a local SHIP/SMP office in Boulder for 5 years. Her background includes teaching, training, conflict resolution, and law. She received her B.A. and J.D. from the University of Colorado.

**David A. Ishida, M.A., Regional Administrator
Administration for Community Living (Regions IX and X)**

David A. Ishida has worked in the field of aging since 1972. Currently, his jurisdiction as a Regional Administrator encompasses Arizona, California, Hawaii, Nevada, and the flag territories of the Outer Pacific—American Samoa, Guam, and the Commonwealth of the Mariana Islands—as well as Alaska, Idaho, Oregon and Washington.

David's professional career has focused on working with the elderly population, particularly low-income and minority seniors and the providers who serve them. He worked for the City & County of San Francisco Commission on the Aging (AAA), where he was the Executive Director. He was instrumental in the development of the *Case Management Plan for Senior Services and Community-Based Long-Term Care* and the *Senior Services Plan 1994-2000*. He also provided leadership in organizing the San Francisco Naturalization Project, which instituted citizenship, legal, and social services to the city's immigrant and refugee populations. Mr. Ishida was active in the restructuring of San Francisco's and California's Long-Term Care System and is a strong proponent of community-based programs and services. Prior to his employment with the AAA, David worked in San Francisco's Japantown for Kimochi, Inc., Japanese American Senior Services. He has been involved in a number of national, State, and local aging organizations and foundations in various capacities.

David received his B.A. in Interdisciplinary Social Sciences and an M.A. in Gerontology from San Francisco State University.

**Rebecca Kinney, SMP Program Manager
Administration for Community Living**

Rebecca Kinney is responsible for the oversight and direction of the national SMP Program. She works with the Administration's project officers, grantees, and SMP Resource Center to ensure that everyone is communicating effectively and moving in the same direction. Along with that, Rebecca is involved with establishing and maintaining partnerships on the national level with other Federal Agencies, such as the DHHS Office of Inspector General and the Centers for Medicare & Medicaid Services.

In her previous role as the Trainer for the Michigan Medicare/Medicaid Assistance Program, Rebecca was responsible for the education and certification of volunteers statewide. In that role she became known for her expertise on both Medicare and Michigan Medicaid.

Rebecca acquired her M.S.W. in Aging and Management in 2006 from the University of Michigan, where she was also a Geriatric Fellow. She also earned a B.F.A. in Drawing and Painting from Alma College. In addition, Rebecca holds a Michigan M.S.W. license.

**Michael Klug, J.D., Consultant
SMP National Resource Center**

Mike Klug serves as a consultant to the Volunteer Risk and Program Management Project. From 2004 to 2010, he worked for the Health Assistance Partnership (HAP) and directed its Medicare Education and Training team from 2008 to 2010. Prior to joining HAP, Mike consulted for several organizations that deal with Medicare education, outreach, and advocacy, including the Westport Cooperative Services' Medicare Assistance Program of Kansas City, MO; the SHIP National Resource Center; and the Citizen Advocacy Center's QUALNet program. In that capacity he provided support and technical assistance to the beneficiary board members of Medicare Quality Improvement Organizations.

Mike has worked as a trainer, writer, and volunteer program manager for more than 25 years. He began his career as a trainer for AARP's Medicare-Medicaid Assistance Program and later worked at AARP's headquarters in Washington, DC, and at regional and State offices in Kansas City. He serves as a public member on the National Certification Commission for Acupuncture & Oriental Medicine.

Mike received his B.A. from St. Louis University in 1977 and is a 1984 graduate of the University of Wisconsin Law School in Madison. He lives in Iowa City, IA.

**Renee Labrie-Shanks, Montana SMP Program Manager
Missoula Aging Services**

Renee Labrie-Shanks has 12 years' experience in the aging field, with 7 working in health care fraud prevention. She is a committee member and annual presenter at Montana Consumer Fraud Summits and is on the Montana State Health Insurance Assistance Program Advisory Council and the State Information & Assistance Planning Committee. She is also a member and past board member of the Montana Gerontology Society.

Renee received her CC and ACB through Toastmasters International and uses the skills developed to educate consumers about health care fraud, waste, and abuse prevention. She lives in Missoula with her husband and two children.

**Andres (Andy) Lopez, Contractor
Colorado SMP**

As an SMP contractor, Andy Lopez responsible for outreach to Hispanic communities in Colorado. He is a bilingual English/Spanish speaker. He has 11 years of experience as an investigator of insurance fraud for the State of Ohio and 6 years of experience with the Puerto Rico Police Department. In addition, he has worked as an insurance agent and claims analyst.

Andy received his B.A. from the Inter American University of Puerto Rico and his master's degree in Marketing and Communication from Franklin University.

**Jean Mathisen, Program Manager
AARP Washington Fraud Fighter Call Center**

Jean Mathisen has been working in social services for more than 30 years. She came to AARP from Senior Services of Seattle/King County, where as Manager of Senior Rights Assistance, she created a program to support victims of crime age 65 and older. Jean often speaks on fraud prevention to community groups in an effort to reduce incidents of financial exploitation. She is particularly interested in research-based consumer education tools and in the various psychological techniques used by scammers.

Jean has a B.A. from the University of California-Santa Cruz and a master's degree from the Evans School of Public Affairs at the University of Washington.

**Steve McCurley, Trainer and Author
Management Consulting**

Steve McCurley is an internationally known trainer and speaker in the field of effective volunteer involvement. He currently operates a management consulting firm specializing in helping organizations improve their utilization of volunteers. In the United States, he has worked with almost every national voluntary organization, including groups such as AARP, Special Olympics International, Nature Conservancy, and Points of Light Foundation. Steve has also consulted on Federal volunteer programs of the Internal Revenue Service, National Park Service, Fish and Wildlife Service, U.S. Army, National Guard, and Corporation for National and Community Service, among others. In addition, he has worked with volunteer programs in Canada, Brazil, Australia, the United Kingdom, the Caribbean, France, and Germany.

With Susan Ellis, Steve co-edits *e-Volunteerism*, an online international journal. He is also one of the founding faculty members of the Institute on Advanced Volunteer Management, held in the United Kingdom each year. Furthermore, he is the author of 15 books and more than 150 articles on volunteer involvement, including the global bestselling basic text *Volunteer Management*, which has been published in the United States, Canada, United Kingdom, Ukraine, and China.

Steve can be reached at shm12@aol.com.

**Deborah Munn, SMP/SHIP Coordinator
Wyoming Senior Citizens, Inc.**

Deborah Munn joined Wyoming Senior Citizens, Inc., in 2008. She acts as Coordinator for both programs, covering one-fourth of Wyoming's counties. She travels extensively, providing information and doing presentations on Medicare fraud recognition and prevention. Prior to her work for Wyoming Senior Citizens, she was a long-time employee of the Wyoming Department of Family Services, specializing in LTC Medicaid eligibility.

**Bob Storti, SMP Manager
Wyoming Senior Citizens, Inc.**

Bob Storti joined Wyoming Senior Citizens, Inc., in early 2009. He works closely with the Wyoming State Insurance and Information Program to provide education statewide and

investigate Medicare fraud and abuse issues as uncovered. Previously, he worked as a District Manager for Blue Cross Blue Shield of Wyoming and 23 years as CEO of a hospital district. He has held insurance licenses in Arizona and Wyoming and a skilled nursing home administrator's license in Wyoming.