

# Speaker Bios

## **Ali Banks, Specialist/Volunteer Coordinator North Carolina Senior Medicare Patrol (NCSMP) Program**

Ali Banks serves as the North Carolina Senior Medicare Patrol (NCSMP) Program Specialist/Volunteer Coordinator where she is responsible for NCSMP grant, budget, and grantee management, program planning, development and implementation, operations, volunteer coordination and the associated at-risk management, site administration for Smart Facts, and oversight and coordination of NCSMP complex issues. Ms. Banks has previous work experience at the Division of Aging and Adult Services under the North Carolina Department of Health and Human Services (HHS) where she served as the assistant to the Division Director. She received a scholarship for leadership and service to attend Salem College, where she attained a Bachelor of Arts degree with a double major in Economics and Philosophy and a minor in History. She also received a scholarship to attend a summer program on international business at Oxford University. She received a Certificate in Public Health Core Concepts, and is expected to graduate this fall with a Master's degree in Public Health Leadership and Program Development from the University of North Carolina Chapel Hill Gillings School of Global Public Health. Ms. Banks is passionate about devoting her career to serving seniors and especially addressing Medicare fraud and abuse. She is grateful for the opportunity to be a public servant to beneficiaries and caregivers across the state. She volunteers at Senior Games and Meals on Wheels of Wake County in North Carolina.

## **Joanne Bartosik, Coordinator of Volunteers, Senior Medicare Patrol of New Jersey Jewish Family and Vocational Service of Middlesex County**

Joanne Bartosik is the Coordinator of Volunteers for the Senior Medicare Patrol of New Jersey. Ms. Bartosik holds a Bachelor of Fine Arts degree from Ohio University and a Master of Arts degree from New York University. After graduate school, Ms. Bartosik became the Membership Director for the World Leisure and Recreation Association (WLRA), an international nongovernmental organization (NGO) in consultative status with the United Nations. During her tenure with WLRA, Ms. Bartosik coordinated a major symposium on Leisure and Aging and was a regular contributor to the *WLRA Journal*. Later in her career, as a manager with the New York City Department of Parks and Recreation, Ms. Bartosik opened the newly renovated Asser Levy Recreation Center and became the Deputy Chief of Recreation for the Borough of Manhattan. Ms. Bartosik was the first Director of Development for the Resource Center for Women in Summit, and the Director of Resource Development for the Jewish Community Center of Metrowest before joining the staff of Jewish Family and Vocational Service of Middlesex County, the recipient of the Senior Medicare Patrol grant for the State of New Jersey.

## **Theresa Brownson, Manager Senior Medicare Patrol AARP Legal Counsel for the Elderly**

Theresa Brownson has managed the Senior Medicare Patrol Project at AARP Legal Counsel for the Elderly for five years. She develops and implements strategic plans of outreach to help protect vulnerable adults in the District of Columbia from becoming victims of fraud.

She provides training to staff, volunteers, and elder networks on how to prevent, detect, and report health care fraud, waste and abuse, identity theft, and financial exploitation. She stays current on health care issues affecting the elderly. She creates outreach materials tailored to special populations. She works with city council, neighborhood councils, law enforcements, community centers, churches, medical professionals, organizations, and retirees to reach all Medicare and Medicaid beneficiaries in the District.

Ms. Brownson holds a Bachelor of Science degree from Georgetown University, a Master of Education degree from Trinity University in Washington, DC, and an Adult Education Certification from the University of the District of Columbia. She is the go-to expert on healthcare issues, Medicare/Medicaid fraud and abuse, and consumer issues in Washington, DC.

**Karl D. Cooper, Policy Associate  
National Association of States United for Aging and Disabilities (NASUAD)**

In his current work with NASUAD in Washington, DC, Karl Cooper focuses on workforce issues and volunteer opportunities for older adults and people with disabilities. Prior to joining NASUAD, he practiced law for 14 years in the greater Philadelphia area and opened his own firm in 2006. During this period, he was able to devote time to pro bono advocacy for those affected by physical and developmental disabilities. As part of that work, he helped consumers navigate the opportunities available in employment and education.

Mr. Cooper received his law degree in 1997 from Villanova University School of Law and a bachelor's degree in Communications and Political Science from Cedarville University in 1994.

**Priscilla Davis, SMP Volunteer Manager  
Florida Senior Medicare Patrol**

Priscilla Davis is an avid advocate for children and seniors. Her passion is making a difference in the lives of others. In addition to her work as an active legislative advocate and trainer for AARP, she has expanded her role in advocacy as a SHINE (Serving Health Insurance Needs of Elders) counselor helping Medicare and Medicaid recipients in Duval County. In 2010, she took a greater role with the Florida SMP Program, empowering seniors to prevent healthcare fraud. In 2011, the Florida Program Manager appointed her as the SMP Volunteer Manager serving Clay, Duval, Flagler, and St. Johns Counties.

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

In her Federal leadership role, Barbara Dieker is responsible for managing 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 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 with management of outreach and advocacy programs. As a grassroots advocate, she 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.

Ms. Dieker holds a Bachelor of Science degree in Education from the University of Missouri-Columbia and a Master of Public Administration from the University of Kansas-Lawrence.

**Nick DiGiulio, Special Agent in Charge  
Office of Inspector General  
U.S. Department of Health and Human Services**

Nick DiGiulio is the Special Agent in Charge for the Inspector General's Office of the U.S. Department of Health and Human Services' Philadelphia Regional Office. He oversees criminal and civil health care fraud investigations in Pennsylvania, Delaware, Maryland, Washington, D.C., Virginia, and West Virginia. Mr. DiGiulio is encouraged by the increased focus on preventing fraud and prosecuting those that steal our health care dollars. He is seeing positive results and expects all to report suspected fraud against our national health care benefit programs (Medicare and Medicaid) via the OIG web at <http://oig.hhs.gov/fraud/> or to send him a tip via e-mail at [nick.digiulio@oig.hhs.gov](mailto:nick.digiulio@oig.hhs.gov).

**LaNelle Godsey, Tennessee SMP Project Director  
Upper Cumberland Development District/Area Agency on Aging and Disability**

LaNelle Godsey holds a Bachelors of Science degree from Tennessee Technological University. Ms. Godsey majored in Sociology/Social Work with minors in Psychology and Criminal Justice. While at TTU, Ms. Godsey conducted and presented research in the field of aging at Sociological conferences in Baltimore and New Orleans. Additionally, Ms. Godsey has received 60 hours of Professional Development in Medical Gerontology from the Meharry Medical Consortium and the Department of Health and Human Services. Currently, Ms. Godsey holds the position of Assistant Director and Tennessee SMP Project Director at the Upper Cumberland Development District/Area Agency on Aging and Disability.

**Donyetta Green, GeorgiaCares SMP Volunteer Consultant  
Georgia Department of Human Services**

Donyetta Green is the Volunteer Program Consultant for GeorgiaCares with the State of Georgia in Atlanta; where she provides consultation and leadership to 12 key areas. Ms. Green has created, managed, and committed to the success of several volunteer programs throughout the State of Georgia. She has also worked considerably with organizations in teaching on the four basic quadrants of creating a thriving volunteer program (Recruitment, Orientation, Training, and Recognition). Lastly, Ms. Green has trained and given proven strategies to several organizations on building long lasting partnerships in their communities.

In 2002, she earned a Bachelor of Arts degree majoring in Sociology from Paine College. She then moved forward in pursuing higher education earning a Master of Business Administration degree in Management from Troy State University in 2004. As she progressed in her career, Ms. Green continued following her passion for program management later moving forward to complete and receive a Volunteer Program Certification in 2007.

**Joanne Corte Grossi, MIPP**  
**Regional Director for Region III**  
**U.S. Department of Health and Human Services**

In April, 2010, Joanne Grossi was appointed by the Obama Administration as the Regional Director of the U.S. Department of Health and Human Services for Region III, which includes the states of Pennsylvania, Delaware, Maryland, Virginia, West Virginia, and the District of Columbia. As Regional Director, Ms. Grossi serves as the key representative in this region in working with federal, state, local, and tribal officials on a wide range of health and social services issues.

Prior to this appointment, Ms. Grossi served for seven years in the administration of Governor Edward G. Rendell, first as Deputy Secretary of Health and later as the first- ever Director of the Office of Women's Services. Before joining the Governor's Administration, Ms. Grossi served for 13 years as a Senior Technical Advisor in the Bureau of Global Health at the United States Agency for International Development, where she oversaw international health programs in developing countries.

Earlier in her career, Ms. Grossi served on the staffs of Congressman Peter Kostmayer and Ambassador Millicent H. Fenwick at the American Embassy in Rome, Italy. Ms. Grossi earned a Master of International Public Policy degree at Johns Hopkins University's School of Advanced International Studies and completed additional graduate education at the Johns Hopkins University's School of Public Health and Hygiene.

**Maria Eugenia Hernandez-Lane, Vice President**  
**National Hispanic Council on Aging**

Maria Eugenia Hernandez-Lane is Vice President of the country's leading national organization working to improve the lives of older Hispanic adults, their families, and caregivers. Her leadership and outreach style is rooted in peer-to-peer knowledge transfer, empowerment, community advocacy, organizing, and mobilization in multicultural and bilingual settings. She applies business skills and applications within the nonprofit sphere to develop and implement

multicultural, bilingual, and age-appropriate programs, initiatives, trainings, and outreach for hard-to-reach populations, such as Hispanic older adults. She has directed the SMP program (today the National Hispanic SMP) since 2006.

Founded in Texas, the National Hispanic SMP has evolved into a national effort to reduce Medicare fraud among vulnerable Latino seniors through community outreach, effective communication strategies, and capacity-building efforts. While national in scope, the program highlights, complements, and builds on community-based strategies. Currently, the organization is focused on creating strategies that link Hispanic older adults to the SMP network and that detect, prevent, and report Medicare fraud in every community and state. Looking ahead, the National Hispanic SMP will be conducting needs assessments within the SMP network to better understand the unique challenges of each state SMP.

**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.

**Makeba Huntington-Symons, SMP Program Manager  
Area Agency on Aging of Pasco-Pinellas, Inc.**

Makeba Huntington-Symons is currently the Florida SMP Program Manager. Prior to working with the SMP Program, she spent seven years as the Community Outreach Program Coordinator for AARP. During her tenure with AARP, she managed the New York Life Foundation grant that helped grandparents raising grandchildren find financial assistance and support groups. She also spent several years on Capitol Hill as a Legislative Aide to a United States Senator. There, she met with constituents and responded to constituent and government official's requests regarding legislation, policies and procedures.

Ms. Huntington-Symons earned her Master of Arts degree in American Government from Howard University in Washington, D.C., where she maintained a full academic scholarship including a Graduate Research position. She earned her Bachelor of Science degree in Political Science degree, graduating with Summa Cum Laude honors from Xavier University of Louisiana. She has been married for 15 years and has a six year old daughter.

**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, she is involved with establishing and maintaining partnerships on the national level with other Federal Agencies, such as the U.S. Department of Health and Human Services 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, she 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.

Ms. Kinney acquired her Master of Social Work in Aging and Management in 2006 from the University of Michigan, where she was also a Geriatric Fellow. She also earned a Bachelor of Fine Arts degree in Drawing and Painting from Alma College. In addition, she holds a Michigan Master's Social Work 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 dealt 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.

Mr. Klug 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 and Oriental Medicine.

Mr. Klug received his Bachelor of Arts degree from St. Louis University in 1977 and is a 1984 graduate of the University of Wisconsin's Law School in Madison. He lives in Iowa City, IA.

**Susan Canfield LeFew, Program Coordinator, West Virginia Senior Medicare Patrol  
AARP Foundation**

Susan Canfield LeFew is program coordinator for the West Virginia Senior Medicare Patrol (WV SMP), a federal grant administered by AARP Foundation. She manages outreach events, media, and programmatic activities for the WV SMP. She also assists with SmartFacts, volunteer management, complex issue resolution, and grant reporting. Ms. LeFew represents the WV SMP on the West Virginia Financial Exploitation Task Force and makes presentations across the state about health care fraud prevention. She helps coordinate West Virginia Money Smart Week, a statewide, multi-partner event held each April. Prior to joining AARP Foundation, Ms. LeFew

worked in and around state government. She served as a legislative liaison in Governor Bob Wise's office, senior leadership aide for the Speaker of the House and the Majority Leader, office manager of a government/public relation consulting firm, and lobbyist for health care organizations. She is a graduate of West Virginia University ("Let's Go, Mountaineers!").

**Michelle List, Social Services Program Coordinator  
Louisville Metro Department of Public Health and Wellness**

Michelle List is the Social Services Program Coordinator with the Senior Medicare Patrol (SMP) program at Louisville Metro Department of Public Health and Wellness. She has over twenty years of experience working with seniors and non-profit organizations. She has worked with seniors through the Home Delivered Meals program (Meals on Wheels), as well as in Adult Day and Senior Center settings.

Ms. List is a graduate of Eckerd College in St. Petersburg, FL and Louisville Presbyterian Seminary. She enjoys traveling, reading, yoga, and zumba.

**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. He 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, Mr. McCurley 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](mailto:shm12@aol.com).

**Nancy B. O'Connor, BSN, RN, MHSA, Regional Administrator  
Centers for Medicare and Medicaid Services (CMS), Region III  
U.S. Department of Health and Human Services**

Nancy O'Connor is the Philadelphia Regional Administrator at CMS. As such, she is responsible for the external affairs operations of the Medicare, Medicaid, and the State Children's Health Insurance Program in six states: Delaware, the District of Columbia, Maryland, Pennsylvania,

Virginia, and West Virginia. In the Philadelphia region, there are more than seven million beneficiaries and nearly 280,000 providers.

Ms. O'Connor is also currently serving as Deputy Consortium Administrator for the Division of Medicare Health Plan Operations. This division serves as the Field focal point for all interactions with Medicare Advantage Plans, Medicare Prescription Drug Plans (Part D), Medicare Advantage Prescription Drug plans, employers, beneficiaries, providers, and caregivers for issues relating to CMS programs, policy, and operations. The division also participates in the development and implementation of all national policy related to these programs.

In 2011, she served as the Acting Deputy Director for Operations in the Center for Medicare and Medicaid Innovation (CMMI). CMMI is the most rapidly growing Center in CMS, which is on the leading edge of the Agency's mission to create better health care, better health, and reduced cost through improvement. In 2007, she served as the Acting Director for the Office of External Affairs in Washington, DC. In this position, she was the primary advisor to the CMS Administrator on public affairs matters. In 2006, she directed the implementation of the Medicare Part D prescription drug benefit in the Philadelphia region. Over 90% of all people with Medicare enrolled in Part D because of the outreach by the region's grassroots partners.

Ms. O'Connor has held various management positions in CMS policy and operations. She is a Senior Fellow of the Council on Excellence in Government. She joined federal service as a Presidential Management Fellow after working in health care administration at the Georgetown University Medical Center. She received a Bachelor of Science degree in Nursing from Villanova University and a Master of Health Services Administration from The George Washington University.

**Kathleen Otte, Regional Administrator  
Administration for Community Living**

Ms. Kathleen Otte is the Regional Administrator for Regions I, II and III for the U.S. Administration on Aging (AoA). In this capacity, she represents the Administration for Community Living and the Assistant Secretary on Aging on all matters related to the implementation of the Older Americans Act (OAA) and other aging related issues within the 14 states and 2 territories she oversees. Prior to joining AoA, Ms. Otte served as the Director of the Bureau of Elderly and Adult Services for the State of New Hampshire.

Ms. Otte has over thirty years of experience in the field of aging, having served or volunteered in various human service delivery programs including senior centers, nutritional services, home and community based long term care, health care, elder abuse, and caregiver supports. Prior to her work as the State Director, Ms. Otte worked as an administrator in nursing facilities and assisted living facilities where she earned the Malcolm Baldrige Award for Excellence from The American Healthcare Association.

Ms. Otte is a graduate of the University of Oklahoma having achieved her Master's degree in Human Relations and a Bachelors' degree in Social Work with an emphasis in gerontology.

**John J. Pease, Assistant United States Attorney  
Eastern District of Pennsylvania**

John J. Pease has served as an assistant United States attorney in the Eastern District of Pennsylvania since 1997. He is the chief of the Government and Health Care Fraud Section, and supervises all criminal prosecutions in the subject areas of health care fraud, procurement and program fraud affecting U.S. government agencies, environmental crimes, and crimes over which the Food and Drug Administration has jurisdiction, including off-label promotion of pharmaceutical products, and adulterated and misbranded drugs and food products.

Mr. Pease is an adjunct professor at Drexel University's Earle Mack School of Law where he teaches Trial Advocacy. Mr. Pease received his Juris Doctor, *cum laude*, from the University of Pittsburgh School, where he served as the Editor-in-Chief for the *University of Pittsburgh Journal of Law and Commerce*. He received a Bachelor of Science degree in Economics, *magna cum laude*, with a major in Finance, from the Wharton School, University of Pennsylvania. He is admitted to practice in the U.S. Court of Appeals for the Third Circuit, the U.S. District Court for the Eastern District of Pennsylvania, and the Supreme Court of Pennsylvania.

**Jacqueline Truesdel, SMP Program Officer  
Maryland Department of Aging**

Jacqueline Truesdel is the SMP Program Officer at the Maryland Department of Aging. She coordinates SMP activities for 19 Area Agencies on Aging. Retiring after a 30-year career in the utility industry, Ms. Truesdel has begun a second career working in the aging network.