



June 6-8, 2018 | Charleston Marriott | Charleston, SC

Hotel Information

Charleston Marriott

170 Lockwood Blvd Charleston, SC
[http://www.marriott.com/hotels/travel/
chsmc-charleston-marriott/](http://www.marriott.com/hotels/travel/chsmc-charleston-marriott/)

**Joint Conference Group Rate: \$169
Single/Double/Per Night**

[Click Here to Book Rooms Online Now](#)

Reservations are on a first-come, first-served basis and the group rate is subject to availability. Be sure to make your reservations early. The hotel is expected to sell out!!



Registration Fees

Full Registration Conference fees are \$349 for NANASP, NCOA's NISC and AISC Members and \$449 for Non-Members. Full registration fees include conference materials, admission to all education sessions, the Opening Reception, breakfast, lunch and coffee breaks on, Thursday and Friday. One-day registration rates are also available. Early-bird registration expires May 10, 2018. For more information visit www.nanasp.org

Schedule at a Glance

Tuesday, June 5, 2018

11:30-4:30 • Senior Center Site Tour
1:00-4:00 • NISC Accreditation Peer Review

Wednesday, June 6, 2018

10:00-1:00 pm • NISC AMP Pre-Session
1:00-5:15 • Plenary Sessions
4:45 – 5:45 • Roundtable Sessions
6:00-7:30 • Opening Reception

Thursday, June 7, 2018

8:00-9:00 • Vendor Breakfast
9:15-12:15 • Plenary Sessions
12:15-2:00 • Exhibit Hall Lunch
2:15-5:00 • Concurrent Breakout Sessions
5:00-6:30 • NISC Leo Laks Reception

Friday, June 8, 2018

8:00-9:30 • NANASP Annual Meeting/Breakfast
8:00-9:30 • NISC State Association Breakfast
9:45-12:00 • Concurrent Breakout Sessions

Preliminary Schedule of Events



Tuesday, June 5, 2018 [Pre-Session Events]

10:00 am – 3:00 pm

NISC Accreditation Peer Review

Offsite - Lowcountry Senior Center

11:00 am – 3:00 pm

Senior Center Tour: [Lowcountry Senior Center](#) and the [Town of Mt. Pleasant's Stokes-Marshall Senior Center](#)

Separate Registration Required

2:00 pm – 5:00 pm

NCOA AMP Meeting (Followed by Dinner at 6:00 pm)

Wednesday, June 6, 2018

9:00 am – 12:00 pm

NCOA AMP Meeting

9:00 am – 11:00 am

NANASP Board Meeting

10:00 am – 5:00 pm

Registration Desk Open

Conference Begins

1:00 pm – 1:15 pm

Welcome/Opening Remarks

1:15 pm – 2:00 pm

General Session



Lance Robertson, Administrator and Assistant Secretary for Aging
Administration for Community Living (ACL)
Washington, DC

2:00 pm – 2:15 pm

Break

2:15 p m – 3:15 p m
General Session



Lisa Ryerson, President
AARP Foundation
Washington, DC

3:15 p m – 3:30 p m
Break

3:30 p m – 4:30 p m
NANASP/NISC Stronger Together: Reframing Aging Overview/Response



Robert Blancato
Executive Director
National Association of
Nutrition & Aging Service
Programs (NANASP)
Washington, DC



James Firman,
President & CEO
National Council
on Aging (NCOA)
Arlington, VA



Lynn Fields Harris
Executive Director
Center in the Park
Philadelphia, PA



Tracey Colagrossi
Director
Hanover Township
Senior Services
Bartlett, IL

4:30 p m – 4:45 p m
Break

4:45 p m – 5:45 p m
Roundtable Sessions

- *Fundraising/Communications - Rachel Liedenfroest/Lisa Woodring*
- *Creating New Revenue Streams- From a Dry River into a Raging Rapids*
- *Marketing on Facebook - Elizabeth Bernat*
- *Outreach with Volunteers*
- *Funding your Center through innovative partnerships – NISC leader TBA*
- *Age friendly & dementia friendly communities*
- *Nt'l Senior Center Accreditation - Maureen O'Leary*
- *Designing for Community Wellness - Michael Edwards*
- *Senior Center Speed Dating Kim Phillips*
- *Positive Effects of Art Programming (2) Catherine Cullen*
- *Aging Mastery Program (AMP) – Emily McDonald*

6:00 – 7:30 p m
Opening Reception
All registrants/exhibitors welcome



Thursday, June 7, 2018

6:30 a m – 7:30 a m | **Morning Wellness Activity**

7:30 a m – 5:30 p m | **Registration Desk Open**

8:00 a m – 9:00 a m | **Continental Breakfast/Visit with Exhibitors**

9:00 a m – 9:15 a m | **Welcome/Introductions**

9:15 a m - 10:15 a m
General Session 5



Elizabeth White, Advocate, Consultant
Author of [Fifty-Five, Unemployed and Faking Normal](#)

At 60 years of age, White found herself in dire financial straits. You wouldn't have guessed by looking at her, but as she approached the traditional age for retirement, the Harvard graduate was severely underemployed and unable to afford even basic necessities. White chronicled her story in her new book, [Fifty-Five, Unemployed and Faking Normal](#), which has since become a popular [TEDx Talk](#). One of White's key ideas for surviving income instability is "resilience circles" of friends who can serve as support and refuge in vulnerable times. Since writing her book, White has become an advocate for victims of America's retirement income-security crisis, working as a consultant and speaker to advocate for those who find themselves in situations like hers.

10:15 a m – 11:00 a m | **Morning Break and Book Signing in Exhibit Hall**

11:00 a m - 12:00 p m
General Session 6

Diversity Matters: The Role of Aging Organizations in Bridging Cultural Divides

Americans of all ages are increasingly diverse, racially and ethnically. According to the Population Reference Bureau, over the next 40 years, the share of non-Hispanic white older adults will drop from 78% to 54%. Senior centers and community-based aging services organizations including nutrition service providers can play a critical role in bridging racial divides in their community by welcoming older adults of all backgrounds—and by serving as a catalyst to educate and increase understanding across cultures. The session will provide an overview of the demographic shifts in the aging population and will present tools and resources to help organizations meet the changing population we serve.

12:00 p m – 1:30 p m | **Exhibit Hall Lunch**

1 : 4 5 p m – 2 : 4 5 p m
Concurrent Breakout Sessions

Program Evaluation: What You Should Know and Why You Should Care

Laying the framework to properly evaluate program efforts is a key part of planning. Evaluation findings can help you learn what works, improve your program, and demonstrate your success to funders, clients, and community partners. This presentation highlights best practices in assessing trends, barriers, and best practices in senior nutrition programs with the ultimate goal of increasing participation and improving client satisfaction. The presentation focuses on how best to assess key performance indicators, and provides tips on how to successfully measure impacts through evaluative tools such as scorecards and dashboards.

Melinda Forstey, Chief Administrative Officer

*Serving Seniors
San Diego, CA*

Paul Downey, President & CEO

*Serving Seniors
San Diego, CA*

Screening and Intervening: Addressing Food Insecurity Among Seniors

Research shows that food insecurity — even marginal food security — is detrimental to health and well-being of seniors. Research also demonstrates the critical role of the Supplemental Nutrition Assistance Program (SNAP) and senior nutrition programs in improving nutrition and health for older adults. Despite the severity of these effects, 5.2 million eligible adults age 60+ do not participate in SNAP, our nation's most effective and widest-reaching anti-hunger program. Eligible seniors are not participating in the program because they face significant barriers to access: isolation, lack of transportation, stigma, a complex application process, and misinformation about the program. Learn how to identify food insecurity, connect vulnerable seniors to the federal nutrition programs, including SNAP, how to fight against threats to these programs, and ways to facilitate community partnerships.

Alexandra Ashbrook, Director, Special Projects & Initiatives

*Food Research & Action Center
Washington, DC*

Erin Kee, Senior Program Manager

*National Council on Aging (NCOA)
Arlington, VA*

Advocacy: Successes, Struggles, and How to Speak Out For (and with) Seniors

Nutrition services providers, senior centers, and other community-based organizations that work directly with older adults and their caregivers have a unique role to play to ensure policymakers understand the perspectives and needs of the seniors they represent. NANASP and NCOA collaborated on a survey this spring of our memberships to learn more about your understanding of advocacy, the activities you're engaging in to give voice to seniors, and the obstacles you're facing. This workshop will share the key themes revealed by the survey, highlight lessons learned by local centers and providers, and explain the importance of advocacy in upcoming policy debates affecting the services and benefits seniors rely on.

Marci Phillips, Director of Public Policy and Advocacy

*National Council on Aging (NCOA)
Arlington, VA*

Meredith Ponder Whitmire

*NANASP Federal Policy and Advocacy Manager
Washington DC*

Fun and Practical Branding Tools to Improve Your Community's Perception of your Organization

Are you satisfied with the image of your organization in your community? Is your “brand” recognized and appreciated? Effective branding can strengthen your organization’s perception and help you reach new and diverse audiences. This session will present an overview about branding and some of the tools available to enhance your organization’s marketing and image. Real-life examples from Massachusetts Senior Centers will show how they re-branded, and how they use their brands for positive impact.

*Barrie Atkin, President
Atkin Associates LLC
Waltham, MA*

2 : 4 5 p m – 3 : 0 0 p m | Afternoon Break

**3 : 0 0 p m – 4 : 0 0 p m
Concurrent Breakout Sessions**

ReFrame Aging: Building Momentum Workshop

Wednesday’s plenary discussion with Jim Firman and Bob Blancato will feature the ReFrame Aging initiative overview. This session acts as Building Momentum workshop. Participants will learn effective ways to communicate about their work and aging, navigating cultural models and addressing ageism. Participants will work individually and in small groups, to embrace the dynamic of their work in the aging field.

*Lynn Fields Harris, Executive Director
Center in the Park
Philadelphia, PA*

*Tracey Colagrossi, Director
Hanover Township Senior Services
Bartlett, IL*

Providing Genuine Volunteer Appreciation Without Breaking the Bank!

Volunteers are a vital resource for non-profit organizations and they must feel that their efforts are appreciated and their time given to an organization worthwhile. On-going and genuine heartfelt appreciation is the best way to retain and expand your volunteer teams but doing so does not have to break your budget. Staff, clients, and other community organizations can participate in providing thoughtful tokens of appreciation throughout the year that will keep volunteers energized and appreciated.

*Gerald Patesel, Vice President Community Services
Peninsula Agency on Aging, Inc.
Newport News, VA*

*Lisha Mullen, Nutrition Assistant
Peninsula Agency on Aging
Newport News, Virginia*

Hidden at Home: Uncovering and Addressing the Needs of Home Delivered Meal Clients through Care Management

Come and learn about the program that one public agency implemented in the NCQA LTSS certification process. In delivering care management to one of its most at-risk populations, it’s Home Delivered Meal clients, valuable lessons were learned about how the social determinants of health truly impact those they serve. These clients, while some of the most fragile they encountered, were also the richest in lessons provided.

*Blair Craddock, Health Promotion Manager
Camarillo Health Care District
Camarillo, CA*

Rethinking Economic Security and the Role of Senior Centers

Economic insecurity has the potential to be one of the defining characteristics of the upcoming generation of seniors. Nationally, more than 25 million older adults are economically insecure. With limited income, many low-income seniors struggle to pay for out-of-pocket medical expenses, utility bills, food, housing, and transportation. For many, the unpaid bills mount placing them in a position to be one “bad break” away from facing significant financial hardship. Older persons at risk have to go to many different offices, fill out multiple application forms, and subject themselves to various intake and assessment processes. In this workshop, participants will learn about resources and tools from NCOA's Center for Benefits Access to assist your members in the benefits application process; how 3 local senior centers in Texas are replicating a successful national model to expand the role and the impact of senior center services in assisting seniors who are struggling; and how Banner Olive Branch Senior Center's Benefit Enrollment Center helps seniors improve their economic security.. Find out how senior centers can work with their larger community to reorganize income assistance programs into a holistic model.

Leslie Fried, Senior Director, Center for Benefits Access

*National Council on Aging (NCOA)
Arlington, VA*

Genevieve Waterman, Program Associate, Economic Security

*National Council on Aging (NCOA)
Arlington, VA*

Carol Zernial, Vice President of Social Responsibility

*WellMed Medical Management
Executive Director of the WellMed Charitable Foundation
San Antonio, TX*

Ivy Glinski, Director of Banner Olive Branch Senior Center

*Banner Health
Sun City, AZ*

Kathleen Gross

*Banner Olive Branch Senior Center/Banner Health
Sun City, AZ*

4 : 0 0 p m – 4 : 1 5 p m | Break

**4 : 1 5 p m – 5 : 1 5 p m
Concurrent Breakout Sessions**

Federal Policy Update: Older Adult Malnutrition

This session will provide a comprehensive overview of the latest regulations, legislation and other policy debates surrounding older adult malnutrition in 2018. Come join us to discuss the Farm Bill, the future of the Older Americans Act, funding for programs combating malnutrition, malnutrition care transitions policies, and more!

Participants will be able to 1) describe the issue of older adult malnutrition and its basic symptoms and causes and 2) discuss programs that help prevent malnutrition and their funding outlook.

Robert Blancato, Executive Director

*National Association of Nutrition and Aging Services Programs (NANASP)
Washington DC*

Meredith Ponder Whitmire, Federal Policy and Advocacy Manager

*National Association of Nutrition and Aging Services Programs (NANASP)
Washington DC*

Fostering Strategic Partnerships to Support Evidence-Based Program

The Administration for Community Living/Administration on Aging has provided funding to state and community-based organizations across the country to implement evidence-based programs focused on chronic disease self-management education (CDSME), falls prevention, physical activity, behavioral health, and more. This session will highlight the successful practices of an innovative senior center in South Carolina and a collaborative area agency on aging in Maine to form partnerships to implement and sustain evidence-based programs. Best practices, lessons learned, and challenges related to developing partnerships with local, state, and health care organizations will be discussed. Materials developed by the National Council on Aging's National CDSME and Falls Prevention Resource Centers to support organizations in implementing, expanding, and sustaining these programs will be highlighted.

Chelsea Gilchrist, Senior Program Manager

*National Council on Aging (NCOA)
Arlington, VA*

Jennifer Fortin, Health & Wellness Programs Manager

*Spectrum Generations
Augusta, ME*

Elizabeth Biggers Bernat, MHA,

*Director of Senior Services, Roper St. Francis Healthcare
Executive Director, Low Country Senior Center*

A Path to the Future of Senior Services: One Community's Journey

In 2017 the City of Amarillo, Texas and its partners in the public and private service network launched a strategic effort to examine senior citizen services and develop a public sector led approach to serving the community's growing senior population. The Project Coordinator, Senior Services Consultant, and Design Specialists who helped to shape a vision for a more effectively coordinated service network with a new City-owned Active Adult Center at its nucleus, will co-present.

Ellen Gallow,
Senior Center Planning & Design Specialist
*Lifespan Design Studio
Loveland, OH*

Jill Jackson-Ledford, MSW
*Senior Center Consultant
Charleston, SC*

Douglas Gallow, AIA,
Senior Center Design Specialist
*Lifespan Design Studio, LLC
Loveland, OH*

Linda Pitner, Coordinator of Senior Services
*City of Amarillo
Amarillo, TX*

Transforming Nutrition Services to Valued Effective Interventions

Minuteman Senior Services shares how we are transforming our nutrition program by defining services, creating effective interventions for high risk groups, using continuous improvement cycles, and moving from process measures to data driven outcomes. We are developing business acumen to illustrate our value proposition to providers/insurers/funders in order to serve more consumers while moving towards financial sustainability. We believe these efforts, if adapted by nutrition programs across the nation, will impact malnutrition and food insecurity.

Leslie May-Chibani, Assistant Director
*Minuteman Senior Services
Bedford, MA*

Jennifer Stiff, Nutrition Program Director
*Minuteman Senior Services
Bedford, MA*

Come Again? Creating a Welcoming Environment for A Diverse Aging Population

Serving an increasingly diverse aging population requires the development of programming that is not only welcoming but utilizes opportunities to educate patrons and increase understanding at the same time. This session will provide an overview of the shifts in population regarding both age and cultural diversity, and will present tools and resources to help staff to develop programming to meet the changing population we serve.

Brenda Davis, Manager, Senior Center at Cascades
Loudoun County Parks, Recreation & Community Services
Sterling, VA

Patricia Mock, Manager, Dulles Senior Center
Loudoun County Parks, Recreation & Community Services
South Riding, VA

5:30 p m – 7:00 p m

NISC Leo Laks Reception - Ticketed Event/Separate Registration Required



Friday, June 8, 2018

8:00 am – 12:00 pm | Registration Desk Open

8:00 am – 9:15 am
NANASP Business Meeting Breakfast
NISC State Association Breakfast

9:30 am – 10:30 am | Concurrent Breakout Sessions

Starting from Scratch: A Wayfarer's Adventure in Center Development

The journey of starting a new senior center, in an area where the need is apparent, seems like a no brainer. Bring together those that share your goal, agree upon the mission, and it's all aboard ... or is it? However, the details and derailments, the pain and pleasure that await can impede even the most seasoned adventurous professional. This is a cautionary tale full of adventure: Territorialists, mission absconers, nay sayers, divas, pirates, and negative nellys abound! Learn about how a small rural community directly addressed the challenges head on - developing a unique equity partnership that sought to bring to fruition a community dream of a senior center - setting out on a journey that required new alliances, untested ideas, and great resilience among the explorers.

Karla Fales, CEO
CareWell Services
Battle Creek, MI

Richard Lindsey, Vice President
Oaklawn Hospital
Marshall, MI

Meals in Motion Food Truck

A food truck that will benefit the Senior Nutrition Program and the community, by providing meals to under served seniors, enhancing Senior Center events, raising funds for Meals on Wheels and providing job training and placement opportunities for the unemployed. The Meals in Motion Food Truck is an innovative solution to providing Title III meals to under served seniors in senior housing and senior centers not currently providing Title III meals. The Food Truck is also available to senior centers to enhance a special events by providing theme meals and other special menu options. Food Truck bookings at private events such as community festivals and events, breweries, and concerts will directly benefit Meals on Wheels, raising funds to expand the program's capacity. A collaboration between the Title V Program and the Department of Labor will allow the Food Truck to be a training opportunity for those who have an interest in working in the

food service industry or are interested in owning their own food truck. The curriculum will include food service training, business and banking classes, truck development, retail training and mentoring by fellow food truck owners. The truck will enable the Senior Nutrition Program to expand menu options by providing breakfast lunch or dinner while providing choice within those options. Meals provided at senior housing building will be scheduled with speakers in the community rooms to encourage socialization.

Lisa LaBonte, Senior Nutrition Director

*New Opportunities, Inc.
Waterbury, CT*

Leverageing Your Commercial Kitchen for Social Enterprise

This session will provide real examples from programs that are fully utilizing their kitchens to provide added value. Join us to explore innovative ways to yield additional revenue, collaborate to solve structural challenges, recognize the need for shared leadership and create desirable client options in menu choices.

*Holly Hagler, Chief Executive Officer
SeniorServ / Meals on Wheels Orange County
Orange County, CA*

Villages: A National Movement in Support of Aging at Home

More than 200 Villages in 45 states are enabling older residents to age at home, avoid isolation, and stay engaged in their community. Get the latest update about this growing national movement of grassroots membership organizations, learn about partnerships between Villages and the aging services network, or how to help start a new Village.

Mandy Summerson, President

*Village to Village Network
St. Louis, MO*

Tony Sarmiento, President

*Silver Spring Village
Silver Spring, MD*

10:30 am – 11:00 am | Morning Break

11:00 am – 12:00 pm

Concurrent Breakout Sessions

Dealing with Dementia: Empowering Professional and Family Caregivers

As the number of seniors accepting the challenges of dementia caregiving continues to grow, the Rosalynn Carter Institute for Caregiving is launching a national expansion of their Dealing with Dementia Workshops. Workshops for professional and family caregivers are designed to familiarize attendees to the comprehensive Dealing with Dementia Guide. Covering topics from responding to dementia behaviors, creating dementia friendly life-styles, and stress management, this guide has proven to be an empowering for workshop attendees.

Gayle Alston, Director:RCI Training Center for Excellence

*Rosalynn Carter Institute for Caregiving
Americus, GA*

Dr. Leisa Easom, Executive Director

*Rosalynn Carter Institute for Caregiving
Americus, GA*

Innovation and Efficiency in Senior Nutrition Programs

Montco SAAC's congregate meals program was revitalized with participation in the What A Waste project. By combining framework provided by their team with community partnerships, the lunch program blossomed into a dynamic combination of recipe sharing, growing produce, and sharing with neighbors. Staff achieved this with a strategy to partner with a wide

variety of community members at multiple sites. This session focuses on best practices for reaching out to your community for sustainable change.

Whitney Lingle, Associate Director, Executive Director

Montco SAAC

Norristown, PA

Supporting Access for Older Adults to Arthritis-Appropriate Evidence-Based Interventions in Local Communities

Osteoarthritis (OA), the most common form of arthritis, is a leading cause of disability in the U.S. Currently, more than 30 million adults have OA. This number is increasing dramatically, owing to two important OA risk factors: the aging of Baby Boomers and the obesity epidemic. Senior Centers can make significant contributions to addressing this health crisis, by implementing arthritis-appropriate evidence-based interventions, which have been shown to improve the lives of those with arthritis.

Mary Altpeter, Research Scientist and Project Manager

Center for Health Promotion and Disease Prevention at UNC-Chapel Hill and Thurston Arthritis Research Center (TARC)
Chapel Hill, NC

Serena Weisner, MS, Project Assistant and Freelance Healthy Aging Consultant

Thurston Arthritis Research Center / OsteoArthritis Action Alliance
Raleigh, NC

Building on the Senior Community Service Employment Program: Workforce Development for Everyone Ages 50+

Learn about a new venture in workforce development for people ages 50+. Building on the success of SCSEP, Senior Service America's new subsidiary --SSA-Community Partners, Inc. (SSA-CPI) --promotes workforce development for all persons ages 50+ by providing job training and employment opportunities through SSAI's unique community-based partnerships. Learn how your organization can join this initiative.

Bob Harootyan,

Senior Service America, Inc.

Silver Spring, MD

Christine Garland,

Senior Service America, Inc.

Silver Spring, MD

Beyond the Meal: New Findings on Socialization and Congregate Meals

In July 2017, the Retirement Research Foundation provided NANASP with a renewal grant to continue their research on the value of socialization in Older Americans Act Congregate Nutrition Programs nationally. Our session will outline exciting, statistically significant findings about socialization and positive health outcomes for older adults that were collected from site visits to organizations in 10 different states and from the more than 3,000 participant surveys submitted over two years of research.

Robert Blancato, Executive Director

National Association of Nutrition and Aging Service Programs (NANASP)

Washington, DC

Mary Beth Field

Low Savannah Council on Governments, Aging, Disability and Transportation Resource Center

Aiken, SC

Meaghan McMahon, MSW

MBM Consulting

Washington, DC

12:00 pm | Conference Concludes