



June 13-16, 2017 | The Hyatt Lodge | Oak Brook, IL

Hotel Information

The Hyatt Lodge at McDonald's Campus

2815 Jorie Boulevard | Oak Brook, IL 60523

630.568.1234 | <https://thelodge.hyatt.com>

[CLICK HERE for Map/Directions](#)

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

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, 2017. For more information visit www.nanasp.org

Schedule at a Glance

Tuesday, June 13, 2017

11:30-4:30 • Senior Center Site Tour

1:00-4:00 • NISC Accreditation Peer Review

Wednesday, June 14, 2017

8:00-1:00 pm • Nutrition Directors Pre-Session

10:00-1:00 pm • NISC AMP Pre-Session

1:30-5:15 • Public Policy Opening Institute

5:30-7:00 • Opening Reception

Thursday, June 15, 2017

8:00-9:00 • Vendor Breakfast

9:15-10:30 • Keynote Address

11:00-12:15 • Concurrent Breakout 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 16, 2017

8:30-9:30 • NANASP Annual Meetings

9:45-12:00 • Concurrent Breakout Sessions

Preliminary Schedule of Events



TUESDAY, JUNE 13, 2017

11:30 – 4:30 pm

Senior Center Site Tour Optional Event: Hanover & Palatine Township Senior Center

Separate Registration Required

This tour will include transportation and a progressive lunch/tour at two of Chicago's premier Senior Centers

The **Hanover Township Senior Center** is located in the western Cook County near DuPage County and serves the residents of Streamwood, Hanover Park, Bartlett, Elgin and Hoffman Estates. Senior Services is one of ten departments providing support and services to the residents of Hanover Township. Proudly accomplishing accreditation in 2012, Hanover Township Senior Services is currently in the process with the assistance of Self Directed Volunteer Teams. The 26,952 square foot building modeled after Frank Lloyd Wright Prairie Style has over 26,000 participants using transportation, social services, programming and nutrition services. The large lending closet, volunteer opportunities, information and referral and a robust recreational program keeps residents coming back. Open Monday, Wednesday, Friday from 8:30 AM to 4:30 PM, Tuesday and Thursday 8:30 AM to 8 PM, and Saturday from 8:30 AM to 12:30 PM. Hanover Township Senior Center is proud to serve as our older adults' "third place".

For over 40 years, the **Palatine Township Senior Citizens Council (PTSCC)**, which operates the Palatine Township Senior Center and the Caring Hearts Adult Day Services Program, has provided programs and services for adults aged 50 or better and their families. Nationally accredited for the third time in 2016, PTSCC offers lifelong learning, health and wellness, recreation, nutrition and social services which encourage independence, well-being and connection to the community. Programs and services are available in English, Spanish and Russian.

Registration Fee: \$30



1:00 – 4:00 pm

NISC Accreditation Peer Review - Off Site Optional Event

Separate Registration Required

The 2017 NISC National Accreditation Peer Reviewer Training is for individuals seeking to become a peer reviewer (see criteria below) or to gain an in-depth knowledge of the peer review process. The Peer review process follows a senior center's self-assessment during the accreditation process. For an overview of entire accreditation program attend Friday morning's workshop. Only qualified individuals will be able to subsequently apply to become a NISC Accreditation Peer Reviewer.

To become a Peer Reviewer, you must meet these Standardized Credentials:

- Current or past administration of a multi-purpose Senior Center. The candidate, a peer, must have direct leadership experience with all aspects of the operation of a Senior Center. The candidate's administrative experience must have occurred within the past three (3) years for initial certification as a Peer Reviewer. Current Peer Reviewers who are no longer working in a Senior Center must demonstrate strong ties to one or more Senior Centers. Involvement with State and National senior center organizations is encouraged and recommended.
- Completion of the self-assessment and accreditation process. Candidates must have participated in the Self-Assessment and Accreditation process within the past five years and must have created and implemented an action plan. This can occur as a committee volunteer in the case of a retiree.





WEDNESDAY JUNE 14, 2017

8:00 am – 4:00 pm
Registration Desk Open

8:00 am – 1:00 pm
Nutrition Directors Training Pre-Session
Separate Registration/Fee Required

Learn from three seasoned experts in the field of aging – who together they have over 50 years of experience in the field of aging. This training will show the flexibility, the different variations and the diversity of the Older Americans Act (OAA). We will discuss the history of the OAA and its practical applications and review the Aging Network structure. Through an interactive exercise on creating the ideal nutrition program and senior center we will develop strategies on how to: work creatively with staff, volunteers and collocating partners; develop outstanding nutrition and educational programs; market your program; and find new funding opportunities to position your program for growth and prosperity.

Pat Bohse, President
Bohse & Associates, Middletown, NJ

Holly Greuling, National Nutritionist
US Department of Health Human Services, Washington, D.C.

10:00 am – 1:00 pm
NISC Aging Mastery Program (AMP)
Separate Registration Required

CONFERENCE BEGINS

1:30 pm – 1:45 pm
Welcome/Opening Remarks

1:45 pm – 2:45 pm
Opening Public Policy Institute



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



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



2:45 pm – 3:00 pm

Break

3:00 pm – 4:00 pm

The New Washington: What it Means for Seniors and Those Who Serve Them

The new Administration and the 115th Congress that convened in 2017 have outlined policy proposals that will have significant impacts on the programs and benefits on which many vulnerable Americans rely. Learn about the threats to senior nutrition, transportation, healthy aging, and elder justice programs, and to Medicare, Medicaid, and SNAP benefits. Find out how seniors' stories can make a difference in these debates and how local organizations can ensure these voices are heard.

Marci Phillips, Director of Public Policy and Advocacy

National Council on Aging (NCOA), Arlington, VA

4:00 pm – 4:15 pm

Break

4 : 1 5 – 5 : 1 5 p m

Concurrent Breakout Sessions

Economic Security at Your Senior Center (BO3A)

Senior centers are dedicated to connecting their low-income participants to a holistic set of services that improve their economic well-being. Learn how some senior centers are helping to connect older adults experiencing economic hardship to services, benefits, and other support. A panel of presenters will give mini-presentations on their programs that add to the economic well-being of their participants. You'll learn from those using an holistic approach by offering NCOA's Savvy, Saving Senior ® programs and toolkits, or tips on running a successful partner led Health and Financial Wellness Fair and how you can help older adults by offering a durable medical equipment loan closet. We'll discuss resources, recruiting, training, team building and utilizing the economic resources and toolkits. Track: Innovative Programs & Services

Laura Cisneros

Wellmed, San Antonio TX

Beverly Ferry, CEO

Living Well in Wabash County, Wabash IN

Erin Kee, Senior Program Manager

National Council on Aging (NCOA), Arlington, VA

Jill Kranz, Senior Services Director

Middleton Senior Center, Middleton, WI

Elder LEAD: Identifying Needs and Addressing Gaps in Substance Abuse and Mental Health among Senior Hoosiers (BO3B)

Elder LEAD is an innovative program with a series of workshops for Hoosiers 65 and older that distributes self-screening tools, shares information, and engages participants in identifying their own risk and protective factors in the areas of medication, alcohol, and depression. The Elder LEAD session will illustrate the planning, lessons learned, and steps taken to complete a statewide needs assessment and the process of analyzing the findings to develop a program to address identified gaps. Track: Innovative Programs & Services

Eric Evans

Geminus Corporation, Merrillville, IN

AMP'ing Up America with the Aging Mastery Program® (BO3C)

Developed by the National Council on Aging, Aging Mastery Program (AMP) is a fun, engaging and aspirational behavior change 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. This session will focus on the nuts and bolts of AMP, how the program works, the evidence base for AMP, and the experiences of community-based organizations.

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

Taking Advantage of ACL Data Resources to Foster Well-Centered Aging (BO3D)

This presentation will discuss how ACL data resources can assist nutrition and aging service providers and senior center professionals. The session will provide an overview of ACL data resources and initiatives, including the National Survey of Older Americans Act Participants and ACLDATA.gov (new!). Participants will discuss opportunities for improving data accuracy and use. Learn how you can take advantage of existing ACL data resources for proposals, education and advocacy, and program management! Track: Administration and Governance

Amy Wiatr-Rodriguez, *Aging Services Program Specialist*
U.S. Administration for Community Living, Chicago, IL

5:30 pm – 7:00 pm

Opening Welcome Reception

All registrants/exhibitors welcome



THURSDAY, JUNE 15, 2017

6:30 am – 7:30 am
Wellness Activity

7:00 am – 5:30 pm
Registration

8:00 am – 9:00 am
Continental Breakfast/Visit with Exhibitors

9:00 am - 10:15am
General Session/Keynote Presentation

This Chair Rocks: How Ageism Warps Our View of Long Life
Ashton Applewhite



We may think we know what lies ahead: a grim slide into depression, dementia, and dependence. But that's just the party line, and author and activist Ashton Applewhite debunks it in spades. Part monologue, part consciousness-raiser, Let's Rock This Chair dispels myth after myth about late life and proposes an alternative to worrying about getting old: wake up to the ageist messages that frame two thirds of our lives as decline, cheer up, and push back. It's time to work together to make discrimination on the basis of age as unacceptable as any other prejudice.

10:15 am – 11:00 am
Morning Break in Exhibit Hall
Ashton Applewhite Book Signing

11:00 am – 12:15 pm
Concurrent Breakout Sessions

Malnutrition among Older Adults and the Continuum of Care (BO5A)

Up to 50% of older adults are malnourished, a condition that causes a decline in functional status, worsening of chronic conditions and increased hospitalizations and readmissions. Four malnutrition e-measures have been submitted to CMS for acceptance into the Hospital Inpatient Quality Reporting Program and to the National Quality Forum (NQF) for endorsement. Adoption of these e-measures will increase the awareness of malnutrition and sequela and the impact on patient care and costs. Hospitals that include a malnourished diagnosis and treatment within discharge orders may facilitate a referral of the individual to a community-based registered dietitian and nutrition program for nutrition services.
Track: Innovative Programs & Services

Holly Greuling, *National Nutritionist*
U.S. Administration for Community Living, Administration on Aging, Washington, DC

Jeanne Blakenship, *Vice President, Policy Initiative and Advocacy*
Academy of Nutrition and Dietetics

Old or Bold? Rusty or Golden? Overcoming Marketing Challenges of your Senior Center (BO5B)

Do your town administrators and residents know and appreciate all that you do? This workshop will provide tools and best practices to help you create positive marketing and branding messages. You will learn innovative ideas and marketing best practices from senior centers and other organizations. Participants will identify some of the marketing challenges they face. The presenter and attendees will problem solve solutions. Attendees will leave with at least twenty ideas that they can implement quickly and easily. Track: Marketing/Image

Barrie Atkin, *President*

Atkin Associates Strategy & Marketing, Waltham, MA

The Importance of Primary Care-Senior Center Linkages (BO5D)

This panel will share insights from a recently completed NIH-funded pilot study that investigated the health benefits of senior center participation at three senior centers in South Texas. The senior centers, which are supported through a unique partnership between an innovative network of primary care clinics and the City of San Antonio, also provided an ideal setting to explore the extent to which primary care-senior center linkages are associated with members' participation and health outcomes. Track: Research

Carol Zernial, *Executive Director*

WellMed Charitable Foundation, San Antonio, TX

Gerrod Allen, *Manager*

Alicia Trevino Lopez Senior Center, San Antonio TX

Polly Hitchcock Noël

University of Texas Health Science Center at San Antonio / Dept. Family & Community Medicine, San Antonio, TX

SCSEP and Senior Centers: Fighting Ageism Together (BO5E)

Stereotyping of older adults appears to be more common in some states than others, according to new research. After a brief review of this research, this workshop will describe recent efforts involving the Senior Community Service Employment Program (SCSEP) and senior centers working together to help older adults' efforts to overcome ageism.

Donna Satterthwaite, *Interim Executive Director*

Senior Service America, Inc., Silver Spring, MD

Elizabeth White, *Author*

12:30 pm – 2:00 pm

Luncheon in Exhibit Hall

2:15 pm – 3:30 pm

Concurrent Breakout Sessions

Beyond the Meal: The Value of Socialization in OAA Congregate Nutrition Programs (BO6A)

This session will present the findings of "Beyond the Meal: The Value of Socialization in OAA Congregate Nutrition Programs," a study conducted by NANASP and funded by the Retirement Research Foundation. The study surveyed congregate meal providers and participants to determine the health and wellness effects of preventing isolation through participation in OAA congregate meal programs.

Robert Blancato, *Executive Director*

National Association of Nutrition and Aging Service Programs (NANASP), Washington, DC

Meaghan McMahon, *MSW*

MBM Consulting

Expanding Evidence-Based Programs within the Aging Network (BO6B)

The National Council on Aging(NCOA)'s Center for Healthy Aging will provide an update on national, state, and local efforts to expand evidence-based health promotion and disease prevention programs among older adults and adults with disabilities through the work of its two Resource Centers. This session will benefit new and experienced senior centers, nutrition and other aging service providers that are currently offering evidence-based programs, as well as those that are interested in becoming more involved with innovative approaches.

Track: Innovative Programs & Services

Kathleen Cameron, *Senior Director, Center for Healthy Aging*
National Council on Aging, Arlington, VA

Angela Herrera-Venson, *Data & Evaluation Manager*
National Council on Aging (NCOA), Arlington, VA

Judy R. Simon, MS, RD, LDN, *Nutrition & Health Promotions Programs Manager*
Maryland Department of Aging, Baltimore, MD

Partnering for Success - Lessons Learned from a Regional Collaborative of Senior Nutrition Programs (BO6C)

As the healthcare integration landscape continues to evolve, senior nutrition program partnerships are well-positioned to deliver valuable, high-quality, patient-centered services. Together, these collaboratives can develop competitive and effective service packages for healthcare payers. In this session, participants will learn from the challenges and triumphs experienced by a collaborative of four senior nutrition programs. Promising practices from the National Resource Center on Nutrition and Aging's Business Acumen Learning Collaborative Initiative will also be shared. Track: Building Successful Nutrition and/or Senior Center Partnerships

Uche Akobundu, *Director, Project Management and Impact*
Meals on Wheels America, Arlington, VA

Ellen Whitlock, *Executive Director*
Senior Resources of Guilford, Greensboro NC

Creating LGBT Welcoming Senior Centers (BO6D)

Today approximately 3 million older adults openly identify as lesbian, gay, bisexual and transgender (LGBT) in the United States. Many LGBT older adults do not access social and support services at senior centers because of fear they will not be welcomed. Others do attend centers but hide their identity. What can centers do to let LGBT older adults know they are welcomed and valued members? Join us for tools, programming ideas and discussion on creating welcoming centers.

Track: Innovative Programs & Services

Sherrill Wayland, *Manager*
SAGE (Services & Advocacy for GLBT Elders), New York City, NY

3:30 p m - 3:45 p m

Afternoon Break

3:45 p m - 5:00 p m

Concurrent Breakout Sessions

A Fundraising Fit for All: Urban, Rural or Suburban (BO7A)

Come learn about the ways programs large and small can tailor fundraising programs to meet their own needs. Presenters from the largest metropolitan center in the Northeast to a tiny rural town will share their experience and work with you on ways to refine and grow a fundraising program that fits your programs needs and desired outcomes.

Lisa Woodring, *Chief Development Officer*
Meals on Wheels Foundation of Western New York, Inc., Buffalo, NY

Malcolm Murray, *Director of Marketing and Communications*
Citymeals on Wheels, New York NY

Ensuring Programs and Services are Accessible to Everyone (BO7B)

People with disabilities are the fastest growing minority group in the country and the aging population accounts for a significant portion of this growth. Disability is diverse and encompasses mobility, sensory, mental health and cognitive limitations. This session will review the requirements for public and private entities to make modifications in policies, practices and procedures as well as provide auxiliary aids and services to ensure people with disabilities have access to their services and programs.

Robin Jones, Director

Great Lakes ADA Center/University of IL at Chicago, Chicago, IL

From Compassion to Action: How to Recruit and Keep Volunteers (BO7C)

Research is gathering on the benefits of volunteering including improvements in physical, mental, and emotional health. As 10,000 Americans turn 65 every day and are living longer, we have an expanding resource of older adults looking for meaningful ways to contribute to their community. A discussion will also include volunteer recruitment, effective screening tools and ways to maintain volunteers.

Angel Stoy, Aging Specialist

Centralina Area Agency on Aging (AAA), Charlotte, NC

Annette Demeny, Regional EBHP Coordinator

Centralina Area Agency on Aging (AAA), Charlotte, NC

Katie Kutcher, Project Manager

Centralina Area Agency on Aging (AAA), Charlotte, NC

NCOA's Next Steps to Better Nutrition (BO7D)

Learn how your senior center can host NCOA's Next Steps to Better Nutrition series. This series is 6 hour-long classes that teach older adults about the relationship between nutrition and chronic disease, and how they can take steps to improve their diet and keep their heart healthy. NCOA developed the program to teach older adults how they can afford, purchase, and cook more nutritious foods because eating healthy is a challenge for many older adults. Track: Innovative Programs & Services

Erin Kee, Senior Program Manager

National Council on Aging (NCOA), Arlington, VA

5:00 pm – 6:30 pm

NISC Leo Laks/AISC Reception

Ticketed Event/Separate Registration Fee



FRIDAY, JUNE 16, 2017

6:30 am – 7:30 am
Wellness Activity

8:00 am – 3:30 pm
Registration Desk Open

8:30 am – 9:30 am
NANASP Annual Meeting

8:30 am – 9:30 am
NISC State Senior Associations/Breakfast

State Senior Center Associations strengthen and support professionals, promote awareness and innovation, and excellence in programming that older adults so richly deserve in their lives to age well. Tracey Colagrossi, NISC Chair of the State Associations Team facilitates this workshop geared for members of state associations and for those looking to start one. The session addressed the challenges associations face such as recruitment, member retention, marketing, technology, collaboration with other aging associations and events to address the relevance of Senior Centers. A toolkit of resources will be available.

Tracey Colagrossi, *NISC Executive Committee Chair State Association Liaison*
Hanover Township/Association of Illinois Senior Centers, Bartlett, IL

Maureen O'Leary, *NISC Program Manager*
National Council on Aging (NCOA), Arlington, VA

9:45 am – 10:45 am
Concurrent Breakout Sessions

Wellness Café - Attracting & Retaining Congregate Site Attendees (BO8A)

Congregate sites have experienced a steady decline in attendance as economies of scale have replaced local menus prepared daily with heat & serve frozen entrees, and fast-food restaurants have created low-cost dining options for older adults. Wellness Café is a new concept for our congregate meal sites and is designed to better support attendees in healthy living. Wellness Café features nutrition-specific evidence-based educational programming presented by a Registered Dietitian combined with event-specific menu options. Track: Innovative Programs & Services

Janelle Couture, *Health and Nutrition Education Specialist*
Aging & In-Home Services of Northeast Indiana, Inc., Fort Wayne, IN

Kate Wiggins, *Nutrition Director*
Aging & In-Home Services of Northeast Indiana, Inc, Fort Wayne IN

Development of a Senior Center Partnership - Evidence Based Health and Wellness program for High Risk Seniors with Chronic Illnesses (BO8B)

Case study of a successful diversified community/healthcare/university partnership that utilized a pilot health and wellness program to promote healthy outcomes for high risk older adults with multiple chronic illnesses. "BE WELL", an Exercise and Weight Management award program, developed over 13 years with 19 pilots of high risk cohorts to become

an award winning, evidence based program with significant health improvements in blood pressure, weight, lipid management, body composition, diabetes management and improved fitness. Track: Building Successful Nutrition and/or Senior Center Partnerships

Bonita Hart, RDN, President

Food and Nutrition Management Services, North Hollywood, CA

Eat Healthy, Be Food Safe, and Get Active – Using Free Resources to Create Buzz for Your Senior Center (BO8C)

Encourage healthy eating, food safety, and regular exercise for older adults with free, practical, hands-on materials from the U.S. Department of Health and Human Services and the USDA. Get ideas for activities and workshops that you can offer to older adults based on the 2015-2020 Dietary Guidelines, the National Institute on Aging's Go4Life® campaign, and the USDA's My Plate, My Wins campaign and Food Safety 101 program. Come away with tips and tools you can use right away! Track: Building Successful Nutrition and/or Senior Center Partnerships

Stephanie Dailey, M.A., Director, Go4Life® Campaign

National Institute on Aging, Bethesda, MD

Holly H. McPeak, M.S., Nutrition Advisor

U.S. Department of Health and Human Services/Office of Disease Prevention and Health Promotion, Rockville MD

Adam Ghering, Consumer Safety Inspector

USDA - Office of Public Affairs and Consumer Education, Washington, D.C.

Strategies for Senior Center Success (BO8D)

Senior centers must move from survival mode to successful, effective, results oriented operations. This session will present a "how to kit" or process for senior centers, especially rural and/or small to medium senior centers to reach greater success through practical fundraising and partnerships; marketing & branding and annual & planned giving.

Sheila Salyer, Manager

Tallahassee Senior Services, Parks, Recreation & Neighborhood Affairs, Tallahassee, FL

Beverly Ferry, Chief Executive Officer

Living Well in Wabash County COA, Wabash, IN

10:45 am – 11:00 am

Coffee Break

11:00 am – 12:00 pm

Concurrent Breakout Sessions

Grass Roots to Senior Center: From Village Senior Committee to Professional Non-Profit (B09A)

The Oswego Senior Center is an example of a small town senior center that evolved from the Village of Oswego Senior Committee to a Senior Commission to a non-profit supported through the Village, County, Township and School District, as well as through Older Americans Act monies, project income, donations and fundraisers. In 2016, on a budget of \$305,000, OSC served 1,584 different individuals for a total of 28,787 interactions or units of service in 2,254 events over the year. Through our twice a week congregate lunch program, we served 453 people over 10,000 meals. This with a part-time staff of six, 199 volunteers, and 60+ community partners. Learn how OSC evolved, how progressive community ideas allowed for our space, how we foster community collaboration, and how we have doubled our participants since we opened our center in 2009. Tips on growing from grass-roots, program development, marketing, volunteer management, community collaborations, intergenerational, advisory councils, sponsorships, and fundraising.

Track: Building Successful Nutrition and/or Senior Center Partnerships

Sandra Pastore, Executive Director

Oswego Senior Center, Oswego, IL

Radical Hospitality: Creating a Welcoming Inclusive Environment (BO9B)

How do we create an environment that welcomes all people? How do we celebrate our differences, while at the same time discouraging bias? Join us as we discuss how to intentionally develop programming that works towards welcoming and providing hospitality to all participants. Sometimes doing what seems “normal” means unintentionally excluding others from participating fully. This session addresses how to work with staff and participants on creating a culturally inclusive environment. Track: Community Visibility, Support & Leadership

Kimberly Phillips, Senior Citizens Services Manager
Portage Senior Center / City of Portage, Portage, MI

Dawn Shilts, Program Manager
Portage Senior Center / City of Portage, Portage, MI

Wish We Knew Then What We Know Now: Reflections on Key Issues in Senior Center Design (BO9C)

Look at your building in a new light as you consider its impact upon the perceptions and experiences of those you serve, the scope of what can be accommodated, and its role in supporting the successful realization of your goals. A team of Senior Center design specialists will offer insights gained through 35 years of involvement with the senior center industry.

Douglas Gallow, AIA & Ellen Gallow, CAPS, Senior Center Design Specialists
Lifespan Design Studio, Loveland, OH

The Value of National Accreditation (BO9D)

NISC has developed nine standards of excellence for senior operations to advance the quality of senior centers nationwide. These standards serve as a guide for all senior centers to improve their operations today and position themselves for the future. This session will give an overview of the National Senior Center Accreditation Program. National accreditation is official recognition that a senior center meets the nine standards of excellence. More than 250 senior centers have been accredited. Learn about the value of the self-assessment process and accreditation and the opportunity to improve your infrastructure, develop a vision for the future and showcase your center in the community.

Maureen O'Leary, NISC Program Manager
National Council on Aging (NCOA), Arlington, VA

