

SEAA

Southeastern Association
of Area Agencies on Aging

2011 Annual Training Conference



September 25-28, 2011

**Registration
Brochure**



The Tennessee Area Agencies on Aging and Disability would like to welcome you to Memphis, Tennessee!

- First Tennessee AAAD
- East Tennessee AAAD
- Southeast Tennessee AAAD
- Upper Cumberland AAAD
- Greater Nashville AAAD
- South Central AAAD
- Northwest AAAD
- Southwest AAAD
- Aging Commission of the Mid-South AAAD





Southeastern Association of Area Agencies on Aging

The **Southeastern Association of Area Agencies on Aging (SE4A)** was formed in 1973 as a regional advocacy association. Member states include: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. SE4A was the first regional area agency on aging association in the country, and served as the model for organizing the National Association of Area Agencies on Aging.

The Association maintains a website for sharing and disseminating information; conducts an annual training conference to address national, regional, and local issues regarding the needs of older adults, promotes and provides a mechanism for legislative advocacy for older adults, supports and coordinates disaster relief funds and services; and recognizes individuals and organizations who have provided outstanding contributions to older persons in the Southeast region.

SE4A



Workshop Tracks

The basic tracks that will be offered at SE4A:

- Promoting Healthy Aging
- Long Term Care/Caregiver Support
- Agency Management/Professional Development
- Elder Rights
- Senior Centers/Focal Points
- Nutrition/Transportation

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Schedule Summary

Saturday, September 24

9:00 a.m. - 3:00 p.m. SE4A Board Meeting
6:00 p.m. - 9:00 p.m. SE4A Board Dinner

Sunday, September 25

8:00 a.m. - 9:00 a.m. Registration for Intensives
9:00 a.m. - 3:00 p.m. Intensive I – Getting Ready for CIRS-A
Intensive II – Overview of Senior Center Certification
Intensive III – Chronic Disease Self-Management Program
9:00 a.m. - 3:00 p.m. Conference Registration
1:30 p.m. - 3:00 p.m. New Director/Staff Orientation: Robert (Bob) McFalls
2:00 p.m. - 5:00 p.m. Exhibitor Set-up
3:30 p.m. - 5:00 p.m. Opening Session: National Anthem and Presentation of Colors
Keynote Speaker: Dr. Farris Jordan
5:30 p.m. - 7:30 p.m. Opening Reception in the Exhibit Hall-Elvis is *in* the building!
8:00 p.m. - 10:00 p.m. Tennessee Hospitality Suite

Monday, September 26

7:30 a.m. - 3:00 p.m. Exhibit Hall Hours
7:30 a.m. - 8:30 a.m. Continental Breakfast in the Exhibit Hall
8:00 a.m. - 4:00 p.m. AoA Quarterly Regional Meeting
8:00 a.m. - 4:00 p.m. Conference Registration
8:30 a.m. - 10:00 a.m. General Session, Keynote: The Rev. Kenneth S. Robinson, MD.
10:00 a.m. - 10:30 a.m. Break in Exhibit Hall
10:30 a.m. - 11:45 a.m. **Session I** – Workshops
11:45 a.m. - 1:45 p.m. Awards Luncheon
2:00 p.m. - 5:00 p.m. Mobile Workshop - National Civil Rights Museum
2:00 p.m. - 3:15 p.m. **Session II** – Workshops
3:45 p.m. - 5:00 p.m. **Session III** – Workshops
8:00 p.m. - 10:00 p.m. Tennessee Hospitality Suite

Tuesday, September 27

7:30 a.m. - 8:30 a.m. Continental Breakfast in the Exhibit Hall
8:00 a.m. - 4:00 p.m. Conference Registration
8:30 a.m. - 10:00 a.m. General Session
10:00 a.m. - 10:30 a.m. Break
10:30 a.m. - 11:45 a.m. **Session IV** – Workshops
12:00 p.m. - 1:30 p.m. Lunch on your own
1:30 p.m. - 2:45 p.m. **Session V** – Workshops
2:45 p.m. - 3:15 p.m. Break
2:00 p.m. - 4:00 p.m. AIRS Testing (fee and pre-registration required)
3:15 p.m. - 4:30 p.m. **Session VI** – Workshops
6:00 p.m. - 10:00 p.m. Center for Southern Folklore-Dinner and Dance

Wednesday, September 28

8:30 a.m. - 11:00 a.m. Closing Session
Breakfast
SE4A Business Meeting
Closing Speaker: Ron Jewell
North Carolina Call to Conference - Asheville, NC





Pre-Conference Intensives

Sunday, Sept. 25, 9:00 a.m. – 3:00 p.m.

Intensive I

Review for the AIRS Exam

Presenters:

LaVerdia McCullough, Information & Assistance Coordinator, Emergency Services Coordinator,
Tennessee Commission on Aging & Disability

The Certified Information and Referral Specialist in Aging (CIRS-A) is the professional credential awarded by the Alliance of Information and Referral Systems (AIRS) to professions who demonstrate competence in Aging I&R/A by achieving a passing score on the certification examination. This year's SE4A conference includes a one-day intensive designed to prepare individuals seeking the CIRS. The session will consist of a 25 question pre-review, review of the ABCs of Information and Referral, test format, information about other federal programs that benefit older Americans, twenty-five question post-review, and evaluation.

NOTE: Conference registration does not constitute registration for the AIRS Certification exam. Please see page 20 for details.

Intensive II

National Senior Center Accreditation: Making the "Best Better"

Presenter:

Sue Orr, Senior Services Director, City of Johnson City/Seniors' Center, Johnson City, TN

The Intensive will provide methods/steps for completion of the National Senior Center Accreditation process, including: what to expect in terms of preparation, time frames, documentation, data collection, and results. The Intensive will give positives and negatives of the process, as well as a demo of the programming and/or community standards. An extensive review of the data collection methods will be a major component of this Intensive. You will take away information about potential funding opportunities. Nationally Accredited Senior Centers will share their accomplishments and will provide updates on the guidelines for National Accreditation.

Intensive III

Best Practices in Implementation and Sustainability of the Chronic Disease Self-Management Program

Presenters:

Kristie Patton, MSW, Aging Services Program Specialist, US Administration on Aging
Shannon Skowronski, MPH, MSW, Aging Services Program Specialist, US Administration on Aging
Barbara (Bobbi) P. Clarke, Ph.D., RD; Professor; Co-Director UT Center for Community
Health Literacy The University of Tennessee Extension, Knoxville, TN

Fueled by proven outcomes and participant satisfaction, the adoption of Stanford University's Chronic Disease Self-Management Program (CDSMP) is spreading throughout the country. Supported by the U.S. Administration on Aging since 2006, CDSMP is now available in 48 states and territories and has impacted the lives of more than 62,000 individuals. Drawing upon this experience, presenters from the national, state, and local levels will share lessons learned and best practices from this work. This intensive will highlight effective strategies in the areas of marketing, implementation, and sustainability, as well as encourage active dialogue and brainstorming among participants. Issues around implementation of the program as well as other evidenced-based programs (Arthritis and Diabetes) will be discussed. **This intensive will end at 1:00 p.m.**

Boot Camp

Sunday, Sept. 25, 1:30 p.m.—3:00 p.m.

Boot Camp

New Aging Director/ or Aging Staff Orientation

Presenter:

Robert (Bob) McFalls, Chief Operating Officer of the n4a

Want to *Rock* your new Aging Position? Then *Roll* into an orientation designed just for you! Bob McFalls will present information that every Area Agency on Aging staff member needs to know: an in-depth look at the history, programs and day-to-day of running and working at your AAA.



Opening Session

Sunday, Sept. 25, 3:30 p.m. – 5:00 p.m.

Welcome
Presentation of Colors
National Anthem



Mayor Mark H. Luttrell, Jr.

Shelby County Mayor Mark H. Luttrell Jr. was born in Jackson, Tennessee, and spent his early years in Bells, Tennessee. He moved to Memphis as a teenager and graduated from Bartlett High School. He received a Bachelor of Arts degree from Union University and a master's in public administration from the University of Memphis. Mayor Luttrell and his wife, Pat, have three children - Lynnette, Mark, and Margaret - and five grandchildren.

Dottie Jones, Historian

Dottie is the Director of the Shelby County Division of Community Services. Prior to joining the County, Dottie served as the Administrator of the City Memphis Office of Intergovernmental Relations for six years. Dottie holds a Masters degree in Business Administration from the University of Memphis and a Bachelors degree in Sociology and Business from Queens College. She is a lifelong Memphian, whose family roots grow deep in the rich delta soil. Dottie and her family are part of the history of Memphis and Shelby County.



Keynote - Dr. Farris Jordan

Dr. Farris Jordan has earned the degrees, B.S. M.S., Ph.D., with certification in counseling and licensure as a Psychologist. Seven years director of a counseling center in South Carolina, Dr. Jordan worked as a stress consultant for Fox News during President Clinton's impeachment hearings. He is a professor, author of four books and 72 articles on the prevention of mental and physical illness. Dr. Jordan is a consultant for the Southern Baptist Convention and motivational speaker with over 2,000 keynote presentations.

Opening Reception

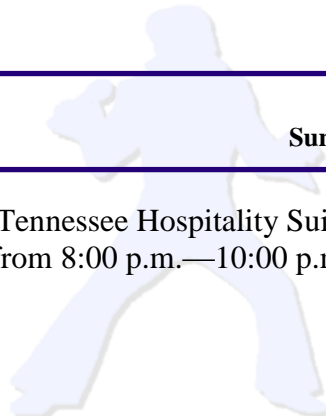
Sunday, Sept. 25, 5:30 p.m. – 7:30 p.m.

Welcome to Memphis, birthplace of rock and roll and home of the blues! Now is a great time to take a look around the exhibit hall, catch up with colleagues, meet new friends and have a bite to eat. Just keep an eye out - rumor has it that the *King* is always around when there's a party in this town.

Hospitality Suite

Sunday-Monday, Sept. 25-26, 8:00 p.m. – 10:00 p.m.

Looking to just *unwind*? Please join us in the Tennessee Hospitality Suite. A great way to relax, socialize and enjoy the evening. **Sunday and Monday** evenings from 8:00 p.m.—10:00 p.m. We look forward to seeing you there!





General Session

Monday, Sept. 26, 8:30 a.m.—10:00 a.m.

Welcome

Ken Kiesel, Chairman, Tennessee Commission on Aging and Disability, Invited

Mr. Kiesel is currently Chief Executive Officer for Appalachian Orthopedic Associates, a practice of twenty-five Orthopaedic surgeons in the Tri-Cities. Mr. Kiesel brings with him a wealth of experience in the healthcare management field. He has worked in the healthcare field since 1971, in both non-profit and for-profit hospitals and hospital groups. Mr. Kiesel has been a member of the Tennessee Commission on Aging and Disability (TCAD) since 2008 and was elected Chair effective October 1, 2010.



Keynote - The Reverend Kenneth S. Robinson, MD

The Rev. Kenneth S. Robinson, M.D., M.Div., is a native of Nashville, TN. Dr. Robinson recently made history, completing his tenure as the state's first African-American Commissioner of Health. He served for four years as Tennessee's Chief Health Officer, promoting, protecting and improving the health of all its citizens, while overseeing 3,500 employees and a 548 million dollar budget. Prior to joining the Governor's cabinet, he practiced and taught Internal Medicine at Vanderbilt. The Robert Wood Johnson Foundation has named him one of the Country's Ten Community Health Leaders of the Year.

Workshops: Session I

Monday, Sept. 26, 10:30 a.m.—11:45 a.m.

M-1 **The Maturing of America – Communities Preparing for the Baby Boomers**

Presenters: **Jo Reed, Senior Program Manager, n4a, Washington DC**
 Cathie Berger, Director, Atlanta Regional Commission AAA, Atlanta, GA

In communities across the country, the rapid aging of the population anticipated in the “long-term” is now the “short-term” reality. How prepared are local communities to tap the potential and support the needs of these older adults? A new n4a-led, MetLife Foundation-supported survey answers these questions. Learn how local communities are responding to the Age Wave, and actions some are taking to become more “elder-friendly” even in a time of economic hardship.

M-2 **Consumer Directed Care: The Arkansas Experience**

Presenter: **Herb Sanderson, AARP Arkansas Associate State Director for Advocacy**

An overview of the history of consumer directed care, including why government entities have elected to provide consumer directed care will be provided. Types of consumer directed care, the Arkansas experience which was the first state in the US to implement a Medicaid approved program, including challenges, will be discussed.



Workshops: Session I - Continued

Monday, Sept. 26, 10:30 a.m.—11:45 a.m.

M-3 How to Build Mental Toughness

Presenter: Dr. Farris Jordan, Licensed Psychologist, Knoxville, TN

Participants will be able to identify the ways they cope with problems that are both positive and negative. They will understand that it is not the event, i.e., death of a loved one, loss of a job, serious illness that cause us to suffer, it is the way we perceive the event. They will learn the seven elements of “stinking thinking” that prevent us from building mental toughness.

M-4 How Public Conservators Help Prevent Elder Exploitation or “Why I Love My Lawyer”

Presenter: William A. Reeves, Attorney, Wise & Reeves, P.C., Knoxville, TN

This session will begin with an overview of the Court System and how it works in regard to Conservatorship matters. Tools will be presented that are available to Conservators in the course of their fiduciary duties as ordered by the Courts. Several case studies will also be included.

M-5 Dancing in the Chair – Seated Tai Chi Chuan for Everybody – Part 1

Presenter: Zibin Guo, Ph.D, Professor of Medical Anthropology, University of Tennessee Chattanooga

This session introduces and teaches the seated/wheelchair Tai-Chi – a new and innovative recreational therapy exercise – and its potential of becoming one of the most effective, accessible, simple, and economic mind & body exercises for people with ambulatory limitations.

M-6 Setting a New Table: Policy to Practice

Presenter: Jean L. Lloyd, National Nutritionist, US Administration on Aging

Adequate, healthy food and nutrition services are essential to enabling older adults to remain at home in the community. Older adult food tastes and preferences, service delivery methods, federal and state community long term care policy are changing and adapting to changes that are more client centered and offer choice. How to foster a more choice centered nutrition services program will be discussed.

M-7 Utilizing Technology to Deliver Health Promotion Education Program to Remote Community Locations

Presenters: Aaron Bradley, Director, East TN AAAD, Knoxville, TN
Barbara (Bobbi) P. Clarke, PhD, RD; Professor; Co-Director UT Center for Community Health Literacy
The University of Tennessee Extension, Knoxville, TN

We will present a comprehensive review of the process that was utilized in East Tennessee to develop a small studio in a senior center that would allow us to develop original health education content through a partnership with the University of Tennessee Extension Service and the College of Pharmacy.





SEAA Awards Luncheon

Monday, Sept. 26, 11:45 a.m.—1:45 p.m.

Please attend this special event celebrating the winners of this year's awards.

The wonderful ACMS Voices group will be providing the entertainment for the luncheon - they are a must see!

Award categories include: Jane Kennedy Excellence in Aging; Positive Images; Corporate Sponsorship;

Outstanding Community Service; Outstanding Volunteer; and Aging Impact Awards.

Scholarships for those pursuing a career in Gerontology or Geriatrics will also be announced.



Workshops: Session II

Monday, Sept. 26, 2:00 p.m.—3:15 p.m.

M-8 Changing the Way People Age in Rural Communities

Presenters: Barbara Gordon, M.A., Director, Division of Social Services, KIPDA, Louisville, KY
Bonnie Buchanan, MSSW, Program Manager, CDC Grant, Louisville, KY

This session will explore and demonstrate strategies which create social capital within rural communities. Various coalition building methods will be discussed including needs assessments, service density indicators analysis, photo-voice, mapping strategies and evaluation. Audience will participate in experimental activities to maximize skill development.

M-9 “Got the G.I. Blues?” Veterans Directed HCBS to the Rescue

Presenters: TBD

Are you interested in developing a successful Veterans Directed Home and Community Based Services (VDHCBS) program in your AAA? This is the workshop for you. Come listen to three experts from the state of Florida who will discuss how Florida was able to develop a successful statewide model. All components of this program will be discussed including the tracking tool, fiscal intermediary, successful collaboration with the local VAMCs and the readiness review tool.

M-10 How to Build Mental Toughness - repeat of M-3

Presenter: Dr. Farris Jordan, Licensed Psychologist, Knoxville, TN

Participants will be able to identify the ways they cope with problems that are both positive and negative. They will understand that it is not the event, i.e., death of a loved one, loss of a job, serious illness that cause us to suffer, it is the way we perceive the event. They will learn the seven elements of “stinking thinking” that prevent us from building mental toughness.

M-11 Don't Get “All Shook Up!” Thinking, Planning, Preparing and Acting to Avoid the Most Common Legal Pitfalls

Presenter: Hugh M. Lee, Director, Elder Law Clinic, The University of Alabama School of Law

The most common legal issues facing the elder, the potential solutions to those problems and the legal planning steps necessary to avoid encountering these problems in the first place will be addressed in this session. The workshop will also address the kinds of consumer issues particularly plaguing the elderly and those on fixed incomes.



Workshops: Session II - Continued

Monday, Sept. 26, 2:00 p.m.—3:15 p.m.

M-12 Dancing in the Chair – Seated Tai Chi Chuan for Everybody – Part 2

Presenter: Zibin Guo, Ph.D, Professor of Medical Anthropology, University of Tennessee Chattanooga

This session introduces and teaches the seated/wheelchair Tai-Chi – a new and innovative recreational therapy exercise – and its potential of becoming one of the most effective, accessible, simple, and economic mind & body exercises for people with ambulatory limitations.

M-13 Taxicabs and Volunteer Drivers: Innovative Approaches to Keeping Older Adults Connected to the Community

Presenters: Virginia Dize, Assistant Director, National Center on Senior Transportation, n4a, Washington, DC
Warren Secrest, Knoxville-Knox Co. Community Action Council Office on Aging, Knoxville, TN

Older adults who stop driving face the reality of limited options for getting around and increased dependence on caregivers. This session will focus on the pivotal role that transportation services play in supporting older adults living in the community. The experience of one community – Knoxville-Knox County Tennessee, which offers a volunteer driver program and customer-friendly taxi service – will be presented, including practical tips for implementing similar programs in other communities.

M-14 Lessons Learned from Development & Implementation of Restaurant Voucher Programs in North Carolina

Presenters: Linda Miller, Community Services Coordinator, Centralina AAA, Charlotte, TN
Renee Griffin, Assistant Community Program director, Senior Services of Gulliford, Greensboro, NC

America is currently in a service dilemma – we have frail elders and an emerging active senior group with limited funding resources. Explore the development and emerging issues of one creative way to reach seniors in a rural region of North Carolina. We will review survey and evaluation results of the restaurant voucher program as well as discuss effective service delivery, demographics, and potential ethical dilemmas between Older Americans Act mandates and the program purpose.



Mobile Workshop

Monday, Sept. 26, 2:00 p.m.—5:00 p.m.

A Special Docent-led tour of the National Civil Rights Museum

Be inspired by the legacy of the Civil Rights Movement! Build appreciation and understanding of diversity, broaden your perspective, and learn about history in an interactive environment. Located at 450 Mulberry St. and accessible by trolley. ACMS staff will assist participants with the trolley and museum tour. TN residents are free with picture ID, out of state admission is only \$10. Don't miss this fascinating and educational opportunity.



Workshops: Session III

Monday, Sept. 26, 3:45 p.m.—5:00 p.m.

M-15 Social Networks, Social Relationships and Healthy Aging

Presenter: Sato Ashida, PhD., Assistant Professor, University of Memphis School of Public Health

An overview of the key social factors (e.g., social networks, social support, and social influence) that can be considered by professionals as they work with older adults will be presented. Find out how social relationships with family and friends influence our health and well-being and explore ways to use social relationships to facilitate healthy aging.

M-16 Fair Housing: Giving Consumers the Keys to Better Housing

Presenter: Carol Gish, Attorney at Law, West Tennessee Legal Services, Inc., Jackson, TN

Finding and maintaining appropriate housing is a major barrier when it comes to transitioning out of institutions. This workshop offers an overview of the protections provided by the Fair Housing Act and strategies to effectively help consumers exercise their rights under the Act.

M-17 Assessing Your State’s Aging Readiness

Presenter: Dennis Streets, Director, NC Division of Aging and Adult Services, Raleigh, NC

NC Governor, Beverly Perdue signed Executive Order 54 directing all state agencies to develop strategies and proposals to strengthen their preparedness for and response to NC aging population. Directives of this order will be discussed as well as the process that was used to gather information, and share some of the preliminary outcomes.



Tennessee Federation on Aging (TFA) Information

The purpose of TFA is to enhance the general welfare and happiness of older Tennesseans. TFA promotes the civic, educational, and social measures relating to their special interests. TFA serves as the umbrella organization working in unison with other statewide units to improve the quality of life for older Tennesseans.

TFA/TN Association of Senior Centers Annual Meeting

Mon. Sept. 26, 2011 - Time, Place and Special Guest Speaker to be announced

2012 Membership dues are to be paid at registration.

TFA Dues:

Seniors over 60 and Students:	\$10
Individuals under 60:	\$15
Agency Organizations (AAA, Senior Centers)	\$25
Statewide Organizations (Home Health, Businesses)	\$100

TASC Dues:

Senior Center Directors:	\$25
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Workshops: Session III - Continued

Monday, Sept. 26, 3:45 p.m.—5:00 p.m.

M-18 Resident Rights and GLBT Issues in Long Term Care

Presenter: Sandra L. Smegelsky, JD, District Ombudsman, MIFA, Memphis

In today's world, discrimination against gay and lesbian residents is often ignored and even denied in long term care. This session will address problems involving advance directives, visitation, room assignment, behaviors and staff attitudes toward GLBT residents. In addition, specific resident rights and interventions will be discussed.

M-19 Spread the Word and Keep It Simple

Presenters: Tiffany Ingram, Director, River Valley AAA, Columbus, GA
Hona Preattle, RN, BC, Program Director, River Valley AAA, Columbus, GA

Learn how this AAA became a clearinghouse for information to senior center managers and other community leaders in rural Georgia. With the help of technology, face to face meeting and the old fashion snail mail, this AAA is able to provide critical, current information to its counties. We equip and empower the managers' with the latest and greatest in the news by keeping it simple and easily distributable.

M-20 Who is Rocking Your Diet?

Presenter: Dianne K. Polly, RD, LDN, JD, Vice-President Compliance & Community Relations, Metropolitan InterFaith Association (MIFA), Memphis, TN

In today's world, there is so much incorrect and misleading information about how and what we should be eating. Come and hear from a nationally recognized registered dietitian the truth about food, vitamins, and fad diets. Should you be eating high or low protein, high or low carbohydrates, drinking alcohol or not? She will answer your questions as well as providing you with a fun nutrition IQ quiz.

M-21 Engaging Volunteers in the Aging Network

Presenters: Mary Brugger Murphy, Director, National Resource Center on Volunteerism, n4a
Karen Harlow-Rosentraub, Ph.D., Associate Professor of Social Work and Nursing, University of Michigan

There will be an update on n4a's project, Engaging Volunteers in the Aging Network: A National Resource Center, from the director of the center and the evaluator of the project. There will be a report on the finding of an environmental scan of the network, a series of thought leader meetings and the development of an Action Plan.

Dinner on your own

Monday, Sept. 27, 5:00 p.m.

In addition to the *amazing* **Capriccio Grill** restaurant at the Peabody, there are about **50 restaurants** within walking distance! Like to plan ahead? Go to: www.urbanspoon.com and click on the Memphis link at the top of the page. Maps, menus and reviews are available to help you choose. Don't forget to pay a visit to the **Tennessee Hospitality Suite** too, get together for some after-dinner conversation from 8:00 p.m. -10:00 p.m.





General Session

Tuesday, Sept. 27, 8:30 a.m.—10:00 a.m.

Welcome

Kathy Greenlee - Assistant Secretary for Aging at the U.S. DHS



Kathy Greenlee was appointed by President Obama as Assistant Secretary for Aging at the U.S. Dept. of Health and Human Services and confirmed by the Senate in June 2009. In January 2011, Assistant Secretary Greenlee was designated as the Administrator of the CLASS (Community Living Assistance Supports and Services) program, a component of the Affordable Care Act signed into law by President Obama in March 2010.

Assistant Secretary Greenlee is committed to building the capacity of the national aging network to better serve older persons, caregivers and individuals with disabilities so that they can live in the community as they age. In addition, Assistant Secretary Greenlee places a high priority on building partnerships with Federal, state, tribal, community and private organizations in order to increase momentum for person-centered services in all settings.

Sandy Markwood - CEO National Assoc. of Area Agencies on Aging

Sandy Markwood is the CEO of the National Association of Area Agencies on Aging -n4a. As CEO, Sandy is responsible for n4a's overall management. She sets strategic direction for the staff, oversees the implementation of all policy, grassroots advocacy, membership and program initiatives. She also leads n4a's fund-raising efforts and engages corporate sponsors to support critical initiatives, including an aging awards/best practices program and the Leadership Institute for Area Agency on Aging staff. Externally, Sandy forms strategic partnerships with federal agencies and organizations in aging, human service and health care arenas to enhance the role and recognition of Area Agencies on Aging and Title VI programs.



Bob Blancato - President of Matz, Blancato & Associates, Inc.

Bob Blancato is President of Matz, Blancato, & Associates, Inc. Bob is the National Coordinator of the Elder Justice Coalition, a non-partisan, 680 member organization. From 2000-2006, Bob served as President of the National Committee for the Prevention of Elder Abuse. He currently serves as the Executive Director of NANASP, the National Association of Nutrition and Aging Services Programs. Bob is a former House of Representatives staff member and spent 17 years on the House Select Committee on Aging. He also served as Executive Director of the 1995 White House Conference on Aging (WHCOA) appointed by President Clinton.



Workshops: Session IV

Tuesday, Sept. 27, 10:30 a.m.—11:45 a.m.

T-1 **10 Steps to Brain Fitness**

Presenter: **Lynn Wallen, Ph.D., Vice-President, Research & Development, LEAF Ltd. , Florida**

How do we provide a comprehensive program of mentally stimulating activities for seniors that will promote cognitive fitness? This presentation will summarize evidence-based strategies to help improve memory and keep the brain sharp and will list the top the things anyone can do for good brain health.

T-2 **Innovations in CHOICES**

Presenter: **Carolyn Fulghum, Director of Quality & Administration, Bureau of TennCare, Nashville, TN**

In 2010 Tennessee implemented CHOICES in Long-Term Care (CHOICES), a statewide Medicaid managed care service delivery system. CHOICES combines a full continuum of long-term care services with a managed care model, consumer direction and a robust community transition strategy to offer an innovative system of long-term care services for eligible adults.

T-3 **Emergency Preparedness Planning for Seniors**

Presenters: **Heather Reynolds Public Health Coordinator – Risk Communication, Shelby Co. Health Dept., Memphis, TN**
Matt McDaniel, Cities Readiness Initiative Coordinator, Shelby Co. Health Dept., Memphis, TN

This session will provide participants the opportunity to learn about the many services available which include: preparedness tips, emergency messaging and countermeasure dispensing. Discussion is welcomed and encouraged concerning the most effective communication strategies to reach senior during emergencies.

T-4 **Federal Policy Update: What Advocates Need to Know ...and Do!**

Presenter: **K.J. Hertz, n4a Deputy Director Public Policy and Legislative Affairs, Washington, D.C.**

This workshop will provide participants with the latest information on how Congress and the Administration are dealing with federal aging issues; the chance to ask questions about a range of policy issues; and the opportunity to get motivated to continue or expand their own advocacy efforts once they get back home. Hear about the latest developments on debate over long-term budget issues as well as the status of the Fiscal Year 2012 budget. Receive the latest updates on the Older Americans Act reauthorization.

T-5 **Blooming Boomers: How to Engage and Entice the New Generation of Elders - Part I**

Presenters: **Amy Boulware, AP LMSW, Director of Social Services/Jewish Federation of Chattanooga**
Ann Treadwell, MFA, Director of Program/Jewish Federation of Chattanooga

We all know with the growing senior population that programs and services will need to change in order to meet those needs. The current Senior Center model will not be adequate to accommodate the needs and wants of the Baby Boomers. In our workshop we will explore ways to engage and entice the new generation of elders. Attendees will leave with an understanding of how to create a program team as well as how to design and nurture programs for independent people aging in place. We will help reframe our attendees thoughts on the senior center of the future. **Attend Part II at 1:30-2:45 p.m. for additional information.**



Workshops: Session IV - Continued

Tuesday, Sept. 27, 10:30 a.m.—11:45 a.m.

T-6 **Are You Doing What You Think You're Doing: Logic Models, Outputs & Outcome Data**

Presenter: **Jean L. Lloyd, National Nutritionist, US Administration on Aging**

Can you document that your program makes a difference? Does your data document what you say you are doing? Quality programs focus on results. They use performance data to manage, justify resources, improve efficiency and effectiveness, meet participant needs, and drive change for the future. This workshop will focus on federal and local efforts in outcome measurement to improve performance using presentation, discussion, and application scenarios.

T-7 **Embracing the Future: The Language of Living**

Presenter: **Rebecca Bundon Kelly, Senior State Director/AARP Tennessee**

Participants in this session will hear findings from a recent AARP survey which shares thoughts, ideals, issues and communications preferences of the new group of people approaching our doors. This generation does not want to be labeled or defined. They have new definitions. Come, let's figure it out together. We will discuss the importance of telling our story in a new language and have the opportunity to practice our elevator speeches with each other.

Lunch on your own

Tuesday, Sept. 27, 12:00 p.m.—1:30 p.m.

There are so many great places to shop, eat and explore in Memphis, don't forget to come back for the afternoon workshops!



AIRS Testing

Tuesday, Sept. 27, 2:00 p.m.—4:00 p.m.

Please note that conference registration DOES NOT constitute registration for the AIRS Certification exam. If you are interested in testing, all Certification material, including the application, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA and must be received there 30 days prior to the exam. DO NOT send your application for Certification with your conference registration, it will not be processed and the applicant will be unable to sit for the exam.



Workshops: Session V

Tuesday, Sept. 27, 1:30 p.m.—2:45 p.m.

T-8 Humor in the Workplace

Presenter: Evelyn Dacalos Gay (Langga) Director, Senior Paralegal, Elder Rights Project, Georgia Legal Services

Ask yourself – if you could create a climate in your workplace where employees were enjoying their work so much, you might occasionally hear “Thanks Heaven it’s Monday” – wouldn’t you? One of the most effective tools in achieving productivity and satisfaction in today’s workplace is humor. Through the power of humor, managers and employees can strengthen their professional relationship, increase creativity, and boost employee morale.

T-9 Care Transitions: The Atlanta Initiative

Presenter: Cathie Berger, Director, AAA, Atlanta Regional Commission, GA

This session will highlight how the Atlanta aging service network supports transitions care and present factors contributing to the development of this initiative. It will present how care transition protocols are incorporated into traditional services of the aging network. The discussion will highlight the need to prepare older adults and caregivers for navigating the health care system.

T-10 Cooperation, Coordination and Collaboration ROC!

Presenters: Linda Levin, President, Florida Association of Area Agencies on Aging, Jacksonville, FL
Kristen Longmore, Executive Director, Elder Options, Gainesville, FL

The mission of the Florida Association of AAAs to be a highly visible and trusted association that provides an expert, compassionate and collective voice on aging issues. Through our commitment to cooperate, coordinate and collaborate we are fulfilling our mission evidenced by several major accomplishments- statewide, including, statewide implementation of Aging Resource Centers, statewide resource database, start up of a Medicare Coalition, implementation of the VA-CDC project and our advocacy efforts.

T-11 The Elder Justice Act

Presenter: Bob Blancato, President of Matz, Blancato & Associates, Inc., Washington DC

This session will focus on the current funding and implementation of the Elder Justice Act that was signed into law as part of the Affordable Care Act by President Obama on March 23, 2010. What does its passage mean to the Aging Network and our work in elder abuse prevention?

T-12 Blooming Boomers: How to Engage and Entice the New Generation of Elders - Part II

Presenters: Amy Boulware, AP LMSW, Director of Social Services/Jewish Federation of Chattanooga
Ann Treadwell, MFA, Director of Program/Jewish Federation of Chattanooga

We all know with the growing senior population that programs and services will need to change in order to meet those needs. The current Senior Center model will not be adequate to accommodate the needs and wants of the Baby Boomers. In our workshop we will explore ways to engage and entice the new generation of elders. Attendees will leave with an understanding of how to create a program team as well as how to design and nurture programs for independent people aging in place. We will help reframe our attendees thoughts on the senior center of the future.

T-13 Assisted Rides Program – Bridging the Transportation Divide

Presenters: Sharon Madhlangobe, Mobility Manager, AAA, Sumter, SC
Shawn V. Keith, Aging Director, AAA, Sumter, SC

Once of the key issues facing adults with disabilities and seniors in rural and suburban areas of the country is the lack of transportation. The concept of volunteer transportation to address this problem has been used nationally; and, the Santee Lynches AAA ADRC is the first in SC to implement this approach. Participants will be presented with the program’s parameters, operational procedures, newest information technology, as well as the benefits of building a network of profit and not-for-profit collaborations within the community.



Workshops: Session V - Continued

Tuesday, Sept. 27, 1:30 p.m.—2:45 p.m.

T-14 **I Will Survive – Help for Grandparents**

Presenters: **Gloria Goldman, Alabama Cares Program Coordinator, TARCOG AAA, Huntsville, AL**
Jane Mitchell, Alabama Cares Program Coordinator, Central Alabama Aging Consortium Montgomery, AL

The lives of grandparents can change dramatically once they take on the role of raising their grandchildren. This session will explore resources available to assist these grandparents cope with the extra challenges and responsibilities. Throughout the session developing partnerships to help deliver and fund services will be explained.

Workshops: Session VI

Tuesday, Sept. 27, 3:15 p.m.—4:30 p.m.

T-15 **The Graying of HIV**

Presenters: **Dorcas Young, Manager, Shelby Co. Government Ryan White Program, Memphis, TN**
Marye Bernard, Family Nurse Practitioner, The MED/Adult Special Care Clinic, Memphis, TN
Camille Thornton, Clinical Pharmacist, The MED/Adult Special Care Clinic, Memphis, TN

In 2005, statistics showed that 15% of all new cases of HIV/AIDS were diagnosed in people 50 years and older. This workshop will provide participants with basic facts regarding HIV, its epidemiology in the general population and among those 50+ and information regarding prevention and treatment strategies in this emerging group.

T-16 **Using Reverse Mortgages for Aging in Place**

Presenters: **Emma Covington, Housing Counselor, West TN Legal Services, Inc., Jackson, TN**
Pam Ford Wright, Certified Elder Law Attorney, West TN Legal Services, Inc., Jackson, TN

Homeowners who over age 62 can use Home Equity Mortgage Conversions to purchase necessary services, make repairs and modifications, without adding to their monthly bills. But the Reverse Mortgage market is full of scams, exploitation and poor consumer education. Find out how you can improve your consumers' understanding and use of this important resource, and how it can be effective in improving home-based care options.

T-17 **FISH for Success**

Presenters: **Joy Y. Shirley, Director, Southern Crescent AAA, Franklin, GA**
Mona Browning, Program Manager, Southern Crescent AAA, Franklin, GA

FISH for success will be an interactive workshop demonstrating how the FISH principles, developed by the Pike Place Fish Market in Seattle, can be incorporated into an agency to build a stronger, more positive team atmosphere. Strategies presented can be the beginning of discussion for participants to take back to their staff and begin to FISH for Success.

T-18 **The Future is Now – Train the Trainers**

Presenters: **Barbara Gordon, MA, KIPDA AAA, Louisville, KY**

This workshop is an evidenced based training curriculum and model designed to help families who have a member with a developmental disability plan for the future. It focuses especially on aging parents, families, friends and persons with disabilities who are also aging. It is a train-the-trainer session designed to equip participants with materials, tools, knowledge and strategies to implement training in their communities.



Workshops: Session VI - Continued

Tuesday, Sept. 27, 3:15 p.m.—4:30 p.m.

T-19 The Politics of Aging: Who's Entitled to What?

Presenter: Laura Feldman, Grassroots Manager, the National Committee to Preserve Social Security & Medicare

Politics are behind and in front of the debate on entitlement spending. We will take a quick political trip from 1776 to today and discuss who wants what and why. Once the stage is set, we will learn the basics of Social Security, Medicare, the new Health Care Law. Can we afford these programs, do they go broke and who is entitled to what? Politics can be a laughing matter. Come laugh and learn from a Washington insider.

T-20 A Look at Guardianship and Conservatorships

Presenter: Peggy Dobbins, District Conservator, Aging Commission of the Mid-South, Memphis, TN

Emerging concerns that will impact Guardianship in the 21st century will be addressed by a panel of experts in the field of Elder Rights. This session is designed for guardians, social workers, administrators, case workers, APS workers, nurses and anyone who wants to learn more about guardianship/conservatorship.

T-21 Aging in Place in This Old House

Presenter: Mary Claire Borys, Manager, MIFA Handyman Program, Memphis, TN

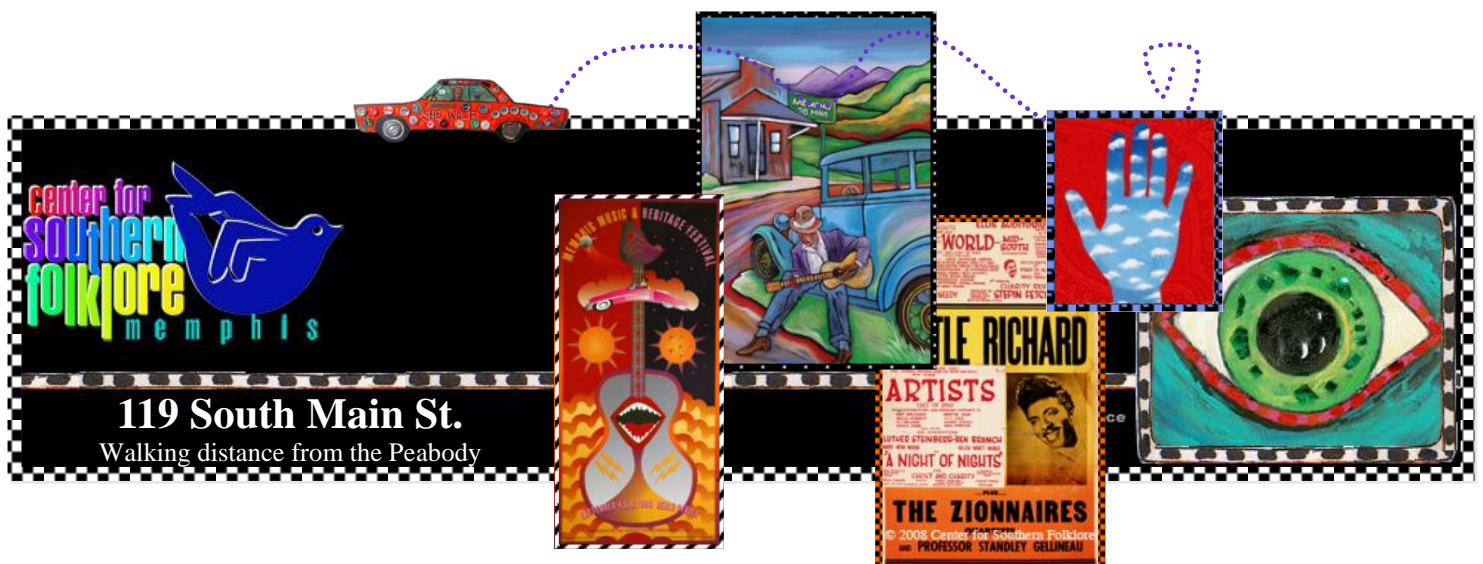
A quick overview of the development of building codes, construction methods, and architectural trends will point out typical problems with homes of earlier eras and the push towards universal design. In addition, new innovations in home modifications will be discussed as well as the need for a whole-house approach to keeping seniors safe.

Tuesday Evening Dinner

Tuesday, Sept. 27, 6:00 p.m.—10:00 p.m.

**Dress up as your favorite Rock/Country/Blues Star
and Rock the night away with *Elmo and the Shades* at the Center for Southern Folklore!**

A non-profit organization that showcases and celebrates the culture,
the foods, the music, the arts, the traditions, and the stories of the South.
Funky, eclectic, and a lot of fun - the Center for Southern Folklore *the* place to be tonight!





Closing Session

Wednesday, Sept. 28, 8:30 a.m.—11:00 a.m.

Closing Breakfast SE4A Business Meeting

Speaker - Ron Jewell aka: Mark Twain at large

It was in the spring and fall of 1974 that Ron Jewell first tried on the likeness of America's greatest humorist, Samuel Clemens. In those days the characterization lasted just a few minutes, but it wasn't long before Jewell found himself on the road touring full-time as the alter-ego, Mark Twain. That first stage tour lasted over 30 weeks and included some 300 performances throughout the Midwest. Since those days he has expanded his repertoire and appeared over 2,000 times in over half the states of the U.S.



Call to Conference

North Carolina Call to Conference, September 23 - 26, 2012 in Asheville, NC

Registration Information

Online Registration

A registration website has been created to make registering easy and convenient. The link can be found at the SE4A website: www.se4a.org.

Early Registration

The early conference rate of \$295 will be offered until Aug. 12, 2011, after which the full-conference rate will be \$350.

CEUs will be available at the conference

Registration Area Hours

You may pick up your badge, tickets and program during the following times:

Sunday, Sept. 25	9:00 a.m. - 3:00 p.m.
Monday, Sept. 26	8:00 a.m. - 4:00 p.m.
Tuesday, Sept. 27	8:00 a.m. - 4:00 p.m.

Cancellations and Refunds

Cancellations must be in writing and postmarked by Aug. 31, 2011 to receive a refund (less a \$50 admin fee). Cancellations received after that date will not be eligible for a refund. You may send someone as a substitute for yourself, but please contact our office to let us know of the change. All refunds will be processed after the conference.

Special Accommodations

The conference site is accessible and participation of persons with disabilities is encouraged. We will do our best to help accommodate those with special dietary needs as well. Please indicate when you register if you'll have any special requests.

Conference Attire

Please dress comfortably in business casual. Bring a light jacket or sweater and comfortable shoes.

Cyber Cafe

The FedEx Office in the hotel lobby is accessible 24/7 for hotel guests and available from 7:30 a.m. - 10:00 p.m. for others. There are two computers and one laptop station available for personal computing and internet access, along with printers, copiers and fax machines. The cost to use the computers is 20 cents a minute/\$6 per half hour.

AIRS Certification

Conference Registration DOES NOT constitute registration for the AIRS Certification exam. If you are interesting in testing, all Certification material, including the application, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA and must be received there 30 days prior to the exam. DO NOT send your application for Certification with your conference registration, it will not be processed and the applicant will be unable to sit for the exam.



Hotel and Travel Information

The Peabody Hotel

149 Union Avenue
Memphis, TN 38103
Telephone: 901 529 4000
Email: peabodymemphis.com.



This convenient downtown Memphis location is just blocks from Beale Street, the Rock N Soul Museum, Gibson Guitar Factory, FedEx Forum, the National Civil Rights Museum, and over 50 restaurants. An interactive mapping system to provide driving directions to offsite attractions is available at peabodymemphis.com.

Reservations

Call 1-800-PEABODY (press 2)

Group name: Southeastern Association Area Agencies on Aging.

Reservations deadline is August 24, 2011 at 5 pm (CDT). Guest room rates are \$155 per night (single and double occupancy) and \$175 per night (triple and quadruple occupancy). Room rates do not include state or local taxes. An optional \$9.95 Hotel Services Fee (HSF) entitles you to wireless internet access in guest rooms, unlimited local phone and 800 number calls, complimentary use of the health club, morning newspaper, overnight shoe shine, and coffee and tea service in the lobby each morning at designated hours.

Hotel Check-In:

Hotel check-in time begins at 4:00 pm and check-out time is 11:00 am. Room assignments prior to that time are based on availability.

Cancellation of Lodging

A deposit equal to the first night's lodging is required for a guaranteed reservation. In the event that an individual reservation is cancelled 72 hours prior to arrival, the deposit is refundable. If an individual reservation is cancelled within 71 hours of the arrival date the credit card will be charged for the first night's room and the deposit will be forfeited.

Parking

The Peabody offers covered self-parking at a reduced rate of \$12.00 daily to conference attendees. There is an extra charge for valet parking.

Air Travel

Memphis International Airport:
Memphis International Airport (MEM) is just 15 minutes from The Peabody. Memphis is serviced by Air Tran, American Airlines, American Eagle, Continental Airlines, Delta, Pinnacle Airlines, United Airlines, and US Airways.

Transportation

Taxi service is available at the airport and a one way fare to the Peabody and other downtown destinations is approximately \$25.00. Yellow Cab 901-577-7777.

Getting Around Downtown

The Main Street Trolley runs north and south along Main Street Mall and serves many downtown landmarks. The Cook Convention Center, Civic Center Plaza, Court Square, Peabody Place, National Civil Rights Museum, FedEx Forum and the South Main Historic Arts District can all be easily accessed by the Main Street Trolley. Riders can take the Riverfront Loop Trolley to visit the Tennessee Welcome Center and Mud Island with its Monorail, the 5-block long River Walk, and the Mississippi River Museum. The base fare to ride the trolley is \$1.00.

Car Rentals

- Alamo (800) 331-1212
- Avis (800) 462-5266
- Budget (800) 527-0700
- Dollar (800) 800-3665
- Enterprise (800) 261-7331
- Hertz (800) 654-3131
- National (800) 227-7368
- Thrifty (800) 847-4389

Tours

Information concerning tours and transportation to area attractions will be available in the lobby of The Peabody Hotel.



Workshop Selections

Separate Workshops		Intensive I - Getting Ready for CIRS-A - Sunday 9/25/11	
		Intensive II - Overview of Senior Center Accreditation -Sunday 9/25/11	
		Intensive III - Chronic Disease Self-Management Program- Sunday 9/25/11	
		Boot Camp - New Director/New Staff Orientation - Sunday 9/25/11	
		Mobile Workshop - National Civil Rights Museum - Monday 9/26/11	
Session I Workshops - Mon 9/26 10:30 a.m. - 11:45 a.m.	First Choice	Please mark which workshops are your first and second choices	Second Choice
		M-1 - The Maturing of America	
		M-2 - Consumer Directed Care	
		M-3 - How to Build Mental Toughness	
		M-4 - How Public Conservators Help Prevent Elder Exploitation	
		M-5 - Dancing in the Chair, Seated Tai Chi Chuan - Part 1	
		M-6 - Setting a New Table, Policy to Practice	
		M-7 - Utilizing Technology to Deliver Health Promotion	
Session II Workshops - Mon 9/26 2:00 p.m. - 3:15 p.m.	First Choice		Second Choice
		M-8 - Changing the Way People Age in Rural Communities	
		M-9 - Got the G.I. Blues? Veterans Directed HCBS to the Rescue	
		M-10 - How to Build Mental Toughness (repeat of M-3)	
		M-11 - All Shook Up. Avoiding the Most Common Legal Pitfalls	
		M-12 - Dancing in the Chair, Seated Tai Chi Chuan - Part 2	
		M-13 - Taxicabs and Volunteer Drivers, Keeping Connected	
		M-14 - Restaurant Voucher Programs in North Carolina	
Session III Workshops - Mon 9/26 3:45 pm. - 5:00 p.m.	First Choice		Second Choice
		M-15 - Social Networks, Social Relationships and Healthy Aging	
		M-16 - Fair Housing: Giving Consumers the Keys to Better Housing	
		M-17 - Assessing Your State's Aging Readiness	
		M-18 - Resident Rights and GLBT Issues in Long Term Care	
		M-19- Spread the Word and Keep it Simple	
		M-20 - Who is Rocking your Diet?	
		M-21 - Engaging Volunteers in the Aging Network	



Workshop Selections

Session IV Workshops - Tue 9/27 10:30 a.m. - 11:45 a.m.	First Choice	Please mark which workshops are your first and second choices	Second Choice
		T-1 - 10 Steps to Brain Fitness	
		T-2 - Innovations in CHOICES	
		T-3 - Emergency Preparedness Planning for Seniors	
		T-4 - Federal Policy Update: What Advocates Need to Know & Do.	
		T-5 - Blooming Boomers: Engaging & Enticing the New Generation, Pt.1	
		T-6 - Are You Doing What You Think You're Doing? Logic Models, etc..	
		T-7 - Embracing the Future: The Language of Living	

Session V Workshops - Tue 9/27 1:30 p.m. - 2:45 p.m.	First Choice		Second Choice
		T-8 - Humor in the Workplace	
		T-9 - Care Transitions: The Atlanta Initiative	
		T-10 - Cooperation, Coordination and Collaboration ROC!	
		T-11 - The Elder Justice Act	
		T-12 - Blooming Boomers: Engaging & Enticing the New Generation, Pt.2	
		T-13 - Assisted Rides Program: Bridging the Transportation Divide	
		T-14 - I Will Survive: Help for Grandparents	

Session VI Workshops - Tue 9/27 3:15 p.m. - 4:30 p.m.	First Choice		Second Choice
		T-15 - The Graying of HIV	
		T-16 - Using Reverse Mortgages for Aging in Place	
		T-17 - FISH for Success	
		T-18 - The Future is Now: Train the Trainers	
		T-19 - The Politics of Aging: Who's Entitled to What?	
		T-20 - A Look at Guardianship and Conservatorships	
		T-21 - Aging in Place in This Old House	



Exhibitors to Date

- ♪ AARP
- ♪ Acadian On Call
- ♪ ADT Home Health Security Services
- ♪ Amerigroup Community Care
- ♪ Arthritis Foundation Southeast Region, Tennessee
- ♪ Bateman Senior Meals
- ♪ Eldercare Locator
- ♪ GA Food Service, Inc.
- ♪ Golden Cuisine
- ♪ Harmony Information Systems, Inc.
- ♪ Help at Home/Oxford HealthCare
- ♪ Humana, Inc.
- ♪ Meritan
- ♪ MJM Innovations
- ♪ National Association of Area Agencies on Aging -n4a
- ♪ Parental Health
- ♪ PeerPlace Networks
- ♪ Philips Lifeline
- ♪ Public Partnerships, LLC
- ♪ Signature Healthcare, LLC
- ♪ Tennessee Association of Human Resource Agencies
- ♪ Tennessee Development District Association - TDDA
- ♪ Tennessee Commission on Aging and Disability - TCAD
- ♪ The Institute for Geriatric Social Work at Boston University
- ♪ The National Committee to Preserve Social Security and Medicare
- ♪ United Healthcare Community Plan
- ♪ Valley Services, Inc.
- ♪ VRI
- ♪ BlueCross/Blue Shield of Tennessee and Volunteer State Health Plan

**SOUTHEASTERN AGING NETWORK TRAINING CONFERENCE REGISTRATION****“Aging Rocks in Memphis!”****September 25 – 28, 2011**

Name (for name badge): _____
 Organization: _____
 Address: _____
 City, State, Zip: _____
 Email: _____
 Special Needs: _____

___ \$295 Special Early Bird Full Conference Registration

Full conference registration includes on-site workshops, Opening Reception, two continental breakfasts, one awards luncheon, dinner at the Center for Southern Folklore, one plated breakfast and all breaks.

Registration form and payment must be postmarked or received by August 12, 2011.

___ \$350 Full Conference Registration

After Aug 12, 2011 and includes on-site workshops, Opening Reception (Sunday), two continental breakfasts, one awards luncheon, dinner at the Center for Southern Folklore, one plated breakfast and all breaks.

\$ _____

___ \$150 One-Day Registration

- Sunday, September 25 \$ _____
 Monday, September 26 \$ _____
 Tuesday, September 27 \$ _____
 Wednesday, September 28 \$ _____

Pre-Conference Intensives

- ___ \$50 AIRS \$ _____
 ___ \$50 Chronic Disease Self-Management Program \$ _____
 ___ \$50 Senior Center Certification \$ _____
 ___ \$10 Non-TN Resident for Mobile Workshop \$ _____

Additional Meals and Special Events

- ___ \$50 Opening Reception, Sunday the 25th \$ _____
 ___ \$45 Awards Luncheon, Monday the 26th \$ _____
 ___ \$55 Dinner at the Center for Southern Folklore Tuesday the 27th \$ _____
 ___ SE4A Lifetime Membership Holders \$ fees waived

Total Due \$ _____

Please Register Online at:
<http://events.SignUp4.com/SE4A2011>

Or mail completed form, workshop selections and payment to:

**TN4AD SE4A Conference
 c/o FTAAAD
 3211 North Roan St.
 Johnson City, TN 37601**

Payments may be made by check, cashier's check, or money order payable to:
TN4AD SE4A Conference 2011

**All registration after September 9, 2011
 will take place on-site during the
 conference.**

CIRS/CRS-A Exam: Submit application separately to AIRS. All applications must be received by Aug. 1, 2011 and approved before applicants will be eligible to take the exam. Exam date: Tues, Sept. 27, 2011 at 2:00 p.m. Application can be found at www.airs.org or under certification.



Notes

SEAN

**First Tennessee Area Agency
on Aging and Disability
3211 North Roan Street
Johnson City, TN 37601**

