



## **Time to Care Summit:** *Creating a Care Culture Across Generations, Communities & Systems*

April 26th, 2022

8:45AM -4:15PM

Virtual Event

### SPEAKER BIOGRAPHIES

#### **Morning Keynote Panel Presentation**



#### **Community Care Corps**

**Presenter: Darya Rahbar, Senior Program Associate, Community Care Corps (moderator)**

The Administration for Community Living (ACL) awarded a cooperative agreement to the team of the Oasis Institute, Caregiver Action Network (CAN), USAging, and Altarum Institute. This team has launched a national program, called Community Care Corps, to foster innovative models in which local volunteers assist family caregivers, older adults, and adults with disabilities with non-medical care in their own homes in order to maintain their independence.

This unprecedented, new program is a great leap forward in helping seniors, adults with disabilities, and family caregivers with much-needed non-medical assistance.

Grants are awarded to local organizations across the country to establish, enhance, or grow model volunteer programs. Community Care Corps volunteers perform non-medical tasks, provide companionship, and relieve over-burdened family caregivers. These services are a tremendous benefit to older Americans and their family caregivers.

Community Care Corps helps countless families and will have a lasting impact not just on the families and individuals served, but also on those who serve their community as volunteers.



**Aroostook Area Agency on Aging, Presque Isle, Maine**

Aroostook Agency on Aging will further develop our existing Friendly Volunteer Program to address community unmet needs for older persons, those with disabilities, and their caregivers. Our Friendly Volunteers will reduce social isolation; assist with personal errands and home upkeep; link those in need to vital community services; increase consumers' access, knowledge, and usage of telehealth medicine; and connect them to virtual wellness programming and social media outlets. The goals are to increase social inclusion and enhance one's ability to live independently. We will retain 75 existing and recruit 25 new Friendly Volunteers.

**Panelist: Judy Anderson, Director, Community &**

**Volunteer Services**

Judy Anderson has worked in the social service field for over 25 years. As the Director of Community and Volunteer Services, Judy oversees community outreach, education, health and wellness, insurance counseling, and volunteers. Judy is a graduate of the University of Maine with a Master of Social Work degree. Prior to joining the Aroostook Agency on Aging, Judy provided clinical services in outpatient therapy, home-based behavioral treatment, crisis and emergency services, and brain injury rehab services.



**FamilyMeans, Stillwater, Minnesota**

FamilyMeans Caregiving & Aging has supported caregivers and provided meaningful volunteer opportunities for 35 years. First launched by in-home respite, the program has evolved into a successful multi-service model meeting caregivers and care receivers on all points of the journey. Services include caregiver coaching, individual and group respite, support groups, education, outreach, and dementia empowerment programs. In the year ahead, we will enhance current volunteer services to meet the community's need for respite. We seek to: 1) Revitalize in-home respite following a pandemic pause; 2) Continue group respite and expand with a new evening option; and 3) Strengthen our volunteer infrastructure to be adaptable and responsive to a shifting volunteer landscape and increasing respite demands. Services

are focused on Minnesota's eastern Twin Cities metropolitan area.

**Panelist: Beth Wiggins, Director of Caregiving and Aging at FamilyMeans**

Beth Wiggins has more than 30 years of experience in developing and administering community-based supportive services for older adults and their families. With a broad understanding of gerontology, family caregiving, community involvement issues and nonprofit management, she has provided leadership in a number of collaborative entities and multi-sector partnerships to champion aging as a positive and integral part of family and community life. Beth serves on the board of directors of the Minnesota Leadership Council on Aging. She holds a BA in Psychology from Carleton College, a master's degree in Social Work from the University of Minnesota and was a Minnesota Area Geriatric Education Center Fellow.



**Hospice of the Valley, Phoenix, Arizona**

Hospice of the Valley's Supportive Care for Dementia (SCD) College Partners Program will engage college students in providing non-medical respite assistance for older adults living with dementia and their family caregivers in central Arizona. SCD helps persons with dementia not yet on hospice to maintain independence at home. Partnering with local colleges, we recruit and train student volunteers ("Partners") to provide weekly non-medical respite visits to SCD program clients and their family caregivers. Student incentives include a scholarship opportunity and a dementia education certificate for future school or employment applications. Goals are to reduce family caregiver stress and to improve quality of life for persons living with dementia.

**Panelist: Cheryl Thomas, Director of Research & Grants**

Cheryl Thomas is Director of Fund Development for Hospice of the Valley in Phoenix, Arizona. Cheryl oversees the agency's donor relations and fundraising activities and grants program. Her professional experience includes administrative roles in health care and home and community-based services research. Cheryl holds a bachelor's degree in Communication and Psychology from Central Michigan University and a master's degree in Organizational Communication from the University of Arizona.



**New Mexico Caregivers Coalition, Bernalillo, New Mexico**

The New Mexico Caregivers Coalition's model focuses on Trainings and Interventions to serve Family Caregivers and Care Recipients throughout New Mexico. The trainings consist of relevant topic areas such as: Infection Prevention, Safe Transfer and Mobility, Opioid Overdose Concerns, and Online Safety and Identity Protection. The 60-90 minute trainings occur over one or several days. All trainings are delivered virtually and online with participants recruited from different ethnic and racial groups, including Hispanics and Native

Americans. Volunteers assist with the trainings and at times act as guest speakers during the trainings. NMCC serves urban, suburban, rural, and Tribal communities.

**Panelist: Adrienne Smith, President and CEO**

Adrienne R. Smith is President and CEO of the New Mexico Caregivers Coalition, a statewide organization that advocates for and advances the professional development and workforce issues of New Mexico's direct caregivers. Ms. Smith has owned and operated Education and Workforce Consultants, LLC, since 2001, a company that serves international, national and state clients in the areas of youth development, youth employment, workforce development and advocacy. Her work includes development of national strategies to serve in-school and out-of-school youth in Honduras, Brazil and Indonesia through U.S. Agency for International Development. Adrienne has a Bachelor's in Biology from Millsaps College and a Master's in Public Policy and International Administration from University of Texas at San Antonio.

## Afternoon Keynote Presentation



**Congresswoman Annie Kuster, United States Representative, New Hampshire**

Annie Kuster was born and raised in Concord, New Hampshire to a family that taught her the values of kindness and empathy. First elected to Congress in 2012, Annie is focused on bringing Granite State voices to Washington.

As the founder and co-chair of the Bipartisan Addiction and Mental Health Task Force, Annie is working across the aisle to address the substance use crisis in New Hampshire and throughout the country and advance evidence-based approaches to end the opioid epidemic once and for all. Annie, a survivor of sexual assault, knows that assisting survivors is truly a matter of life or death, especially in times of crisis. That's why she founded and co-chairs the Bipartisan Task Force to End Sexual Violence to ensure survivors have a voice in

Congress.

Kuster is a member of the House Energy and Commerce Committee, where she serves on the Health Subcommittee, Energy Subcommittee, and the Oversight & Investigations Subcommittee. She is also a member of the House Agriculture Committee, where she serves on the Nutrition, Oversight, & Department Operations Subcommittee, Commodity Exchanges, Energy, & Credit Subcommittee, and Conservation & Forestry Subcommittee.

Annie graduated from Dartmouth College in 1978 as part of the College's third class that included women students, and from Georgetown University Law Center in 1984. Before her election to Congress, Annie maintained a private adoption practice in which she helped hundreds of New Hampshire families adopt children. Annie and her husband Brad, an environmental lawyer, now live in Hopkinton where they raised their two sons, Zach and Travis.

## Morning State Panel Presentation



### **Wendi Aultman, Bureau Chief, New Hampshire BEAS**

Wendi J. Aultman, MS, CIRS A/D, CPM. In November of 2017 Wendi was appointed the Bureau Chief of Elderly and Adult Services at New Hampshire DHHS. Wendi has worked for the Department of Health and Human Services since 1998. For 17 of those years her work has focused on administering the ServiceLink Aging and Disability Resource Center Program and NHCarePath, No Wrong Door System of Access work bringing together partners across disability and lifespan. Wendi has her Masters of Science in Humans Services Administration, and has certification as an Information and Referral Specialist and Public Management. Including her years working in home health care as a CNA and day rehabilitation programs for persons with

developmental and physical disabilities, she has been active in the human service field for over 30 years.



### **Paul Saucier, Director, Office of Aging and Disability Services, Maine DHHS**

Paul Saucier, MA, is the Director of the Maine DHHS Office of Aging and Disability Services (OADS). OADS administers Older Americans Act programs, long-term services and supports programs for adults of all ages and types of disabilities, and Maine's Adult Protective Services Program. Prior to arriving at OADS, Paul was a Senior Director at IBM Watson Health, where he specialized in integrated care models for older persons and persons with disabilities, including those with both Medicaid and Medicare coverage (dually eligible beneficiaries). In that role, he consulted with Federal and State clients, including the Centers for Medicare and Medicaid Services, the HHS Office of the Assistant Secretary for Planning and Evaluation, the Pennsylvania Office of Long Term Living and the

Ohio Department of Job and Family Services. Paul has also held positions at the USM Muskie School of Public Service, the National Academy for State Health Policy and the Maine Legislature's non-partisan Office of Policy and Legal Analysis. He is a member of the National Academy of Social Insurance.



**Angela Smith-Dieng, Director, Adult Services Division, Vermont DAIL**

Angela Smith-Dieng, MA, is the Director of the Adult Services Division at the Vermont Department for Disabilities, Aging and Independent Living where she oversees Vermont's home and community-based long-term care programs and Older Americans Act programs. She works across departments and with community partners statewide to ensure that older Vermonters and Vermonters with physical disabilities are able to age with independence and dignity in the setting of their choice. Before joining state government six years ago, she was the Executive Director of the Vermont Association of Area Agencies on Aging, expanding statewide advocacy and public awareness efforts. Her career in service began in the Peace Corps in West Africa and has taken her to

inner city New Jersey, Capitol Hill in DC, and across Vermont. She received her BA from Middlebury College and MA from the SIT Graduate Institute.

## Speaker Biographies

**Dick Aplin, RiverWoods Exeter Resident, Retired Cornell University Professor**

**Crystal Hayes, RiverWoods Dining Room Director**

The residents at RiverWoods, a non-profit continuing care retirement community in Exeter, NH, created and taught two educational programs for staff. One program focuses on key business skills; the other deals with personal financial management. Thus far, more than 115 staff and 25 residents have been involved. Dick Aplin, a RiverWoods resident and retired Cornell University professor, and Crystal Hayes, RiverWoods Dining Room Director, will lead the discussion on April 26th about the program, its goals and the results.

**Kristin Barnum, Executive Director, Community Nurse Connection**

Kristin Barnum RN, BSN, MBA has worked in community health for over 20 years. She began her nursing career at Emerson Hospital in Concord MA in Oncology. As she entered into her BSN program at Rivier College she completed an internship in hospice at Home Health and Hospice in Nashua NH where she was involved with the opening of the Community Hospice House in Merrimack NH. Soon her career brought her to Home Health Foundation in Lawrence MA as a clinical manager and educator. At Home Health Foundation she was co-creator of preceptor program that encouraged new nursing grads to come to community health. She also created cultural diversity training for the organization which she presented at state and national conferences. Soon after her son Robbie was born, she transitioned closer to home as Hospice Director for Nashoba Nursing Service, a governmental agency in Shirley MA. At Nashoba she was instrumental in the implementation of their first Electronic Medical Record and realized her passion for using data for quality improvement. She enrolled in a Master of Business Administration program at Rivier. In 2007 her husband's new career brought the family to Enfield NH in

the Upper Valley. She completed her MBA online at Phoenix University as she worked as a Community Liaison with VNH engaging with the Palliative Care Team at Dartmouth then led by Dr Ira Byock to implement the hospice general inpatient level of care. In 2009 Kristin was hired to create the hospice program for BAYADA Nurses now BAYADA Home Health Inc. Currently Kristin serves as the Executive Director for Community Nurse Connection formerly Upper Valley Community Nursing Project. Throughout her career she has established various support programs for at-risk populations who did not qualify for traditional home health or hospice programs to help people stay safely in their homes. Kristin, her husband Matt and son Robbie love to spend time on their boat named Waterlily motoring up and down the Intracoastal Waterway.

**Laura Davie, Co-Director, Center on Aging and Community Living, University of New Hampshire**

Laura Davie is the Director of the Long Term Care and Aging focus area at the Institute for Health Policy and Practice (IHPP). She is also the Co-Founder and Co-Director of the Center on Aging and Community Living (CACL), a collaboration between IHPP and the Institute on Disability at the University of New Hampshire. Laura joined IHPP in 2005. She provides leadership, project management, facilitation, and evaluation across multiple projects focused on person-centered options for older adults to support them to live and age in communities of their choice. Laura collaborates with the NH Department of Health and Human Services, Endowment for Health, US DHHS Administration on Community Living, ServiceLink Aging and Disability Resource Center Network, and many other NH community based organizations. Projects that Laura has worked on include the NH Aging and Disability Resource Center Program, NH No Wrong Door System of Access Program, NH Balancing Incentive Program, Department of Labor DirectConnect Project, and the Citizen's Health Initiative. Laura is an active member of the Tri-State Learning Collaborative on Aging's Advisory Board and is a collaborative partner in the NH Senior Leadership Series. Laura was a New Hampshire Public Health Association Board Member (2009-2016) and served as Vice President (2011-2015).

**Carissa Elphick, Director of Human Service Programs, Partnership for Public Health, NH**

Carissa Elphick serves as Director of Human Service Programs and is responsible for leading all aspects of the agency's efforts to support social determinants of health in the region through direct services. In addition, she has served as the Director of ServiceLink programs in Belknap and Carroll counties since 2017 and Interim Executive Director of Community Health Services Network, LLC. Carissa joined ServiceLink in 2014 working as an Options Counselor for the Belknap County office. Prior to joining the organization, she was a forensic interviewer with the Merrimack County Advocacy Center in Concord. She holds a Master of Arts Degree in Justice Studies from the University of New Hampshire in Durham and a Bachelor of Arts Degree in Psychology (Summa Cum Laude) from Saint Joseph's College of Maine in Standish, ME. Carissa holds a broad range of professional certifications and is a graduate of Leadership Lakes Region (class of 2017). She currently serves on the Board of Directors for Gilford Neighbors, a community group supporting aging in place, social engagement, and volunteerism among older adults. She is also a parent representative for Laconia Youth Alliance.

**Jennifer Fortin, Training & Fidelity Manager, Health Living for ME**

**Brenda Gallant, Executive Director, Maine Long Term Care Ombudsman**

Brenda Gallant, R.N., is Maine's State Long Term Care Ombudsman. She is the Executive Director of the Maine Long-Term Care Ombudsman Program that provides advocacy across the state for older and disabled individuals served in all long-term services and supports settings. Under Brenda's leadership, the program expanded its state mandate to include serving patients in hospitals ready for discharge who experience barriers in accessing the long-term services and supports they need. Maine's Ombudsman Program is the only program in the country with this expanded mission. Brenda serves as a co-chair of Maine's Partnership to Improve Dementia Care in Nursing Homes. She is a member of the RAISE Family Caregiving Advisory Council. She is a co-sponsor of the annual Excellence in Long Term Care Awards along with the Maine Health Care Association, an event to honor outstanding direct care workers. She served as a member of the Long-Term Care Workforce Commission and, over many years, has provided leadership on initiatives impacting the direct care workforce including increasing staffing ratios in nursing homes, expanding the CNA Registry and advocating for wage pass throughs.

**Jess Maurer, Executive Director, Maine Council on Aging**

Jess Maurer is the Executive Director of the Maine Council on Aging. Jess leads and manages a broad, multidisciplinary network of more than 100 organizations, businesses, municipalities and community members working to ensure we can all live healthy, engaged and secure lives as we age in our homes and in community settings. In this role, she advances statewide public policy initiatives, provides leadership within Maine's aging network, and supports Maine's Legislative Caucus on Aging. Her areas of specific focus include housing, transportation, workforce, "aging in place," and care across all settings. She leads the Maine Healthy Aging Initiative (Maine Data Across Sectors for Health) and the Tri-State Learning Collaborative on Aging, a regional learning collaborative aimed at increasing the collective impact of community-driven aging initiatives. She annually organizes statewide and regional events that advance aging policy, including the Maine Wisdom Summit. She co-authored Building a Collaborative Community Response to Aging in Place and Maine's Blueprint for Action on Healthy Aging. A licensed Maine attorney, Jess worked for 17 years in the Maine Office of the Attorney General. She graduated from the University of Maine School of Law and the University of Massachusetts at Amherst.

**Marianne Jackson, Executive Director, Gibson Center, Mount Washington Valley, New Hampshire**

Marianne Jackson served the New Hampshire North Country as an Ob-Gyn for 25 years before leaving to complete a Master's degree in Public Health at the University of North Carolina. There she worked in Patient Safety and Quality until happily returning to the Mt. Washington Valley in January of 2015. While on the Board of the Gibson Center for Senior Services in North Conway, she co-coordinated the launch of the 12 town MWV Age-Friendly Community initiative . In January 2021 she became the Executive Director of the Gibson Center for Senior Services.

At the Gibson Center she has worked with others to launch the Equip, Train and Connect program that has included distributing over 80 laptops and tablets free to seniors in need of devices, providing (with the help of the local library staff) over 300 hours of tutoring in email and video-conferencing, and opened the Gibson Commons Internet Cafe for free WiFi.

The Gibson Center is also one of the participants in a Federal Dementia Friendly Community grant that includes training for staff and volunteers to work most effectively with families living with dementia. It also provides program support for a Friendly Visitor program in homes, participatory art classes and a Giving Voice choir.

She is also dedicated to making conversations about end-of-life decision making a natural and comfortable topic for families.

Her recent awards include the Joseph A. Vaughan Award given by the Governor to a person from each county in recognition of exemplary volunteer efforts on behalf of New Hampshire's older adults. The MWV Age-Friendly Community Action Plan that she drafted with the other Gibson Center leaders won the New Hampshire Plan of the Year Award in 2019 and the Northern New England Planners Association award for Plan of the Year.

**Deanna Jones, Executive Director, The Thompson Senior Center**

Deanna Jones has served in the field of aging services for 30 years beginning as a nursing home activity assistant at the age of 16. After graduating from Campbellsville University in Kentucky with a degree in Human Services with a focus in gerontology, she worked briefly as a home care and hospice aide in New York state before moving to Vermont. These experiences along with several years in the finance department at Kendal at Hanover continuing care retirement community and as a project manager at Dartmouth Hitchcock Medical Center prepared her for the diverse responsibilities of running a senior center. Deanna has been the Executive Director of The Thompson Center in Woodstock, VT, for 11 years. The Thompson is a vibrant, multi-purpose senior center serving 1,500 individuals annually and is a local hub for education, wellness, social activities, and aging at home support. Deanna serves as Chair of the Vermont Association of Senior Centers and Meal Providers, represents Vermont on the National Council on Aging Senior Center leadership collaborative, and on the Advisory Council for the Tri-State Learning Collaborative on Aging. Deanna and her husband live in Pomfret, VT, with their 4 children.

**Erica Marks, Director of Volunteer Services, Age Well, Colchester, Vermont**

Erica Marks is the Director of Volunteer Services at Age Well, a Vermont Area Agency on Aging. She holds a Master Degree in Psychology and has over 30 years of training and development experience, including a background in psychosocial support.

Age Well's volunteer team recruits, trains and supports over 1100 volunteers. Supporting volunteers when they are in the field is critical to our mission. Volunteers are matched with older adults in the community, with the goal of developing meaningful relationships and providing valuable services. Respite Squad Volunteers provide assistance to caregivers who are caring for a loved one. Volunteers say they get far more out of the experience than they give, with an incredible sense of satisfaction from seeing the impact they have those they serve. They are truly worth their weight in gold!

**Thomas Newman, Executive Director, AlphaOne, Maine**

Thomas is the Executive Director of Alpha One. Before that, he was a Maine and New York trial attorney for many years. He is a guest lecturer at Harvard Law School.

**Lisa Henderson, Executive Director, LeadingAge ME/NH**

Lisa Henderson was named Executive Director of LeadingAge Maine and New Hampshire, an association of not-for-profit aging services providers, in July of 2014. She has devoted her career to the non-profit sector and is experienced in the areas of public policy, advocacy, membership development and educational program design. Lisa spent eleven years at The Housing Partnership, a non-profit affordable housing developer based in Portsmouth, New Hampshire. There she worked in a variety of capacities including fundraising, housing advocacy, homeownership and foreclosure counseling, as well as serving as their interim director. Lisa spearheaded the Workforce Housing Coalition of the Greater Seacoast, a coalition of business, municipal and community leaders that acts as a catalyst for the development of a

range of housing options in the Greater Seacoast region of New Hampshire and southern Maine. In addition, Lisa served as the Senior Deputy Director of Fannie Mae's Northern New England Community Business Center where her main responsibility was to source affordable housing investment opportunities in Vermont, New Hampshire, and Maine. Lisa holds a Bachelor's degree in Community Development from the University of New Hampshire and is currently pursuing a Master's degree in Community Economic Development at Southern New Hampshire University.

**Gabriel J. Martinez, Director, FQHC Champion Program and Community Engagement, UnitedHealthcare, Medicare Health Plan**

Gabriel (Gabe) Martinez is UnitedHealthcare's Director of the FQHC Champion Program and Community Engagement for the New England Medicare Health Plan. In this role, Gabe is responsible to support the success and issue resolution among the Federally Qualified Health Centers (FQHCs) that are in UnitedHealthcare's Medicare Network. Gabe works to ensure that the FQHCs in New England are able to find success within UnitedHealthcare's Medicare Incentive Programs which are based on STAR and Risk Adjustment performance. Gabe also assumes the role of Community Engagement Leader in New England. In this role, Gabe works to partner UnitedHealthcare and the many Community Based Organizations, such as MCOA, that jointly support the aging population in our communities. UnitedHealthcare strives to actively engage within the community and provide support through relationship development and collaboration. Gabe currently has 10 years of experience within the healthcare field first beginning with direct patient care while working in both a Transitional Living Center as well as Community Support Services for a community mental health center in New Mexico. He then relocated to New Hampshire in 2012 where he gained further direct care experience working for Greater Nashua Mental Health Center. From there Gabe entered the health insurance industry beginning in Network Management for a behavioral health benefit vendor serving NH's Medicaid population and later joined UnitedHealthcare in 2017 as a Provider Advocate. In 2019 he piloted the FQHC Champion Program in Northern New England. This successful program was then expanded to all 6 New England states after joining the Medicare Health Plan team in April of 2020.

**Caitlin Sullivan, Program Officer, Point32Health Foundation**

Caitlin helps manage Point32Health Foundation's grant portfolio and strategy. She provides communication, research and technical support to grant partners and other key Foundation initiatives and is passionate about bridging community needs with corporate resources. In addition, Caitlin serves on the leadership team of Point32Health's Young Professional Network, a Colleague Resource Group, and is a member of the Boys & Girls Clubs of Boston's Friends Council. In her previous role, Caitlin worked on the Harvard Pilgrim Health Care Foundation's Service and Giving team, leading and developing innovative volunteer programs that inspired and mobilized employees to give back to the community in meaningful ways. Prior to her work with the Foundation, Caitlin coordinated service and educational opportunities for students in Baltimore through Loyola University Maryland's Center for Community Service and Justice. She earned a bachelor's degree in Communications from Loyola University Maryland.