



# “Aging with Grit, Grace and Gratitude”

## 2017 TFA Annual Conference

**November 28–30, 2017**

Music Road Resort Hotel & Convention Center

303 Henderson Chapel Road

Pigeon Forge, TN 37863

[www.tnfederationfortheaging.org](http://www.tnfederationfortheaging.org)

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# Workshop Sessions At A Glance

For those with a specific focus or interest, we've grouped the workshops into optional tracks that make choosing individual sessions even easier.

## Senior Center/Nutrition Track

### Session 1

**1. Building Your Volunteer Fan Club**  
Sidney Schuttrow

### Session 2

**5. SNAP for Seniors—New Outreach**  
Tracy Armstrong/Panel Discussion

### Session 3

**9. Senior Center Progressive Sharing**  
Debra J. Edwards

### Session 4

**13. Preventing Falls in the Elderly**  
Rachel Frazier & Cynthia Rockey

### Session 5

**17. Become A Better Communicator**  
Thomas Dismukes

## HCBS Track

### Session 1

**2. The Readys!**  
Melissa Taylor, RN

### Session 2

**6. QPR Suicide Prevention**  
Jessica Pruett

### Session 3

**10. When Dementia Isn't Alzheimers**  
Monica Crane, MD

### Session 4

**14. The Future of HCBS**  
Jim Shulman & Charles Ferguson

### Session 5

**18. Decoding the Complex Caregiver Stages**  
Christopher Chaney

## Elder Rights Track

### Session 1

**3. Sexual Assault and Older Adults**  
Catherine Oaks & Brittany Thompson

### Session 2

**7. National Healthcare Fraud Trends**  
Jennifer Trussell & LaNelle Godsey

### Session 3

**11. Using a Position of Authority to Abuse**  
Kelly G. Frere

### Session 4

**15. Recent Changes to TN Law**  
Rebecca Kelly

### Session 5

**19. The Ethics of Elder Law**  
John R. Toy

## Potpourri Track

### Session 1

**4. Emergency/Medical Preparedness**  
D. Todd Spence

### Session 2

**8. Blow a Bubble, Not a Gasket!**  
Janie Walters

### Session 3

**12. It's Time to Reframe Aging**  
Sandra McGuire

### Session 4

**16. I'm Not a People Person**  
Lisa Smart

### Session 5

**20. Rx Abuse in Northeast Tennessee**  
Mark Stevans

## **ABOUT TENNESSEE FEDERATION FOR THE AGING**

The Tennessee Federation for the Aging, Inc. (TFA) was organized in 1968 and incorporated in 1969 to secure funding for senior citizen programs and services, and to serve as an advocacy group for seniors. Over the years, TFA has coordinated with various local, district and statewide organizations to provide service-provider training, senior educational workshops, and advocacy to align efforts to improve the overall quality of life for older Tennesseans.

TFA is a non-profit 501(c)3 charitable organization.

TFA membership consists of representatives from statewide agencies, government agencies, area agencies on aging and disability, senior centers, home health agencies, nutrition providers, adult day care providers, long-term care facilities, senior citizens, caregivers and students.

## **TFA'S PURPOSE**

To enhance the general welfare of older Tennesseans and to promote civic, educational and social measures relating to the special interests of older Tennesseans.

## **ANNUAL CONFERENCE—WHO SHOULD ATTEND?**

Senior center directors and staff, senior citizens, nutrition site managers, area agency on aging and disability directors, social workers, program managers and staff, home- and community-based program staff, long-term care facilities managers, human resource agency staff, long-term care ombudsmen, public guardians, legal services/elder law attorneys, family caregivers, Alzheimer's disease organizations, behavioral health agencies, state agencies, faith-based organizations and other interested parties.

## **INTERESTED IN BEING A SPONSOR?**

Please contact LaNelle Godsey at [LGodsey@ucdd.org](mailto:LGodsey@ucdd.org) or 931-476-4151 for more information on sponsor packages.

# TFA Conference 2017

## SCHEDULE OF EVENTS

### TUESDAY, NOVEMBER 28

9:00 am–12:00 noon	Virtual Dementia Tour (Reservations Required)
10:00 am–4:30 pm	Registration
10:00 am–4:00 pm	Exhibit Hall Open
12:00 noon	Lunch, Welcome and Announcements
12:15 pm–1:30 pm	Opening Session— <b>Speaker: Janie Walters</b>
1:30 pm–2:00 pm	Break and Door Prizes in Exhibit Hall
2:00 pm–3:00 pm	Workshops/Break-Out Sessions: <ul style="list-style-type: none"> <li>–Building Your Volunteer Fan Club</li> <li>–The Readys!</li> <li>–Sexual Assault and Older Adults</li> <li>–Emergency/Medical Preparedness</li> </ul>
3:00 pm–3:30 pm	Break and Door Prizes in Exhibit Hall
3:30 pm–4:30 pm	Workshops/Break-Out Sessions: <ul style="list-style-type: none"> <li>–SNAP for Seniors–New Outreach</li> <li>–QPR Suicide Prevention</li> <li>–National Healthcare Fraud Trends</li> <li>–Blow a Bubble, Not a Gasket!</li> </ul>

*Enjoy the evening on your own in Pigeon Forge/Gatlinburg.*



### DON'T MISS DOLLY PARTON'S DIXIE STAMPEDE DINNER ATTRACTION!

All attendees receive one complimentary ticket to the 11/29 Wednesday evening performance.

(Additional tickets available at the discounted rate of \$40. See page 14 for more information.)

## WEDNESDAY, NOVEMBER 29

*Breakfast on your own.*

8:00 am–12:00 noon	Registration
8:00 am–3:00 pm	Exhibit Hall Open
8:15 am–9:30 am	General Session— <b>Speaker: Lisa Smartt</b>
9:30 am–10:00 am	Break and Door Prizes in Exhibit Hall
10:00 am–11:00 am	Workshops/Break-Out Sessions: <ul style="list-style-type: none"> <li>–Senior Center Progressive Sharing</li> <li>–When Dementia Isn’t Alzheimers</li> <li>–Using a Position of Authority to Abuse</li> <li>–It’s Time to Reframe Aging</li> </ul>
11:15 am–12:15 pm	Workshops/Break-Out Sessions: <ul style="list-style-type: none"> <li>–Preventing Falls in the Elderly</li> <li>–The Future of HCBS</li> <li>–Recent Changes to TN Law</li> <li>–I’m Not a People Person</li> </ul>
12:15 pm–1:45 pm	Lunch (Awards and Sponsor Recognition) <ul style="list-style-type: none"> <li>–Legislative Award—Each Grand Division</li> <li>–Mrs. Clint (Lena Mae) Pickens Volunteer Award</li> <li>–Aging Innovation Awards</li> <li>–Jim Shulman, Executive Director, TCAD</li> </ul>
1:45 pm–2:45 pm	Workshops/Break-Out Sessions: <ul style="list-style-type: none"> <li>–Become a Better Communicator</li> <li>–Decoding the Complex Caregiver Stages</li> <li>–The Ethics of Elder Law</li> <li>–Rx Abuse in Northeast Tennessee</li> </ul>
2:45 pm–3:00 pm	Break and Door Prizes in Exhibit Hall
5:15 pm	Evening Event: Dixie Stampede ( <i>Please arrive by 4:30 pm. Transportation on your own.</i> )

## THURSDAY, NOVEMBER 30

8:30 am–9:45 am	Breakfast and Closing Session— <b>Speaker: Thomas Dismukes</b>
10:00 am–11:30 am	Annual Membership and Board Meeting
11:30 am–12:00 noon	Call to 2018 Conference—Major Door Prizes

# Workshop Session Descriptions

**Tuesday, November 28**

**2:00–3:00 pm SESSION ONE WORKSHOPS (#1–4)**

**1. BUILDING YOUR VOLUNTEER FAN CLUB**

*Sidney Schuttrow, Tennessee Commission on Aging and Disability*

An open discussion forum to develop resources and strategies to understand the motivations of volunteers. Having multi-generational volunteers with expertise in many different areas will help organizations become more dynamic and successful. Attendees will be given an assessment that can reveal their own motivations and also be used as a tool for their volunteers.

**2. THE READYS! EMERGENCY PREPAREDNESS TRAINING FOR PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS**

*Melissa Taylor, Tennessee Department of Health*

Learn what emergencies can and have occurred in our area; the importance of having a written emergency plan; how to build an emergency go-kit; what supplies need to be stored in the home to help you through an emergency; and what community resources are available before, during and after an emergency.

**3. SEXUAL ASSAULT AND OLDER ADULTS**

*Catherine Oaks and Brittany Thompson, Helen Ross McNabb Center*

This presentation will cover sexual assault and older adults. Topics to be discussed include definitions and statistics, barriers to reporting sexual assault and elder abuse, victims' responses to trauma, and trauma-informed care. You will also learn about the elder-abuse power-and-control wheel and the behaviors of abusers.

#### **4. EMERGENCY/MEDICAL PREPAREDNESS FOR ANY DISASTER**

*D. Todd Spence, Sevier County Ambulance Service*

This lecture will provide a basic introduction to emergency and disaster preparedness. Topics will include what to do in an emergency, communications, emergency preparedness kits, and medical supplies.

## **Tuesday, November 28**

### **3:30–4:30 pm SESSION TWO WORKSHOPS (#5–8)**

#### **5. SNAP FOR SENIORS—NEW OUTREACH STRATEGIES**

*Tracy Armstrong and Greg Rice, East Tennessee AAAD; Kathleen McLaughlin, First Tennessee AAAD*

A comprehensive overview of the new SNAP Outreach grant funded by Tennessee Department of Human Services through TCAD. The presentation will provide details on how this new service was organized, how outreach strategy was developed and implemented, how new partners were recruited to assist with outreach, and how a tracking system was created to manage data. Learn how to develop this service in your organization, and how to maximize your efforts for the best results.

#### **6. SUICIDE PREVENTION: QUESTION, PERSUADE AND REFER (QPR)**

*Jessica Pruett, Upper Cumberland AAAD*

Participants will learn three simple steps that can save a life. QPR is designed to help people learn and recognize the warning signs of a suicide crisis, and to question, persuade and refer someone for help. Participants will also receive suicide statistics and information about what is being done in Upper Cumberland to prevent suicides.

#### **7. NATIONAL HEALTHCARE FRAUD TRENDS**

*Jennifer Trussell, U.S. Department of Health and Human Services*

Receive an overview of fraud trends in the Medicare program, and learn about emerging healthcare fraud schemes, and HHS-OIG's use

of data analytics to detect, investigate and track fraud migration. Specialty fraud topics will include medical identity theft, criminal enterprises, and co-conspirator beneficiaries.

**8. BLOW A BUBBLE, NOT A GASKET!**

*Janie Walters, Champion Communications*

During this session you will learn the basic stress “factoids” and explore 10 stress-management techniques that you can use today. This workshop is funny, factual and interactive! It is guaranteed to be stress-free and potentially life-changing.

**Wednesday, November 29**

**10:00–11:00 am SESSION THREE WORKSHOPS (#9–12)**

**9. SENIOR CENTER PROGRESSIVE SHARING**

*Debra J. Edwards, City of Martin*

If you are a director or coordinator you will want to attend this session. You can hear about new ideas and activities, and you’ll learn how the activities are organized, including instructions and lessons learned. Plus, this is the session where you can share fun areas in Tennessee that you and your seniors have discovered. Join us for a fun time, and remember your board, instructions and some brochures about your area.

**10. WHEN DEMENTIA ISN’T ALZHEIMER’S**

*Monica Crane, MD, Genesis Neuroscience Clinic*

The terms “memory loss,” “dementia,” and “Alzheimer’s” are often used interchangeably when people describe an elderly person with decreased cognitive ability. But in fact, all three mean something different. Dementia isn’t a disease – it’s a broad term that describes a decline in a person’s mental ability to the point that their daily life is negatively affected. Dementia refers to a variety of symptoms related to memory, thinking, and social capabilities.

Alzheimer's, on the other hand, is a disease that ranks as the most common cause of dementia among older people. While the symptoms of Alzheimer's and dementia overlap, a person can experience dementia that is not related to Alzheimer's disease.

## **11. USING A POSITION OF AUTHORITY TO ABUSE AN ELDER**

*Kelly G. Frere, Guyton & Frere*

Learn what legal authority is given by a power of attorney, how POAs differ from conservatorships, and how both of these legal positions are sometimes used to abuse seniors. Definitions of legally recognized types of abuse, the effects of abuse on seniors, and punishments for abuse are also discussed.

## **12. IT'S TIME TO REFRAME AGING AND COMBAT AGEISM**

*Dr. Sandra L. McGuire, University of Tennessee*

Ageism is a worldwide phenomenon which affects everyone. Ageist attitudes are contagious and impact the quality of life of today's older adults, and everyone who will eventually become an older adult. Learn how ageism can be reframed to see the potential for activity, happiness, fulfillment, and creativity throughout life.

## **Wednesday, November 29**

### **11:15–12:15 pm SESSION FOUR WORKSHOPS (#13–16)**

## **13. PREVENTING FALLS IN THE ELDERLY**

*Rachel Frazier, Knox County Health Department; Cynthia Rockey, East Tennessee AAAD*

Learn the history of the Knox County Health Department Senior Safety Task Force and hear an overview of its programs. Review stats for falls in the elderly, risk factors for falls and preventative measures; and learn about the SAIL (Stay Active and Independent for Life) strength and balance exercise program.

#### **14. THE FUTURE OF TENNESSEE'S HCBS**

*Jim Schulman, Tennessee Commission on Aging and Disability;  
Charles Ferguson, Division of TennCare*

This country knew our population was aging; we have known it for years. The question, however, is no longer whether we took all the steps necessary to be prepared, but, instead, what can and should we be doing now that the aging shift is right in front of us. We will discuss HCBS services in Tennessee as they are and possible future initiatives to provide better care to our aging population.

#### **15. RECENT CHANGES TO TENNESSEE LAW AROUND ELDER ABUSE AND EXPLOITATION**

*Rebecca Kelly and Kraig Smith, AARP Tennessee*

In 2017, the Tennessee General Assembly took several steps forward in addressing elder abuse and financial exploitation. We will dive into these passed laws, reviewing supporters and opponents, as well as identifying remaining gaps to be addressed in future legislation.

#### **16. I THOUGHT I WAS A PEOPLE PERSON...UNTIL I STARTED WORKING WITH PEOPLE**

*Lisa Smartt, Smartt Speaking*

Why doesn't everyone think like me? Why do certain people bring my evil twin to life? What can I do to keep from committing a felony crime against an aggravating coworker or family member? Take heart. You're not alone. This humorous presentation offers practical and pivotal life skills which will turn our relationships in a more positive direction. (And keep us from committing a homicide.)

**Wednesday, November 29**

**1:45–2:45 pm SESSION FIVE WORKSHOPS (#17–20)**

#### **17. BECOMING A BETTER COMMUNICATOR**

*Thomas Dismukes, TBD*

After a brief introduction, participants will break into small groups to work together on listening and communication skills.

## **18. DECODING THE COMPLEX CAREGIVING STAGES**

*Christopher-Charles Chaney, The Family CareLIVING Program*

Over 40 million persons in the US provide care to a family member and the numbers are escalating. During the caregiving journey the role of family caregivers evolves—and so should their required services, support and expectations. This presentation describes the path family caregivers take, and most importantly, the stages and their related obstacles and coping strategies.

## **19. THE ETHICS OF ELDER LAW**

*John Robert Toy II, Parker, Toy & Associates*

This presentation covers three topics: the ethical duty owed to clients with diminished capacity; the type of mental capacity needed to execute a POA; and information about conservatorships. The discussion will include scenario examples and statutory and case-law citations, along with a few so-so jokes.

## **20. Rx ABUSE IN NORTHEAST TENNESSEE**

*Mark Stevans, First Tennessee Development District*

This session will include a brief overview of the scope of the issue our region faces as it relates to opioid addiction and the broad range of issues that relate to it. It will also cover the steps being taken throughout the region to address this issue and provide guidance that any organization can implement to make a difference, including theft and diversion of prescription pain medication.

# Conference Speakers



**Janie Walters, Session Speaker (November 28, 12:15 pm)**

Janie Walters is an award-winning educator with more than 25 years of experience at the secondary and college levels. She holds a Master’s Degree in Communications with emphasis in Public Relations. In addition to being a full-time public speaker and corporate trainer, Janie is a wife, Sunday School teacher, an actress, writer, former disc jockey, and humorist.



**Lisa Smartt, Session Speaker (November 29, 8:15 am)**

Lisa Smartt is a 51-year-old woman who loves to laugh! She lives on 16 wooded acres on the outskirts of Dresden, Tennessee, with her more-than-wonderful husband of 26 years, two teenage sons (who sometimes fight), and a misguided cat named "Hobo." She travels nationally as a motivational humorist and writes a weekly newspaper column called, "The Smartt View."



**Thomas Dismukes, Session Speaker (November 30, 8:30 am)**

Receiving a Master’s degree from Clemson University, Thomas chose a career in professional speaking because of his sincere passion to inspire people to do their best and get the best out of life. His purpose is to encourage others to discover, develop, and tell their story through their unique talents and gifts. Thomas lives in the heart of the Tennessee Appalachians with his lovely bride and their five children.

**VIRTUAL DEMENTIA TOUR© (11/28, 9:00 am–12:00 noon)**

Developed by P.K. Beville, PhD, and Second Wind Dreams.

Conducted by Alzheimers Tennessee. Reservations are required through the online conference registration page.

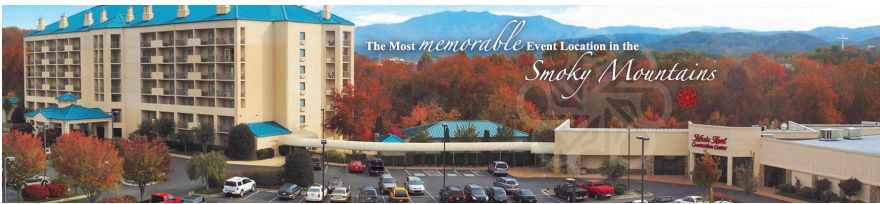
*How can we be empathetic to something we have not experienced ourselves? The perspective of the population living with dementia is one we cannot know. Yet decisions are made for these people without understanding what they are coping with.*

*The Virtual Dementia Tour was designed to simulate the effects of dementia, as well as other physical impairments we face during the process of aging.*

*Each participant will receive an individualized experience. Due to this customization, appointment times must be made. Visit [www.tnfederationfortheaging.org](http://www.tnfederationfortheaging.org) to reserve a spot (first come, first served).*

# Music Road Resort Hotel & Convention Center

Adjacent to the resort is a Ruby Tuesday restaurant, and only steps away are attractions like the brand-new Hollywood Wax Museum and Country Tonight. Look north and you'll find the magnificent Titanic Museum attraction, Hatfield & McCoy Dinner Show, the upside-down house of WonderWorks, the new Hard Rock Cafe and the award-winning Smoky Mountain Opry. Dollywood, Dolly Parton's Dixie Stampede, the Great Smoky Mountains National Park and the newest attraction, the 200-foot-tall Wheel at The Island Retail and Entertainment Center, are just a few minutes away by trolley, which stops at our resort. The ideal Pigeon Forge hotel location to do it all!



## HOTEL RATES

**CONFERENCE ROOM RATE:                    \$92.00\* per night**

**For reservations, please call 1-855-790-4646 and reference Group Code 08268, or visit [www.musicroadresort.com](http://www.musicroadresort.com). Click on "Make A Reservation". Pick "Add A Code" and use drop-down menu to select "Group Attendee". Enter Group Code 08268 and click "Add". Then continue with registration process.**

**\*Group rate is only available until October 27, or until reserved rooms are gone.**

# 2017 TFA Conference Registration Information

To register, go to [www.tnfederationfortheaging.org](http://www.tnfederationfortheaging.org) and click on the conference registration link.

## REGISTRATION RATES

TFA MEMBER	\$180.00
NON-MEMBER	\$230.00
SENIORS (60+), COLLEGE STUDENTS (currently enrolled)	\$130.00
GUEST MEAL PLAN	\$130.00
Additional Dixie Stampede Tickets*	\$40.00

\* *Each conference registration includes ONE complimentary Dixie Stampede ticket.*

## WORKSHOP SELECTION

All attendees must select a total of five (5) workshops from the list in on the conference registration web page (one each for all five sessions). If no workshops are selected at the time of registration, you will be assigned to them by the conference organizers.

## CEUs

CEUs will be available. All tracks except the Senior Center/Nutrition track have been approved for Social Work CEUs. The number of credit hours will be available at the registration desk.

## CANCELLATION POLICY

All cancellations must be received no later than October 25 to be eligible for refund. Contact Teresa Sutphin at 423-722-5120; or at [TSutphin@ftaaad.org](mailto:TSutphin@ftaaad.org) for more information.

**FINAL REGISTRATION DEADLINE:**  
**November 10, 2017**



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TFA  
Annual  
Conference  
2016



**Tennessee Federation for the Aging  
Attn: 2017 TFA Conference  
220 Centennial Boulevard  
Lawrenceburg, TN 38464**

**REGISTRATION DEADLINE:**

**November 10, 2017**