



2017  
CONFERENCE

## AGING EMPOWERMENT

Living a Self-Determined Life

June 6-7 • Wilderness Resort • Wisconsin Dells

Join **InControl Wisconsin**, older adults, their families, and the professionals who support them for this unique event celebrating and exploring self-determination and empowerment in aging.

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## Promoting Choice and Control for All

The **Aging Empowerment Conference** brings together people who are committed to the notion that older people should be empowered to live the life they choose. Our goals for this event are to:

**Challenge** traditional ways of thinking about quality of life and explore how older people can retain control and choice

**Give voice** to older people's desire and capacity to maintain control of their lives – including people with dementia

**Promote** the exchange of information among older people, family members, and professional caregivers

**Explore** how individuals, agencies, and organizations can collaborate to design programs and services that allow opportunity for self-determination

**Identify** effective ways to support and empower family caregivers

## Who Should Attend

The conference attracts a diverse statewide audience that includes older people, caregivers, and professionals. Professionals who attend include staff from:

- County & Tribal Aging Units
- Adult Protective Services
- Human Services Departments
- Crisis & Mental Health
- Developmental Disabilities
- Long Term Care Facilities
- Advocacy Organizations
- Health Care & Other Services
- Independent Living Centers
- Managed Care Organizations



## Conference Agenda

### Tuesday, June 6, 2017

#### CONFERENCE

- 7:30 – 9:00 am Registration
- 8:45 – 9:45 am Keynote Address: Helen Marks Dicks, AARP Wisconsin
- 9:45 – 10:15 am Comfort Break/Visit Exhibits
- 10:15 – 11:30 am Workshops
- 11:45 – 12:30 pm Lunch
- 12:30 – 1:45 pm Workshops
- 1:45 – 2:15 pm Ice Cream Social Break/Visit Exhibits
- 2:15 – 3:30 pm Workshops
- 3:30 – 4:15 pm Closing: Carrie Molke, Bureau of Aging and Disability Resources
- 4:15 – 6:00 pm Networking/Visit Exhibits

### Wednesday, June 7, 2017

#### SELF-DETERMINATION SUMMIT: When Policy Becomes Personal

- 8:30 – 8:45 am Welcome
- 8:45 – 10:15 am Do Healthcare Reform Proposals Put Seniors at Risk?
- 10:15 – 10:30 am Comfort Break
- 10:30 – 11:45 pm Maximizing the Advocacy Impact of Personal Stories
- 11:45 – 12:00 pm Closing



## Promoting Choice and Control for All

InControl Wisconsin is working for changes in our state so that citizens of any age or need for support, can self-direct their care and support. We provide leadership and support to develop new systems and innovative services that keep pace with the personal needs and lifestyles of people who rely on long-term support. We promote self-determination and self-directed support through training, technical assistance, sharing information, developing new resources and connecting people.

## Keynote Address



### Powerful Aging: Changing the Stories We Tell

**Helen Marks Dicks**, Associate State Director State Advocacy , AARP Wisconsin



Relationships between generations, just like those between individuals, are often based on perceptions, both positive and negative. How powerful we are and how powerful people perceive us to be can be limited or enhanced by attitudes about aging. On one hand, those perceptions can be empowering and enriching. They can enable and embolden people to stand up for their beliefs in the face of fear. They can cultivate passion and meaning out of the pursuit of lifelong goals and dreams. On the other hand, negative perceptions, if left unchecked and unchallenged, can construct barriers that limit our possibilities and define us in terms of deficit, particularly when it comes to aging. The challenge for each of us is to rewrite the narrative of aging and tell a story that we have written and the one we want to live. Helen Marks Dicks will share her thoughts on how we can all express our own power as the author of our own life story and how together we can reshape perceptions of aging.

### Self-Determination Summit: When Policy Becomes Personal

Our Self-Determination Summit is geared toward older adults, family caregivers, and professionals interested in impacting change in the field of aging. The topic focus is healthcare policy: what do the current proposals mean for seniors? How can we advocate more effectively for ourselves or on behalf of those we serve?



#### Part 1: **Do Healthcare Reform Proposals Put Seniors at Risk?**

*Facilitated by Janet Zander, Advocacy and Public Policy Coordinator, Greater Wisconsin Agency on Aging Resources*

Come hear the latest updates on proposed changes to the Affordable Care Act, Medicare, and Medicaid and find out how these proposals may impact you and/or those you care about. Though efforts to repeal and replace the Affordable Care Act have not yet garnered the support needed to receive passage in Congress, efforts to reform the nation's healthcare system are in full swing in the legislative and executive branches of the federal government. These reform efforts could pose threats to older adults and the health and long-term care programs that serve them.

#### Part 2: **Maximizing the Advocacy Impact of Personal Stories**

*Facilitated by Lynn Breedlove, Advocate*

Legislators have told us that "real stories from real people are what gets bills passed". But a compelling personal story must have a clear link to an advocacy objective. This session will offer a learn-by-doing opportunity to: a) identify which parts of your story (or the story of someone you know) have the strongest connections to the current healthcare reform debate, and b) how to tell that story in a way that elected officials will "get it."

## Workshops

Tuesday 10:15 am - 11:30 am

### A1. Emotional Intelligence: The New Success Factor

Presenter: Kathryn Savyannah - Senior Communications Chief, SeazonS, LLC

Self-determination is all about controlling your own life by making decisions affecting your quality of life. Increasingly, research is pointing to emotional intelligence – EI – as a significant factor in determining success when making decisions. What is EI? It's a combination of what some refer to as street smart vs. book smarts. The question is not how smart you are, but how well you can successfully traverse through life. And unlike your IQ, you can increase your EI. How? Participants at this workshop will have an opportunity to measure their own EI, and receive tools to increase their ability to live a life of self-determination.

### A2. Person-Centered Planning and Self-Direction

Presenters: Patti Becker, Manager of Community Partnerships; Dave Verban, Senior Learning and Development Consultant, TMG

Person-centered planning and self-direction offer a promise to empower people with disabilities and older adults to live stable, healthy, and meaningful lives. Fulfilling that promise requires a commitment to a culture of partnership between agencies providing services, the people and families they support, and the communities in which they live. Partnership is powerfully different from the way many long-term service and support systems have defined and engaged in their work. It requires a shift in the way human service professionals define their jobs and relationships with the people they support. This session will provide a rich description of the values and practices that are essential to building a culture of partnership. Attendees will learn through listening, dialogue, and reflection, as presenters describe the art of partnering. By the end of this session, attendees will understand the principles of self-determination and how they provide the framework for a self-directed service system. Attendees will understand how empowerment, self-advocacy, supported decision-making, person-centered thinking, and cultural and linguistic competence can be woven throughout policy and practice, fulfilling the promise of self-determination. The session will also share best practices for leadership in organizations that make the shift to a culture where self-direction is the norm, and is built into every aspect of that organization's operations.



### A3. Consumer Satisfaction: The Wisconsin Veteran Directed Services Program

Presenter: Lisa Drouin, VA Programs Manager, Great Wisconsin Agency on Aging Resources

In 2009, as part of efforts to rebalance the long-term services and supports system and offer additional home and community services, the Veteran's Health Administration (VHA) introduced the Veteran Directed Home and Community Based Services (VDHCBS) program, a partnership between the VHA and the Administration on Community Living (ACL). The Wisconsin VDHCBS program is entering its seventh year of programming to veterans who want to direct their own services and supports and remain living safely and successfully in their own homes. The VDHCBS program has grown considerably and now services the Milwaukee, Tomah, and North Chicago VA Medical Center catchment areas. Veterans overwhelmingly report satisfaction with the program and extensive work has been done regarding the benefits and the cost-effectiveness. A Consumer Satisfaction Study was conducted in 2016 to assist in our understanding of veterans' satisfaction levels, what has been most helpful to them and what has been most challenging. Hear stories from program staff about veterans' experiences in the program and how they are empowered through self-direction.

### A4. Person-Centered Approaches for Ongoing Planning

Presenters: Andrea Gehling, Support Broker, Avenues to Community Inc.; Barbara Priem, Artist and Client

Person-centered planning is a term that is used frequently to indicate a large plan that is done as part of a large meeting. In order for a plan to be truly person-centered and focused on the individual with a disability being a part of his/her community, it is important that each meeting or action is developed using person-centered thinking. There are several tools available to teams to help make sure that person-centeredness does not end with the planning meeting. These tools can be used during different times of transition. This presentation will showcase the tools available from a variety of person-centered planning sources. It will also show how to make sure information discussed is easily understood and accessed by the individual who is planning. Barb and Andrea have been using person-centered thinking tools for aging-related transitions to work on making sure Barb's plan is focused on Barb's goals and wishes. Barb and Andrea will discuss their experiences, successes, and failures with person-centered thinking.

## Workshops

Tuesday 12:30 pm - 1:45 pm

### **B1. Reversing the Focus to Empower Older Adults & Improve Health Outcomes**

Presenters: Karin Krause, RN, Executive Director; Ruth McQuinn, Art/Activity Director, Hope & A Future

Using case studies, presenters will provide an intimate look at how reversing the focus of clinical care and life enrichment empowered four women in long term care, allowing them to bloom in end stages of life. We will explore what it looks like to put life enrichment first, creating personalized care programs suited to individual interests and abilities, allowing self-expression and growth to continue through late and even final stages of life.

### **B2. Empowering Older Adults to Maximize Their Medicare Benefits**

Presenter: Kate Schilling, Attorney, Legal Services Manager, Greater Wisconsin Agency on Aging Resources

In the elder benefit specialist program, we provide benefits counseling to older adults and assistance with Medicare appeals on a daily basis. In working with these complex and ever-changing programs, it is clear that knowledge is power. Adults can learn how to be more active participants in their healthcare and maximize the coverage benefits of Medicare. In this workshop, attendees will learn how to:

- get the medical coverage you are entitled to;
- get tips and suggestions for reducing your Medicare out-of-pocket costs;
- avoid common pitfalls with non-covered services and coverage denials;
- reduce costs for durable medical equipment purchases; and
- be a self-advocate in the healthcare field.



### **B3. Be A SAP...It's Not What You Think!**

Presenter: Melanie Ramey, JD, MSW, CEO/ED, The HOPE of Wisconsin

It is clear that as our life span has increased people have needed to develop activities to fill those years. If people do retire at 65 most will have about twenty or more years of life. Many of the choices that people are making are both creative and inspiring. These I call Spunky Aging People (SAP). The name is actually the opposite of what people think of when they see the word, SAP. Thus, the tagline, "It's Not What You Think". My research and others are showing what SAPs are doing. They are inspiring others, changing the communities they live in and living their lives to the fullest as long as they live. Examples will be given of what SAPs are doing and why. Plans for a website to develop a SAP Community will be discussed.

### **B4. Bridging the Gap, Moving from Awareness to Action: Implementing Effective Culturally Inclusive Strategies to Improve Provider-Patient/Customer Relationships for Improved Self-Advocacy in Rural and Urban Communities**

Presenter: Gina Green-Harris, University of Wisconsin Madison, The Center for Community Engagement and Health Partnerships and the Wisconsin Alzheimer's Institute Milwaukee Regional Office

Despite increased awareness of Alzheimer's disease (AD), these communities have not significantly decreased the racial and ethnic gaps in early diagnosis and treatment of AD. This workshop will present our outreach and education model of cultural inclusion incorporating our experiences and using the core concepts of Cultural Brokers, a model developed at Georgetown University and the Steven Thomas of University of Maryland's Health Equity Model. We combined components that were relative to our community to create a culturally tailored outreach and education model that expands beyond race and ethnicity but recognizes cultural values and differences basis to be inclusive of one's life experiences.

## Workshops

Tuesday 2:15 pm - 3:30 pm

### C1. Gen Silent film screening

Presenters: Cindy Desch, Senior Director of of Organizational Performance and Development; Dave Verban, Senior Learning and Development Consultant, TMG

What would you do to survive if you were old, disabled and ill? Would you be afraid of discrimination or abuse? Gen Silent is the documentary film that asks six LGBT seniors if they will hide their lives to survive. They put a face on what experts in the film call an epidemic: gay, lesbian, bisexual or transgender seniors so afraid of discrimination, or worse, in long-term and health care that many go back into the closet. Gen Silent discovers how oppression leaves many elders not just afraid, but dangerously isolated. As we journey through the challenges that these men and women face, we also see reasons for hope as each subject crosses paths with a small but growing group of impassioned professionals trying to wake up the long-term and healthcare industries to their plight.

*Followed by discussion led by Cindy Desch and Dave Verban*

### C2. How to Use Decision-Making Supports to Preserve Self-Determination

Presenter: Grace Knutson, Attorney, Guardianship Support Center, Greater Wisconsin Agency on Aging Resources

Many adults in Wisconsin don't understand the importance of creating advanced planning to protect and empower self-determination as they age. Learn how to specify preferences and wishes through advance directives, and hear example scenarios to demonstrate how to use the least restrictive option available.

Options to plan include powers of attorney, living wills and other advance directives. Supported decision-making is another informal option to use and can also be incorporated into many decision-making arrangements.

Understanding the parameters of the role, the dignity of risk, and how to decipher the person's preferences are central to acting as an educated surrogate decision-maker.



### C3. #ShePersisted: Getting What You Want

Presenters: Helen Marks Dicks and Janet Zander, well-known advocates in the aging community who can ask anyone for anything.

There is an art to getting what you want whether you are complaining about a personal situation or advocating for yourself or others in any environment. This workshop helps identify who to target, what to ask for, how to structure and make the big ask. People too often do not ask for what they need or know how to make the ask the most effective way. This workshop will provide insight into the key ingredients of a good ask and remind older people that they should not allow themselves to be overlooked or marginalized due to age or perceived lack of power. It's there you just need to ask for what you want in the most powerful way and be willing to persist!

### C4. Aging in Place: Your Legal Rights as a Tenant

Presenter: Kate Schilling, Attorney, Legal Services Manager, Greater Wisconsin Agency on Aging Resources

Remaining in one's home for as long as possible remains one of the most common goals of aging adults. Aging in place can also have a positive impact on a person's overall well-being and mental health. In this workshop, attendees will learn how to be strong self-advocates in the area of housing and the landlord/tenant relationship. Attendees will learn about fair housing protections and tenant rights under Wisconsin law, including:

- when and how to request a reasonable accommodation from a landlord;
- how to get approval to have a service animal in an apartment that does not allow pets;
- clarifying myth from fact in housing law; and
- tips for amicably resolving problems during tenancy.



## To Register

### Registration Fee:

Summit | \$50

Conference Older Adult | \$95

Conference Professional | \$150

**Scholarships available for older adults and family caregivers!**

We have numerous scholarships available to attend both the regular conference and the Summit, and can include a hotel room for overnight stay if need be. Scholarships will be awarded on a first come, first serve basis.

Send your scholarship request to: [prynearson@gmail.com](mailto:prynearson@gmail.com)  
or call 608-446-4206 for information.

**Registration Deadline: June 1, 2017**

### Register Online:

[www.regonline.com/agingempowerment2017](http://www.regonline.com/agingempowerment2017)

### Conference Cancellation Policy:

If notice of cancellation is received prior to the registration deadline, you will receive a full refund of fees. No refunds will be made for cancellations received after the deadline date. A substitute may attend in your place.

### Hotel Information:

To make a reservation, call The Wilderness Resort, Wisconsin Dells, at:  
**1-800-867-9453**

Ask the reservation agent to book your room under the Self-Determination in Aging Conference 2017, Leader # 574499

### Room Rates:

\$82 single, \$99 double/triple/quad

The last day to reserve rooms under the conference block is May 19, 2017.