2014 California Long-Term Services and Supports Summit

September 30, 2014
Sacramento Convention Center

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[Folder Flap to Hold Additional Materials]
September 30, 2014

Dear Colleague,

I welcome each of you to The SCAN Foundation’s 4th Annual Long-Term Services and Supports Summit. This is a critical year for California’s long-term services and supports (LTSS) system, as new models of care are being implemented to serve older adults and persons with disabilities.

This year’s Summit will build from California’s ranking on the State LTSS Scorecard and facilitate dialogue about the political, financial, and environmental realities of our state’s current systems and future potential.

Thank you for participating in this year’s Summit and bringing your expertise and passion to this gathering. Your vision, knowledge, and experience can transform our state’s system of care to ensure that older adults and people with disabilities can live well with dignity, choice, and independence.

Sincerely,

Bruce Chernof, M.D.
President and CEO
The SCAN Foundation
# Agenda at a Glance

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If you have questions or need assistance, please visit the registration table, located in the East Lobby.
2014 California Long-Term Services and Supports Summit

Tuesday, September 30, 2014
8:00 a.m. – 4:30 p.m.
Sacramento Convention Center

8:00am    Summit Registration Opens
          *Coffee and morning refreshments*
          3rd Floor

8:45am    Welcome and Opening Remarks
          Bruce Chernof
          President & CEO
          The SCAN Foundation
          Plenary Room

9:15am    Morning Plenary
          The 2014 State LTSS Scorecard
          Plenary Room

10:45am   Break

11:00am   Morning Sessions

  1. Collaborations for Successful Care Transitions
     Room 311/312

  2. Issues and Opportunities for Supporting California’s Family Caregivers
     Room 304/305
3. Long-Term Care Financing: Starting the Conversation in California  
   Room 306

4. Pitching the Media  
   Room 302/303

5. 2015 White House Conference on Aging: LTSS Priorities for the Future  
   Room 309/310

12:15pm Networking Lunch  
   Please pick up your lunch in the East Lobby near Registration

12:45pm Afternoon Plenary  
   Coordinated Care Initiative  
   Plenary Room

2:00pm Break

2:15pm Afternoon Sessions

1. Health Plan Perspective on the Coordinated Care Initiative  
   Room 311/312

2. Beneficiary Engagement in Cal MediConnect: Identifying and Addressing Challenges  
   Room 304/305
   Room 306

4. 2015 White House Conference on Aging: LTSS Priorities for the Future
   Room 309/310

3:30pm Break

3:45pm Closing Plenary
   Senator Carol Liu
   Chair
   Senate Select Committee on Aging and Long-Term Care
   Plenary Room

4:30pm Reception
   East Lobby
The 2014 State LTSS Scorecard: How Does California Measure Up?

Location: Plenary Room

This morning panel will feature the 2014 State LTSS Scorecard and highlight how California’s LTSS system ranks compared to other states. We will hear from an expert panel about their perspectives on California’s ranking and engage in dialogue about priorities for the state to further improve the state’s performance on LTSS.

Moderator

Gretchen Alkema

Panelists

Susan Reinhard
Kathleen Kelly
Mary Fermazin
Brenda Premo
Lora Connolly
Robert MacLaughlin
Gretchen Alkema serves as Vice President of Policy and Communications for The SCAN Foundation. Prior to joining the Foundation, she was the 2008-09 John Heinz/Health and Aging Policy Fellow and an American Political Science Association Congressional Fellow, serving in the office of Senator Blanche L. Lincoln (D-AR). She collaborated with legislative staff to advise Senator Lincoln on aging, health, mental health, and long-term care policy. Dr. Alkema holds a PhD from the University of Southern California’s Davis School of Gerontology. She completed post-doctoral training at the Veteran's Affairs Greater Los Angeles Health Services Research and Development Center of Excellence and was a research associate for the California Fall Prevention Center of Excellence. Her academic research focused on evaluating innovative models of chronic care management and translating models into practice.

Susan Reinhard is a Senior Vice President at AARP, directing its Public Policy Institute, the focal point for public policy research and analysis at the state, federal and international levels. She also serves as the Chief Strategist for the Center to Champion Nursing in America at AARP, a national resource and technical assistance center created to ensure that America has the nurses it needs to provide care both now and in the future. Dr. Reinhard is a nationally recognized expert in health and long-term care policy, with extensive experience in conducting, directing and translating research to promote policy change. Prior to AARP, Dr. Reinhard served as a Professor and Co-Director of Rutgers Center for State Health Policy and served three governors as Deputy Commissioner of the New Jersey Department of Health and Senior Services.
Kathleen Kelly is Executive Director of Family Caregiver Alliance, a national nonprofit organization that provides direct caregiver services, policy development, and research regarding family caregivers. Ms. Kelly oversees the Bay Area Caregiver Resource Center that provides direct services to families in the San Francisco Bay Area, the California policy collaboration, and the National Center on Caregiving. During her tenure the organization has grown from a grassroots program to a national organization that provides leadership on supporting family caregivers with best practice interventions, public policy, state system development and leading edge research.

Mary Fermazin, MD, MPA
Vice President & Chief Medical Officer
Health Services Advisory Group (HSAG)

As Vice President and Chief Medical Officer, Mary Fermazin, M.D., is responsible for Health Services Advisory Group clinical and quality improvement work as well as long-term care and the health-disparity aspects of quality studies. She also directs research on quality measures and measurement methodologies and is a member of the Agency for Healthcare Research and Quality’s National Advisory Council. Prior to her work at HSAG, she was the Chief of the Office of Clinical Standards and Quality at the California Department of Health Services, served on the National Committee for Quality Assurance’s Committee for Performance Measurement, chaired the Medi-Cal Cultural/Linguistic Task Force, and received the Public Health Recognition Award from the California Department of Health Services for her leadership and contribution to public health.
Brenda Premo, MBA
Director
Harris Family Center for Disability and Health Policy, Western University of Health Sciences
bpremo@westernu.edu

Brenda Premo came to Western University after four years as Director of the California State Department of Rehabilitation during Governor Pete Wilson’s administration. She was Deputy Director of the department’s Independent Living Section from 1991 until Governor Wilson appointed her Director in 1994. She also served as Director of the Dayle McIntosh Center, the Independent Living Center in Orange County, California from 1977 to 1991. As a Council Member on the National Council on Disability, Brenda Premo helped develop language for legislation which evolved into the Americans with Disabilities Act (ADA), passed by Congress in 1990. She continued her ADA work while with the State Department of Rehabilitation, serving as a Senior Management Lead in the public and private sectors on the ADA and its implications.

Lora Connolly, MSG
Director
California Department of Aging (CDA)
lora.connolly@aging.ca.gov

In April 2012, Governor Brown appointed Lora Connolly as Director of the California Department of Aging. Prior to this position, Lora served as the Department’s Chief Deputy Director from 2002-2012 and at various points as the Acting Director. Previously, she served as an Assistant Secretary at the California Health and Human Services Agency and in several positions within the California Department of Health Services (DHS), including Chief of the Office of Long-Term Care. From 1989 to 1993, Lora was a consultant on aging and long-term care policy issues at the Assembly Office of Research. Over the past twenty years, Lora has continued to manage numerous demonstration grants focused on increasing access to evidence-based programs for individuals with chronic health conditions; ethnically diverse families dealing with Alzheimer’s disease and other forms of dementia; and in developing California’s Aging and Disability Resource Connections (ADRC) model.
Robert MacLaughlin serves the California State Assembly as a consultant to the Assembly Committee on Aging and Long-Term Care chaired by Assemblymember Mariko Yamada (D-Davis). The Assembly Committee on Aging and Long-Term Care is currently the Legislature’s only standing committee specifically established to assess and analyze policy proposals introduced to improve policy impacting older Californians and those who care for them. Robert previously served in a similar capacity with the State Senate’s Subcommittee on Aging. Robert also served as the Legislative Coordinator for the California Commission on Aging, and served two years as the Chief Deputy Director of the California Department of Aging.
Collaborations for Successful Care Transitions

Location: Room 311/312

Care transitions have become a focal point in the health care delivery system since passage of provisions in the Affordable Care Act. Attendees will learn more about three care transition efforts in California: (1) Money Follows the Person (MFP) program; (2) Community-Based Care Transitions Program; and (3) partnerships between health plans and community-based providers.

Moderator
Jennifer Wieckowski

Panelists
Louis Frick
Pamela Mokler
Sue Tatangelo
Bonnie Subira
Jennifer Wieckowski, MSG
Program Director, Care Transitions
Health Services Advisory Group (HSAG) of California
JWieckowski@hsag.com

Jennifer Wieckowski currently serves as Program Director of Care Transitions for the Health Services Advisory Group of California, the Medicare Quality Improvement Organization. In this position, she is responsible for working with communities throughout California to improve care transitions across health care settings and reduce statewide readmissions. Her previous role at HSAG was the Director of Nursing Homes and Patient Safety in which she directed and implemented quality improvement activities with nursing homes throughout the state. Prior to joining HSAG, Ms. Wieckowski managed several federal research projects investigating the delivery of evidence-based disease prevention programs throughout California for the California Health Innovation Center at Partners in Care Foundation. Jennifer’s passion for the aging field began at the age of eleven when she began volunteering in adult day health care programs and nursing homes.

Louis Frick, MS, CRC
Executive Director
Access to Independence
lfrick@a2isd.org

Louis Frick has dedicated more than 36 years of his personal, professional and academic activities to creating community integration for people with disabilities. Louis is nationally recognized as a key leader in building the business acumen of home and community-based organizations (HCBS) and designing formalized and effective partnerships between the health care sector and these HCBS. Louis’ focus has been to maximize the benefit of these care delivery models, and he has played a critical role in providing strategic guidance in the emerging area of linking services provided in the medical setting with long-term services and supports provided in the community for seniors and people with disabilities. Louis is the Chair of the California Foundation for Independent Living Centers (CFILC) Public Policy Committee.
Pamela Mokler, MSG  
Vice President of LTSS  
Care 1st Health Plan  

Pamela Mokler is a Gerontologist with more than twenty years of experience, twelve of which are with managed care health plans. She focuses on integrating health care, long-term care and senior affordable housing, which includes a pilot program with the independent living center in San Diego. At Care 1st, Pam is responsible for leading the integration of LTSS into the health plan under Cal MediConnect in San Diego and Los Angeles counties. She earned a Master’s degree in Gerontology from California State University, Long Beach.

Sue Tatangelo, MAOM  
Chief Resource Officer  
Camarillo Health Care District  

For more than 25 years, Sue Tatangelo has been a leader, bridge-builder, and partner in the development of services for vulnerable people. Currently, Sue is responsible for strategic planning, grant development, leveraging funding and building partnerships that enhance the quality of life for people county-wide. Most recently, Sue led the development of the District’s Care Transitions Program and secured multiple partnerships with area hospitals and skilled nursing facilities to reduce avoidable hospital readmissions. Sue holds a Master’s Degree in Organizational Management from Antioch University, and has utilized her skills as a champion and advocate to build better communities for frail and vulnerable populations.
Bonnie Subira, MSW
Director, Case Management/Social Service/
Palliative Care
Community Memorial Hospital
bsubira@cmhshealth.org

Bonnie Subira is the current Director of Case Management/Social Service/
Palliative Care at Community Memorial Hospital in Ventura. She has 30
years of social work experience, 20 years of which were in hospital social
work management and program development. She received her BA in
Law & Society from the University of California, Santa Barbara, and her
Master’s in social work from University of California, Berkeley.
Issues and Opportunities for Supporting California’s Family Caregivers

Location: Room 304/305

Ninety percent of people receiving care in the community do so from family caregivers who often receive little or no support. Attendees will gain a deeper knowledge of issues facing California’s family caregivers, and learn about opportunities to strengthen support for caregivers in their important role.

Moderator

Susan Reinhard (see bio on page 11)

Panelists

Kathleen Kelly (see bio on page 12)
Blanca Castro
Heather Young
Rick Rayburn
Heather Young is Associate Vice Chancellor for Nursing and founding Dean of the Betty Irene Moore School of Nursing at University of California, Davis. Her research and clinical interest is the promotion of healthy aging with a particular focus on the interface between family and formal health-care systems, and the use of telehealth and community-based strategies to promote health for rural older adults. Dr. Young serves as co-director of the UC Davis Latino Aging Research Resource Center, is a member of the Robert Wood Johnson Foundation’s Strategic Advisory Committee, and is a member of the California Action Coalition Executive Committee. Her doctorate in nursing science is from the University of Washington.

Blanca Castro
Advocacy Manager
AARP California
bcastro@aarp.org

Director of Advocacy for AARP California, Ms. Castro is responsible for leading federal and state advocacy efforts and coordinating grassroots activities in support of AARP’s legislative priorities. AARP is a nonprofit, nonpartisan organization with over 37 million members, working to strengthen communities by fighting for issues that matter most to families, such as healthcare, employment security, and retirement planning. Prior to AARP, Ms. Castro worked with the California Medi-Cal Program, the California Department of Social Services, and the California Diabetes Control Program.
Rick Rayburn provides care to his wife, Marianne, since her loss of short-term memory. Their journey was recently featured on NPR. Mr. Rayburn was the Chief of Natural Resources for the California State Parks. Prior to retiring, he was responsible for land use planning, policy formulation, stewardship, and acquisitions. He was a member of the executive committee of the California Biodiversity Council and active in the Southern California Wetlands Recovery Project, the Santa Lucia Conservancy, and the Resources Agency’s project Adaptation and Climate Change for Biological Diversity. He also has 12 years of land use planning with the California Coastal Commission. He graduated from UCLA in management, served in the Air Force, and studied forestry at Humboldt State University.
You Take Care of Mom, But Who Will Take Care of You?

Family caregivers provide the majority of long-term services and supports (LTSS). But the supply of family caregivers is unlikely to keep pace with future demand. The Caregiver Support Ratio is defined as the number of potential family caregivers (mostly adult children) aged 45-64 for each person aged 80 and older—those most likely to need LTSS. The caregiver support ratio is used to estimate the availability of family caregivers during the next few decades.

Caregiver Support Ratio

In 2010, the caregiver support ratio was more than 7 potential caregivers for every person in the high-risk years of 80-plus.

In 2030, the ratio is projected to decline sharply to 4 to 1; and it is expected to further fall to less than 3 to 1 in 2050.
Long-Term Care Financing: Starting the Conversation in California

Location: Room 306

There are currently few options for families to plan and pay for future long-term care needs. Attendees will hear about current long-term care financing policy efforts in Washington D.C., and learn how they can be part of the discussion through a new opportunity hosted by LeadingAge.

Moderator

Gretchen Alkema (see bio on page 11)

Panelists

Larry Minnix

Olivia Mastry
Larry Minnix, PhD  
President and CEO  
LeadingAge  
Lminnix@LeadingAge.org

Since 2001, Larry Minnix has been President and CEO of LeadingAge. For more than 45 years, he has been a passionate advocate for aging services. Mr. Minnix entered the field as an administrative intern at Wesley Woods Center of Emory University, where he went on to serve as CEO. During his tenure at LeadingAge, he has advanced an agenda of quality improvement, technology, innovation, financing and leadership development. He serves on the boards of the Long-Term Quality Alliance, Generations United, and Advance CLASS. His degrees are from Emory, and he is an ordained elder in the United Methodist Church.

Olivia Mastry, JD, MPH  
Principle  
Collective Action Lab  
olivia@collectiveactionlab.com

Olivia Mastry has worked in law, health administration, public health, and conflict resolution and she presently works with multi-stakeholder collaborations in the health, older adult services and disability arenas. She seeks large-scale systems change through a forum called Collective Action Lab. She has worked, for example, with Pathways, a collaboration convened by LeadingAge, fostering federal and state solutions for LTSS needs, and ACT on Alzheimer’s, a Minnesota collaboration involving 60 organizations and 300 individuals transforming medical and long-term care systems to support individuals with Alzheimer’s disease and their families.
Costs of Long-Term Care Far Outpace Income for California Families

Cost of nursing home care is **two and a half times** what a family makes a year.

$97,820

$42,406 **Family income level.** Cost of home care is **almost all** of a family’s income.

$35,802

5% of Californians over 40 have long-term care insurance coverage

Source: State Long-Term Services and Supports Scorecard, 2014.

LEARN MORE AT
www.longtermscorecard.org
Pitching the Media

Location: Room 302/303

Telling engaging stories about long-term care is critical to elevating the issues to a broader audience. Attendees will have a rare opportunity to dialogue directly with reporters and learn first-hand about various strategies to elevate Long-Term Services and Supports (LTSS) issues in the media. An opportunity to pitch reporters will be included in this workshop.

Moderator
Patrick McCabe

Panelists
David Gorn
Anna Gorman
Paul Kleyman
Ina Jaffe
Araceli Martinez
Patrick McCabe
Partner
GYMR Public Relations
pmccabe@gymr.com

Patrick McCabe is a co-founder of GYMR Public Relations, helping clients develop messages and strategies on issues including health coverage for the uninsured, obesity prevention, long-term care, enhancing care quality and value, and racial disparities in care. His campaigns include the Robert Wood Johnson Foundation’s efforts to increase Americans’ access to high quality health care. Clients include Pew Charitable Trusts, MacArthur Foundation, Kaiser Family Foundation, Atlantic Philanthropies, Markle Foundation, California HealthCare Foundation, and The Duke Endowment. Patrick has also worked with medical societies and trade associations.

David Gorn
Sacramento Bureau Editor
California Healthline
gornd@chcf.org

Senior Editor David Gorn is based in Sacramento and covers health care and policy. He previously was Deputy News Director of KQED public radio, has been a reporter for National Public Radio and an editor at a number of newspapers and magazines across Northern California, including the Santa Rosa Press Democrat, the San Jose Mercury News and San Francisco magazine. Gorn has taught journalism at San Francisco State University and at San Jose State University.
Anna Gorman, MA
Senior Correspondent
Kaiser Health News
AnnaG@kff.org

Anna Gorman is a Senior Correspondent at Kaiser Health News, where she writes about the Affordable Care Act, health policy, and aging issues. Before joining the organization, she spent nearly 15 years as a reporter at the Los Angeles Times. She was a 2011 Nieman Fellow at Harvard University and has taught journalism at both Harvard and at USC Annenberg School for Communication and Journalism. Anna earned her Bachelor's degree from UC Berkeley and her Master's from Columbia University Graduate School of Journalism. At the L.A. Times, she was part of a team that won a 2004 Pulitzer Prize.

Paul Kleyman
Director, Ethnic Elders Newsbeat
New America Media (NAM)
pkleyman@newamericamedia.org

Paul Kleyman directs the Ethnic Elders Newsbeat at New America Media. He edited Aging Today, the newspaper of the American Society on Aging, for 20 years until 2008. Co-founder of the Journalists Network on Generations he edits its e-newsletter, Generations Beat Online. His 1974 book Senior Power: Growing Old Rebelliously was among the first trade-press books on issues in aging. Kleyman received the 2009 Distinguished Service to Journalism Award from the Society of Professional Journalists, Northern California, and received a 2010 health-journalism fellowship from the USC Annenberg School of Communication and Journalism. Kleyman’s articles have appeared in a wide range of print and online publications, such as the Huffington Post, San Francisco Chronicle, Healthreporting.org, Alternet, Truthout, AARP Bulletin, American Medical News, and the Los Angeles Times Syndicate.
Ina Jaffe is a national desk correspondent for NPR, covering California and the West. She covers aging issues and also reports on regional and national politics and elections. Her investigation into how the West L.A. Veterans Administration ignored homeless veterans, her series on rising violence in California state psychiatric hospitals, and her series on California's three-strikes sentencing law have won awards. Jaffe was also the first editor of Weekend Edition Saturday with Scott Simon, which made its debut in 1985. She earned a BA and MA degree in philosophy from the University of Wisconsin—Madison and DePaul University, respectively.

Between 2006 and 2013, Araceli Martínez Ortega was La Opinion's capitol correspondent before relocating to Los Angeles to cover local politics and community issues. She has worked for Univision-San Francisco, and been a correspondent for El Universal, an influential Mexican newspaper. She also contributes to Radio Bilingue. Araceli emigrated from Mexico to California in 2001, after a 12-year career in print and radio. She is a graduate in communication sciences from the National Autonomous University of Mexico. The growth of Latino political power has been documented by her reporting; she has also covered a range of state issues including education, budget, immigration, prisons, health, and elders.
Percentage of Latino Voters 40+ Who:

- Correctly understand what Medicare pays for: 20%
- Had to cut back on food just to get by: 59%
- Family will need long-term care within the next 5 years: 60%
- Are concerned income is not enough to meet daily needs: 78%
- Could not afford 3 months in-home care: 86%
- Could not afford 3 months nursing home care: 91%

Source: TSF Polling Data, 2010-2013
2015 White House Conference on Aging: LTSS Priorities for the Future*

Location: Room 309/310

*This session is available during both the morning and afternoon

The White House recently announced that it will convene the 2015 White House Conference on Aging, as it has done each decade since 1961. Next year also marks the 80th anniversary of Social Security, the 50th anniversary of Medicare, Medicaid, and the Older Americans Act, and the 25th anniversary of the Americans with Disabilities Act. The White House Conference on Aging is an opportunity to honor these key policies as well as to look ahead to the issues that will help shape the landscape for older Americans for the next decade. Attendees will hear from Nora Super, the conference’s Executive Director, and be able to provide their recommendations on LTSS priorities facing older adults nationwide.

Moderator
Bruce Chernof

Speaker
Nora Super
Bruce Chernof currently serves as the President & CEO of The SCAN Foundation, whose mission is to advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence. Dr. Chernof recently served as the Chair of the federal Commission on Long-Term Care. Previously he served as the Director and Chief Medical Officer for the Los Angeles County Department of Health Services. He completed his residency in internal medicine as well as a fellowship in Medical Education at the UCLA School of Medicine. He earned his medical degree from UCLA and completed undergraduate work at Harvard University.

Nora Super is the Executive Director of the 2015 White House Conference on Aging. She previously served in the Office of the National Coordinator for Health Information Technology, where she was responsible for stakeholder engagement, public affairs, and congressional relations. She has also directed federal relations for health and long-term care at AARP, and represented Kaiser Permanente as Director of Public Policy and Government Relations. Nora has worked in academia and in the private sector, including the GWU Medical School, the National Health Policy Forum, the Washington Business Group on Health, and the Employee Benefit Research Institute. Nora studied political science at Tulane University and completed her Master’s in Public Administration, with a concentration in health policy, at George Washington University.
70% of Americans who reach age 65 will need some form of long-term care for an average of three years.

Source: Kemper, Komisar, and Alexihih, 2005
Coordinated Care Initiative: Implementation Update, Issues, and Early Lessons Learned

Location: Plenary Room

This session will provide a high level overview of Coordinated Care Initiative (CCI) implementation, including Cal MediConnect and managed LTSS. Panelists will discuss progress and issues associated with overall implementation, and perspectives on selected issues including care coordination, behavioral health coordination, and access to home and community-based services.

Moderator

Gretchen Alkema (see bio on page 11)

Panelists

Kevin Prindiville
John Shen
Bradley Gilbert
Lydia Missaelides
Kevin Prindiville, JD
Executive Director
National Senior Citizens Law Center (NSCLC)
KPrindiville@nsclc.org

Kevin Prindiville is the Executive Director of the National Senior Citizens Law Center. He is a nationally recognized expert on Medicare and Medicaid policy and has served as counsel in several class action lawsuits protecting low-income seniors access to public benefits. The author of numerous articles, reports and briefs, he frequently testifies before legislators, presents at national conferences and works closely with both federal and state regulatory agencies. He also is quoted often in national and California media. Prior to joining NSCLC, Prindiville worked as a staff attorney at the Pennsylvania Health Law Project in Philadelphia where he represented low-income individuals having trouble obtaining health care. He is a graduate of the University of Pennsylvania Law School and the University of California, San Diego. Prindiville is admitted to the California Bar.

John Shen
Chief, Long-Term Care Division
Department of Health Care Services (DHCS)
john.shen@dhcs.ca.gov

John Shen, Chief of the Long-Term Care Division at the California Department of Health Care Services, has more than 30 years’ experience in health care developing long-term, community-based health programs. He works with health care providers, policy makers, and federal and other state agencies to design integrated service delivery systems, integrate Medicare and Medicaid financing, build operational infrastructures, and implement strategic business plans. At On Lok, a San Francisco nonprofit for the elderly, Mr. Shen oversaw strategic business planning and government relations as well as provider network development, housing development, finance, information systems, compliance, and quality assurance. On Lok’s pioneering model later developed into a program called PACE, or Program of All-Inclusive Care, which is now a permanent Medicare/Medicade program in 20 states.
Bradley Gilbert, MD, MPP
Chief Executive Officer
Inland Empire Health Plan (IEHP)
gilbert-b@iehp.org

In 2008, Bradley Gilbert was appointed CEO of Inland Empire Health Plan, a not-for-profit plan with 840,000 members and a provider network of 3,000. IEHP was the first Medicaid-only plan in California to earn National Committee for Quality Assurance accreditation; a #1 Medicaid HMO ranking from U.S. News and World Report; and is one of the first five health plans across the country to achieve a 5-star rating for Medicare Part D quality and performance. Dr. Gilbert serves on the boards of the Association of Community Affiliated Plans, the California Association of Health Plans, and the Local Health Plans of California. He is board-certified in general preventive medicine with experience in public health, health care delivery, and health care policy development.

Lydia Missaelides, MHA
Executive Director
California Association of Adult Day Services (CAADS)
Lydia@caads.org

Lydia Missaelides is a national expert in adult day services, aging, and LTSS. In her 35-year career she has worked on public policy in mental health, developmental disabilities, and aging. For 25 years, she has directed CAADS, advocating improved access to adult day health care and adult day programs. She serves on the board of directors of the National Adult Day Services Association and received the association’s Ruth Von Behren Award honoring her contributions to the field. She is a charter member of the California Olmstead Advisory Committee and the California Collaborative for LTSS. Her BA in psychology is from University of California, Davis, and her MA in health administration is from USC.
Health Plan Perspective on the Coordinated Care Initiative

Location: Room 311/312

California has launched its effort to move individuals who are dually eligible for both Medicare and Medi-Cal into managed care. Attendees will engage with health plan executives and hear about lessons learned in integrating medical care and LTSS, including coordination and delivery of services and working across these service systems.

**Moderator**

Victor Tabbush

**Panelists**

Beau Hennemann

Cathy Rossberg

Chris Baughman
Victor Tabbush is Professor Emeritus at the UCLA Anderson School of Management. His doctorate is in economics from UCLA. He has directed the Office of Executive Education Programs and served as Senior Associate Dean of the school's executive MBA programs and specializes in health care economics and in health care leadership and management capacity building. He founded the UCLA Management Development Institute to build leadership in health systems in Sub-Saharan Africa and the Johnson & Johnson health care executive program that serves U.S. community clinics and AIDS service organizations. In a new initiative, Dr. Tabbush works with The SCAN Foundation to enhance the management and leadership capacity of community-based organizations that provide LTSS to older adults and persons with disabilities.

Beau Hennemann is the Manager of Home and Community-Based Services for L.A. Care Health Plan, the largest public health plan in the nation. In this role, Beau oversees the transition of In-Home Supportive Services and the Multipurpose Senior Services Program into managed care benefits, and works on the development of services offered as Care Plan Options. He also oversees efforts to establish collaborative relationships with community-based organizations that work to assist seniors and persons with disabilities to remain living independently at home. Prior to working at L. A. Care, Beau spent over 11 years working for the Los Angeles County IHSS Public Authority. Beau is a graduate of the University of Missouri, where he earned a Bachelor of Science degree in Business and Public Administration.
Cathy Rossberg is Sr. Director of Business Development for Anthem Blue Cross and brings over 30 years of health care and government relations experience to the role. Prior to joining Anthem, Cathy was the Chief Operating Officer for the Austin/San Antonio plan for Amerigroup and served as the Deputy Director of Medicaid for the State of Texas. As Deputy Director she designed and implemented the Texas STAR+PLUS program which introduced Managed Care for the SSI population, increasing health outcomes and community living and reducing nursing home stays. Cathy has a BA from Agnes Scott College and lives with her husband Ron in Austin, TX.

Chris Baughman has been with the Health Plan of San Mateo since 2008. As the Director of System Improvement, she leads the organizational improvement efforts through increased efficiency and effectiveness, decreased costs, and better organizational quality. She recently was the project lead for the implementation of CareAdvantage CMC, HPSM’s Cal MediConnect program, and the Coordinated Care Initiative more broadly for HPSM. Chris has also overseen the organization’s business units during implementation of conversion to a new claims system. Prior to joining HPSM, Ms. Baughman was CEO of a rural primary care clinic in the Bay Area. She also has 20 years of experience in hospital administration, including both community and specialty hospitals in Chicago, Nebraska, and California.
Beneficiary Engagement in Cal MediConnect: Identifying and Addressing Challenges

Location: Room 304/305

California began phased enrollment of dual eligible beneficiaries to Cal MediConnect in April. Attendees will learn about beneficiary engagement, choice, and rights in Cal MediConnect, as well as the respective roles of key consumer protection organizations such as the Health Insurance Counseling & Advocacy Programs (HICAP), Health Care Options (HCO), and the Cal MediConnect Ombudsman Program.

**Moderator**
Odette Keeley

**Panelists**
Aileen Harper
Jack Dailey
Hilary Haycock
Amber Cutler
Odette Keeley is Chief of Staff of New America Media, News Anchor and Executive Producer as well as the organization's Director of National Network Building. She hosts and produces NAM's TV show, "New America Now" airing on COMCAST's Hometown Network. In October of 2011, the Filipina Women's Network named her one of the "100 Most Influential Filipina Women in the United States" and applauded her for consistently amplifying the voices and issues of the Filipino community in the larger media and civic landscape. Odette graduated cum laude with a BA in mass communications from the University of the Philippines-Diliman.

Aileen Harper is the Executive Director of the Center for Health Care Rights, a non-profit advocacy organization promoting consumers’ access to quality health care. CHCR provides health insurance counseling services to Medicare beneficiaries and their families in Los Angeles County. Its Medicare State Health Insurance Program is one of the largest in the United States. This direct service work informs Ms. Harper’s advocacy efforts on behalf of Medicare beneficiaries at the state and national levels. She has a BA from University of California, Berkeley and a master’s degree from the University of North Carolina at Chapel Hill.
Jack Dailey, JD  
Senior Attorney  
Legal Aid Society of San Diego (LASSD)  
JackD@lassd.org

Jack Dailey is the Senior Attorney of the Consumer Center for Health Education and Advocacy (CCHEA), of the Legal Aid Society of San Diego, Inc., which assists low-income San Diegans access health care coverage and services. Since graduation from law school in 2004, Jack has worked as a public benefits attorney at Legal Aid, including receiving an Equal Justice Works Fellowship during the first two years of his career. Since LASSD’s receipt of the Cal MediConnect Ombudsman grant, Jack has been involved in all aspects of its implementation, including Ombudsman staff training and management, systems design, and data collection and reporting.

Hilary Haycock, MPP  
Director of Strategic Communication and Outreach  
Harbage Consulting  
hilary@harbageconsulting.com

Hilary Haycock directs strategic communications and outreach for Harbage Consulting, supporting DHCS on the Coordinated Care Initiative, focusing on outreach to beneficiaries, providers and stakeholders. She has also overseen public affairs on health policy for the SEIU California State Council, analyzing health care legislation. She worked on the ACA in several capacities: as a presidential management fellow at the White House domestic policy council, at HHS, and at CMS. Hilary has published extensively on health care safety-net issues and other health reform topics for the Robert Wood Johnson Foundation, Small Business Majority, Center for American Progress Action Fund, AARP, California HealthCare Foundation, and others. Her Master’s degree in Public Policy with a focus on health care is from Georgetown University.
Amber Cutler is a staff attorney with the National Senior Citizens Law Center. She joined NSCLC’s Health Care team in February 2013 and is based in its Los Angeles office. Amber primarily focuses on California’s Coordinated Care Initiative and other changes under the Affordable Care Act impacting low-income seniors and persons with disabilities. Amber formerly worked for Legal Aid of Western Missouri as Director of the Medical Legal Partnership at St. Luke’s Hospital in Kansas City, Missouri. Amber was admitted to the California, Missouri, and Illinois bars and is a 2006 graduate of Washington University School of Law.
Leading Change:
How to Lead Your Organization in a Turbulent Healthcare World

Location: Room 306

The world of healthcare is changing rapidly, creating opportunities for new business models and delivery systems. Using a case study format, attendees will learn about the impact of evolving business environments on organizational culture and develop new skills for leading change.

Moderator
Eric Thai

Panelist
Edward O’Neil
Eric Thai, CPA, MBA  
Director of Finance  
The SCAN Foundation  
EThai@TheSCANFoundation.org

Eric Thai is the Director of Finance for The SCAN Foundation. He is responsible for managing the Foundation’s accounting and finance functions. Mr. Thai joined the Foundation from the SCAN Health Plan, where he conducted operational audits as a Senior Internal Auditor. He has also worked as a Senior Assurance Auditor for Ernst & Young, LLP. He has experience in various industries including: medical device, pharmaceutical, healthcare services, not-for-profit, manufacturing, retail, and asset management. Mr. Thai holds a Bachelor of Arts degree in Business Economics with a Minor in Accounting from UCLA and a Master’s of Business Administration from the UCLA Anderson School of Management. He is a Certified Public Accountant in the State of California.

Edward O’Neil, PhD, MPA  
Owner  
O’Neil & Associates  
herringoneil@gmail.com

Ed O’Neil owns O’Neil & Associates, a management consulting and leadership development firm focused on change and renewal in the health care system. He is also a senior fellow at Stanford University’s Center for Clinical Excellence Research Center and a senior advisor to the Blue Shield Foundation of California and the Gordon and Betty Moore Foundation. He is retired from UCSF where he founded and directed the Center for the Health Professions. O’Neil & Associates assists organizations to understand strategic challenges in a changing health care world. His clients include foundations, academic health centers, public sector providers, the pharmaceutical industry, and providers in health systems and professional practices. He holds degrees from the University of Alabama and from Syracuse University, plus numerous honorary degrees.
Californians vs. Americans on Aging: More informed, concerned about costs

Poll shows that more Californians are in denial about aging than the rest of the U.S.

39% of Californians would “rather not think about it”

31% of the overall U.S. population.

But

41% of Californians say they have a “great deal of concern” about paying for care as they grow older than the nation at large.

29% of Americans

Fewer Californians make the mistake of thinking that Medicare will pay for ongoing home care or nursing home care than the rest of the nation.

30% of Californians

44% of Americans

29% of Californians

37% of Americans

Read more about these findings from the AP-NORC Center for Public Affairs Research poll at www.TheSCANFoundation.org
Senator Carol Liu
Chair, Senate Select Committee on Aging and Long-Term Care
California State Senate
Senator.Liu@sen.ca.gov

Senator Liu was elected to her second term in the California State Senate in 2012. She was an Assembly Member from 2000 to 2006 and served eight years as a City Councillor, including two terms as Mayor of La Cañada Flintridge. She graduated from San Jose State University and holds teaching and administrative credentials from UC Berkeley. Her priority issues are public education reform, early childhood education, access to higher education, and services for the elderly, low-income, disabled, and disadvantaged. Senator Liu chairs the Senate Education Committee and the Select Committee on Aging and Long-Term Care. She is married to Mike Peevey and together they have three children and four grandchildren.
Executive Leadership

Bruce Chernof, President & CEO
Gretchen Alkema, Vice President, Policy and Communications
René Seidel, Vice President, Programs and Operations

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Megan Burke, Policy Analyst
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Sarah Steenhausen, Senior Policy Advisor
Eric Thai, Director of Finance
Erin Westphal, Program Officer

Administration Staff

Gina Alferez, Executive Assistant
Susan Doles, Executive Assistant
Acknowledgments

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Find us at www.TheSCANFoundation.org

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Government Action and Communication Institute (GACI) is a non-partisan 501(c)(3) public policy, education, and research organization specializing in health care, social services, and education issues. GACI is dedicated to bringing the most relevant information - research, best practices, and model programs - to decision makers at the federal, state, and local levels. We use events to provide opportunities for government, academia, and business leaders to talk and work together.

GACI helps decision makers to understand the policy implications of new research. For more than 20 years, the principals at GACI have provided legislative training and education by organizing over 300 conferences, summits, and symposia, briefings and seminars, private meetings, educational tours, webinars, and one-on-one discussions.

GACI has a full time staff and a team of expert consultants in public policy as well as logistics planning and event design. These staff and consultants come from senior positions in state government as well as from private and non-profit leadership.

GACI acknowledges the good work of The SCAN Foundation and the opportunity to better connect health and supportive services - with dignity, choice, and independence - to older adults and persons with disabilities.

Office: 916-966-6643
www.gacinstitute.org
The SCAN Foundation is a non-profit public charity that envisions a society where older adults can access health and supportive services of their choosing to meet their needs. Our mission is to advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.