

## Age+Action

### Recommended Sessions for MIPPA & BEC Grantees

#### LIVE SESSIONS

Live sessions take place at the times indicated; recordings will be available on the conference website following the event. **Highlighted sessions** are strongly recommended for all grantees.

#### Monday, June 6, 2022

10–10:45 am ET      Plenary: Center for Benefits Access Informal Meet & Greet

*New to the MIPPA or Benefits Enrollment Center network? Drop in for this informal gathering to meet the Center staff, say hello to your peers, and ask any burning questions about your work or the Age+Action conference.*

OR

10–10:30 am ET      **Breakout: Preview the Next Generation of BenefitsCheckUp®**

*Starting last year, NCOA undertook a major redesign to take advantage of new technologies for a more flexible, user-centered experience on BenefitsCheckUp. The session will demonstrate the new interface—and how it makes it easier for older adults to find benefits, assess their eligibility, and apply. It is strongly recommended that BECs and any MIPPA grantees that regularly use BenefitsCheckUp attend.*

11 am–12 pm ET      **Plenary: Center for Benefits Access Welcome, Where We Are & Where We're Going**

*The MIPPA & BEC networks continue to make amazing strides in connecting low-income Medicare beneficiaries to benefits, despite another year of pandemic-related challenges. Discover how your individual efforts have led to collective social impact, and get updates from the U.S. Administration for Community Living on a planned MIPPA evaluation effort.*

3:30–4:30 pm ET      **^^Breakout: Enrollment in Medicare A&B – Easy as 1, 2, 3?**

*Medicare enrollment into A & B is not as simple as 1, 2, 3. Learn how and when to apply for Medicare and the ways in which local*

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\*\*Session features speaker from MIPPA/SHIP Network

*State Health Insurance Assistance Programs can support the process for those with low literacy or limited English proficiency.*

4:30–5:30 pm ET

**Breakout: Aging in Debt: Learn About Debt Trends and Help Your Clients Navigate Common Challenges**

*Your older clients may need extra support when dealing with financial service providers such as lenders, loan servicers, and debt collectors. Discover how older adults experience debt problems through the lens of the Consumer Financial Protection Bureau (CFPB)'s complaint system, and how complaints inform our work. In this session, you will learn about important new rights under the CFPB's recent debt collection rule.*

6–7 pm ET

**\*\*Staying Connected: Using Facebook LIVE to Reach Your Audiences**

*In this session, the Indiana State Health Insurance Assistance Program (SHIP), will share our two years of experience doing Facebook LIVE presentations. Stuck at home, having our fill of webinar after webinar and connecting with people on Facebook in our personal lives, we decided we'd try it as an outreach tool. Since 2020, we have presented diverse topics and partnered with many agencies to provide the public with important information. An important part of this session will include the technical "how-tos": Streaming from ZOOM to Facebook, how to deal with technical difficulties, and how to glean important information from Facebook analytics for a meaningful report will be discussed.*

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## Tuesday, June 7, 2022

10–11 am ET

**^^Breakout: Don't Go It Alone: A Teamwork Approach to Issue Spotting and Problem Resolution**

*Through this presentation attendees will learn the importance of having partnerships in place across the aging network and will hear case studies demonstrating how complex problems were resolved quickly and efficiently as a result of those partnerships. The presenters will demonstrate that this work is accomplished by partners learning to issue spot and referring to the appropriate expert, with no increased costs. This model of partnerships and cooperation provides better outcomes for the consumer and greater satisfaction for the advocate because they are able to refer the consumer to the correct resource with confidence.*

OR

10–11 am ET

**\*\*Breakout: Not all Beneficiary Sessions are Created Equal**

*In our work with the public, beneficiaries or caregivers may come to us for assistance in an emotional or behavioral state, which can create hurdles that must be addressed either upfront or throughout the session. If these hurdles are not overcome quickly, sessions can get sidetracked, making it difficult for staff to be effective and for clients to get their needs met. This presentation will provide a framework and strategies for assisting staff in safely and effectively addressing and overcoming these barriers.*

11 am–12 pm ET

**Plenary: Center for Benefits Interactive Session on Equity**

*Last year, the Administration for Community Living worked with the Center to conduct a baseline assessment that examined outcomes and experiences of people of color and other underserved groups served by the BECs. After reviewing key findings from this assessment, we will break into smaller groups to discuss successes and challenges in meeting the needs of specific populations.*

1–2 pm ET

**\*\*Plenary: Making Medicare Work for Low-Income Seniors**

*Since 1965, Americans have depended on Medicare to meet their health care needs in retirement. For low-income individuals, it's an even more critical lifeline. Improvements are needed to shore up the program's promise to those who have trouble affording*

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*Medicare's cost-sharing requirements. Hear how the Administration is prioritizing this population, what fixes are being debated in Washington, and what organizations are doing on the ground to meet low-income Medicare beneficiaries' needs.*

4:30–5:30 pm ET

**Breakout: Promoting Economic Security for Seniors: An Overview of New, Non-Medical Benefits in Medicare Advantage**

*This session will highlight services available to help meet long-term care and social needs through recent benefit flexibilities available in Medicare Advantage (MA). The session will describe these new authorities, what benefits are available in MA plans, details on what these benefits look like, how SHIPs are educating beneficiaries about these benefits, and highlight benefit trends, growth, and opportunities for CBOs to partner with MA plans.*

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## Wednesday, June 8, 2022

10–11 am ET

**\*\*Breakout: Welcome to Medicare...Online: Pain Points and Silver Linings**

*The COVID-19 pandemic forced many services online that had been traditionally offered in person. For the State Health Insurance Assistance Programs (SHIPs), this included educational sessions for people becoming eligible for Medicare. In 2021, the SHIP National Technical Assistance Center hosted a Welcome to Medicare Virtual Fair with interactive exhibits and educational presentations by state SHIP expert trainers and national experts. This session will describe the lessons learned from that event, should you wish to try this model for your program's outreach to the public.*

OR

10–11 am ET

**Breakout: The Marriage between Medicaid, Medicare and Military Benefits: Engaging the Veterans You Serve**

*In this session you will learn the intersection of and specific nuances between Medicaid and VA benefits and how you can better serve aging Veterans in your community by improving your military cultural competency.*

11 am–12 pm ET

**Plenary: Center for Benefits Interactive Session on Innovative Outreach Tactics**

*Do you know what counts as allowable expenses for outreach materials under your MIPPA/BEC grant? Want to know what other organizations have used successfully to promote their programs? This interactive session will feature quizzes, a "highlights reel" of outreach swag, and an opportunity to weigh in and find out what messages and approaches might work for your community.*

3:30–4:30 pm ET

**Breakout: Women Who Served: From Military to Veteran, across the Lifespan**

*Hear first-hand accounts of the experiences of female veterans as it relates to health care, access to resources and benefits, and how to better serve/recognize the women in your communities who have served in the armed forces and who may be hiding in plain sight.*

OR

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3:30–4:30 pm ET

**Breakout: Day Late and a Dollar Short: A Financial Guide and Tools for Underserved Older Women**

*Women workers have responsibility for successfully planning their retirement while also facing several challenges that put them at greater financial risk. Basic retirement capability is critical, yet those most at-risk do not have access to key information. This session will build awareness and provide a roadmap and tools for Aging Network professionals, advocates, and program coordinators to help underserved and under-resourced women and families navigate their retirement journey.*

4:30–5:30 pm ET

**Breakout: Combatting Financial Exploitation: Building an Evidence Base for Bystander Intervention as a Primary Prevention Strategy**

*For almost all social justice issues, there are bystanders who can recognize and address problematic attitudes and behaviors before they result in harm. Financial exploitation of older adults is one issue for which bystander intervention is a promising prevention strategy. Vera House, Inc. in Syracuse, NY has implemented and evaluated a pilot program to train professionals and community members in bystander intervention techniques that can be employed when financial exploitation of an older adult is suspected.*

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## ON DEMAND SESSIONS

On demand sessions are pre-recorded and can be viewed at any time during or after the conference.

### **No Wrong Door: From Foundations to Intentional Community Partnerships**

*This session will provide a brief overview of the characteristics of a strong No Wrong Door (NWD) system. The presenters will also discuss NWD service design and delivery, as developed by the Administration for Community Living (ACL), with a focus on the NWD role in benefits access and eligibility. Examples of varying models of state delivery systems and strategic Community Based Organization (CBO) partnerships will be shared with emphasis on replicability, design considerations, and person-centeredness.*

### **On the Front Lines of COVID-19 Fraud with the SMP**

*Learn about the Senior Medicare Patrol (SMP) program's unique perspective on COVID-19 fraud complaints received over the course of the pandemic, including specific trends, data analytics, and resources related to prevention and reporting potential fraud.*

### **^^The VA Partnership Dilemma**

*Many who call the BECs are caregivers trying to find information and resources for their loved ones. Though your agency may not have a caregiver support program there are resources out there. And if they are caregivers of Veterans, they may have multiple options! But how do you learn and connect to those programs? Or who...how...do you find your local VA Caregiver Support Program coordinator? We have ANSWERS for you! Utah's Area Agency on Aging has developed a strong partnership with our local VA Medical Center Caregiver Support Program Coordinator, and are going to share their resources and story with you!*

### **Social Security: Breaking Down Financial Barriers for Seniors and People with Disabilities**

*Social Security programs provide critical services to millions of seniors and people with disabilities. Learn how you can help others apply for these important benefits.*

### **Addressing Older Adult Food Insecurity with Federal Nutrition Programs and State Policy Solutions**

*Join state and national experts on food insecurity and anti-hunger programs for a discussion of the challenges and opportunities for addressing older adult food insecurity. Presenters will set the stage with a look at food insecurity among older adults and an overview of the range of nutrition programs for older adults; dive into the Supplemental Nutrition Assistance Program (SNAP), a readily-available and proven-effective program for addressing food insecurity for older adults; share out new research on the impact COVID-19 SNAP benefit increases have had on older adult food insecurity and health; and explore innovative state legislation in the District of Columbia focused on combating older adult hunger and poverty.*

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