

"All Hands on Deck"



2014

North Carolina
Association on Aging
Annual

Training Conference

April 23-24
New Bern, NC

Register Today!

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North Carolina Association on Aging
ANNUAL TRAINING CONFERENCE
"All Hands On Deck"

**New Bern Riverfront
 Convention Center**
 Wednesday, April 23 through
 Thursday, April 24
 New Bern, North Carolina

The North Carolina Association on Aging will hold its **Annual Training Conference on Wednesday, April 23 – Thursday, April 24, 2014** at the **New Bern Riverfront Convention Center**. The theme for the 2014 Conference is "All Hands on Deck" focusing on the importance of working together in our ever changing aging environment.

The NCAOA Annual Training Conference is an excellent opportunity to network with a concentrated, yet diverse number of aging professionals and volunteers. ***The NCAOA Training Conference is now the only state aging conference in North Carolina.*** More than 200+ persons are expected to attend, making our conference large enough for quality, but small enough for good interaction among participants.

Previous Conference Attendee Fields

AAA Staff	DSS Staff	Policy Makers
Administrators	Family Caregivers	Program Directors
Adult Services Staff	Government Leaders	Researchers/Educators
Aging Service Providers	Health Care Professionals	Senior Adults
Business Associates	Nutrition Service Staff	Senior Center Staff
Caregiver Specialists	Ombudsmen	Students
Case Managers	Parks & Recreation Staff	Volunteers
Consultants	Planners	

We Hope YOU Will Join Us!

Conference Hotel Accommodation Information

NCAOA has secured group rates at two New Bern hotels within walking distance to the Convention Center.

DoubleTree by Hilton New Bern – Riverfront Address: 100 Middle Street, New Bern, NC 28560

Reservation Phone: 1-252-638 3585 Hotel Rate: \$119.00 per night

NCAOA Group Code: NAA Group Rate End Date: Monday, March 31, 2014

Courtyard Riverfront New Bern Address: 218 East Front St., New Bern, NC 28560

Reservation Phone: 1-800-321-2211 Hotel Rate: \$119.00 per night

NCAOA Group Code: NC Association on Aging Group Rate End Date: Tuesday, April 1, 2014

2014 NCAOA CONFERENCE AT A GLANCE

Tuesday, April 22, 2014

1:00 p.m. – 5:00 p.m. Hunger Summit (Sponsored by AARP-NC)

Wednesday, April 23, 2014

8:30 a.m. – 10:00 a.m. Registration Desk and Exhibit Hall Opens

10:00 a.m. – 11:30 a.m. Opening Session

11:30 a.m. – 12:30 p.m. Lunch

12:30 p.m. – 1:45 p.m. Concurrent Workshops A

1:45 p.m. – 2:00 p.m. Break

2:00 p.m. – 3:15 p.m. Concurrent Workshops B

3:15 p.m. – 3:30 p.m. Break

3:30 p.m. – 4:45 p.m. Concurrent Workshops C

5:00 p.m. – 7:30 p.m. NCAOA Networking Event (Silent Auction Opens)

Thursday, April 24, 2014

7:30 a.m. – 8:30 a.m. Registration Desk Open and Alliance Meetings

8:30 a.m. – 9:15 a.m. General Session

8:30 a.m. NC AIRS Testing (See Page 10 for Details)

Certified Information and Referral Specialist (CIRS) Exam

9:15 a.m. – 9:30 a.m. Break


9:30 a.m. – 10:45 a.m. Concurrent Workshops D

10:45 a.m. – 11:00 a.m. Break (Silent Auction Ends)


11:00 a.m. – 12:15 p.m. Concurrent Workshops E

12:15 p.m. – 1:30 p.m. NCAOA Awards Luncheon and Conference Closing

1:30 p.m. – 2:30 p.m. NCAOA Board of Directors Meeting



The 2014 NCAOA Excellence in the Field of Aging Awards



The North Carolina Association on Aging is pleased to announce that it is now accepting nominations for Excellence in the Field of Aging Awards. These awards categories are as follows:

Service Excellence Award

This award honors an **employee** for the quality of direct service they provide to older adults in their community. Candidates must be front line service delivery workers.

Guiding Star Award

This award honors a **supervisor** or manager for quality supervisory skills in the management of programs and staff they provide that benefit older adults. This award recognizes their ability to supervise and motivate staff as they provide quality work in their community.

Rising Star

This award honors a **rising star employee** with three or fewer years of work experience in the aging network. This award recognizes their ability to take on leadership roles and an interest in the future of their organization and the field of aging.

Leadership Excellence Award

This award honors a **Chief Executive/Administrative Officer** for the quality of leadership and organizational management they provide to their organization and to the aging network. Candidates must have significant year (candidate is preferred have 5 plus years of work experience) as a Chief Executive or Administrative Officer with their organization.

Reaching for the Stars – Innovative Program Award

This award honors an **agency** that has an innovative and creative program that is working to enrich the lives of older adults. We are looking for programs that are creative but effective in enhancing the lives of older adults.

Visit NCAOA.org for a nomination form. Please submit nominations by April 4th.



Real Possibilities in

North Carolina

Nearly 9 million people 50+ struggle every day to put food on the table. One in four 50+ North Carolinians are food insecure and need food assistance. They need a voice and advocate to find hunger solutions. AARP Foundation Drive to End Hunger (DTEH) and Meals on Wheels Association of NC (MOWANC) are collaborating together with NC Feeding America to address and find hunger solutions among the 50+ population in North Carolina. At The HUNGER summit, you will hear from elected officials, hunger experts and consumers to identify and find hunger solutions for the 50+ population in NC.

APRIL 22, 2014

HUNGER SUMMIT

1:00-5:00pm

New Bern Convention Center



Hunger and its serious health consequences (e.g., diabetes, depression, even malnutrition) are one of the most formidable public health challenges facing the United States today, particularly among older people.

CONTACT: <http://www.ncaoa.org>



Conference General Sessions

Wednesday, April 23 at 10:00 am

Opening Session

**Ellie Hollander, President and Chief Executive Officer,
Meals On Wheels Association of America**

**Dennis Streets, Director,
NC Division of Aging and Adult Services**

Presenter Biographical Information:

Ellie Hollander was named President and Chief Executive Officer of the Meals On Wheels Association of America in February 2013. This move brought together decades of experience working with aging populations, membership organizations, for-profits and non-profits.

Ellie came to Meals On Wheels from Good360 (formerly Gifts In Kind International), where she had been serving as Chief Strategy Officer and Executive Vice President of Business Development since 2010. While at Good360, Ellie led the organization to a more rigorous and disciplined approach to setting strategy, determining performance and impact metrics and developing plans to operationalize the strategy. She also oversaw the sourcing of millions of dollars of product donations from Fortune 500 companies that were then distributed to thousands of nonprofits serving millions of people in need.

Prior to her tenure at Good360, Ellie was an executive at AARP, serving twice as interim Associate Executive Director for Membership and for eight years as Executive Vice President and Chief People Officer. Ellie's professional background also includes extensive experience in business and membership development, marketing and communications.

Ellie earned a BA with double-majors in Economics and French from Duke University and later graduated from the Duke Fuqua School of Business' Advanced Management Program. Honored by the *Washington Business Journal* as one of its "Women Who Mean Business," Ellie is a member of the George Washington University School of Business Corporate Collaborative Council, a member of the Board of Directors for the International Association of Corporate and Professional Recruitment and a former member of the Board of Gifts In Kind International.

Dennis Streets is the Director of the North Carolina Division of Aging and Adult Services (DAAS). He was appointed by the Secretary of the Department of Health and Human Services in February 2006, after serving as the Chief of the DAAS Budget, Planning, and Systems Support Section. He has worked at the Division since 1996. Streets has devoted his career to working in the field of aging and adult services.

His work experience includes government service with the Division of Social Services and the Triangle J Area Agency on Aging. He spent time in the private sector as the executive director of The Evergreens, Inc, a non-profit long-term care organization, and as a professional relations representative with Blue Cross and Blue Shield of North Carolina. He also served as coordinator of the Center for Aging Research and Educational Services at the UNC-Chapel Hill School of Social Work. Streets earned his BA in Political Science, a Masters in Public Health (with a concentration in Health Administration and Policy), and a Masters in the Arts of Teaching from UNC-Chapel Hill; he is also a licensed nursing home administrator. He lives in Chatham County with his wife, Dawn, and two sons, Clark and Matt.

Thursday, April 24 at 8:30 am

General Session

Helen Mack, Life Reimagined Facilitator, AARP

Helen's undergraduate work was done at Wilkes University in Wilkes-Barre, PA. She completed an MS in elementary education at Nazareth College in Rochester, NY. After retiring as an elementary school principal, Helen returned to the University of North Carolina at Greensboro to complete a gerontological counseling degree along with a gerontology certificate. She is a National Writing Project fellow, and a fellow of the Senior Leadership Initiative at the UNC-Chapel Hill Institute on Aging. She is a master trainer in Living Healthy (Chronic Disease Self-Management Program and Diabetes), Matter of Balance, and for the Powerful Tools for Caregivers workshops. She is certified in MOST, an advanced directive procedure. She is a member of the Forsyth County Aging Services Committee, serving on several committees including the Senior Power Think Tank and the Home Community care Block Grant. She works with Second Spring Arts Inc, and Equality-Winston-Salem. She is an appointed volunteer with the NC AARP as a health specialist, especially interested in the Drive to End Hunger, the "You Earned a Say" efforts and Work Reimagined for older workers. She recently became part of the Volunteer Facilitating and Training Team for the national AARP. Helen is an avid reader, likes to knit and embroider, practices meditation, enjoys hiking the Blue Ridge trails and a good cup of coffee, roots for the NY Yankees, appreciates good friends and the wines of her adopted state of North Carolina. She has one grown daughter, a huge extended family and just plain enjoys life.

Presentation Focus: Life Reimagined

Dreaming of more? Life Reimagined puts the power of change in your hands, letting you take control of your transitions—and decisions. Life Reimagined is all about possibilities—envisioning them, evaluating them and making them reality. Online and in person, you get expert guidance and resources for your situation, along with support from peers pursuing similar goals for work, relationships, health and finance. Find fresh meaning through the Life Reimagined approach: an authentic way to rethink—and realize—what's possible for you. Use our steps and tips to guide you through personal changes and toward your goals. Start from where you are now in your life and explore where the possibilities lead you. Whether transforming a passion into a career or revamping your health, Life Reimagined empowers you to turn dreams into reality.

Thursday, April 24 at 12:15 pm

NCAOA Awards Luncheon & Conference Closing

Lee Covington, President, North Carolina Association on Aging
"State of the Association"

Workshop Options

Wednesday, April 23, 2014

12:30 p.m. – 1:45 p.m. Concurrent Workshops A

1) Part A: Medicare Improvements for Patients and Providers Act

This presentation will focus on the MIPPA program for individuals eligible for Low Income Subsidy and Medicare Savings Program.

Presented by: Van Braxton, Director, NC Dept of Insurance SHIP Program

Part B: All hands should be on deck when it comes to protecting Medicare beneficiaries

Are you a caregiver? Do you work with the elderly and disabled? Are you familiar with what Medicare does or doesn't cover? Do you know how to read your statements that comes from the doctors, hospital, or providers? Come learn how you can assist in educating individuals about Medicare fraud. Hear some examples of Medicare fraud and learn what happened to the individuals that scammed the elderly and disabled. Just as Uncle Sam says, "We want you!" You can help with spreading the word about.

Presented by: Kevin Robertson, NCSMP Program Director, NC Senior Medicare Patrol Program - NCDOL/SHIP; April Harvell, ZPIC Program Integrity Supervisor, Advanced Med

2) Meals On Wheels Association of North Carolina Meeting

The Meals On Wheels Association of North Carolina (MOWANC) was recently established as a state chapter affiliated with the Meals On Wheels Association of America (MOWAA). The formation of this state association was developed as an outgrowth of the North Carolina Association on Aging (NCAOA) Nutrition Alliance in an effort to put a more formal structure to this existing group. If you are a current MOWANC member or interested in joining, consider attending this session for important updates while participating in networking opportunities and sharing of best practices.

Presented by: MOWANC Board Members

3) Remember, It's Not Your Money!

Ever wonder what the legal responsibilities are when someone becomes an attorney-in-fact under a power of attorney? Find out how to stay within the law and uphold the 4 basic responsibilities of a fiduciary when named by a power of attorney, or you are appointed as a guardian or named a repayee for some one else's benefits. Come and learn about both the North Carolina state laws governing fiduciaries and the national Consumer Financial Protection Bureau Office for Older Americans (the only federal office dedicated to the financial health of Americans age 62 and over).

Presented by: Lynne Berry, Legal Services Developer, NC DHHS Division of Aging & Adult Services; Shazia Keller, Staff Attorney, Legal Aid of North Carolina- Concord Office

(Continued on next page)

4) Leading Board Meetings and Serving on Committees: Rules, Roles, and Responsibilities

This session will educate participants on serving on boards, committees and the process of running meetings efficiently. Foundations of Robert's Rules of Order, by-laws, agendas and meeting processes will be addressed.

Presented by: Diane Skalko, Executive Director, Pitt County Council on Aging, Inc.

2:00 p.m. – 3:15 p.m. Concurrent Workshops B

1) Community Housing Options for Seniors

Workshop will emphasize affordable housing options available to seniors and the role care-givers and service agencies can play in helping seniors to access and maintain those housing units.

Presented by: Martha Are, Housing and Homeless Unit Manager, DHHS- Division of Aging and Adult Services

2) Thinking Like a Business

T. Lee Covington and his team will present on how ADTS of Rockingham County strategically planned to meet the needs of its seniors and individuals with disabilities. He will share information about an exciting new program at ADTS - @Home Assisted Living - a bundle of in-home services developed for individuals to choose from in order to avoid entering a facility. Packages include services such as a Certified Nurse Aide, Home Delivered Meals, Adult Day Health Services and Round-trip Transportation and care coordination. His team will also share how they are utilizing volunteers and engaging with the local faith community to meet ongoing needs. ADTS has proudly served the citizens of Rockingham County for over four decades

Presented by: T. Lee Covington, Executive Director, ADTS of Rockingham County

3) Pets and their Impact on Seniors

We all love our animals. This talk will go more broach the topic of the impact a pet has on a senior's life day to day life. How it affects their personal schedules, their demeanors, their pocket book and, in some cases, their actual life choices as they grow older. Often times a pet or pets can have a major impact on if and when care takes place for that senior whether that is at home, a retirement community, or a healthcare facility.

Presented by: Phil Koch, President / Owner, ComForcare Home Care

4) A Comprehensive Model of Caregiver Support Services

A new and innovative service model developed by Guiding Lights Caregiver Support Center is helping family and professional caregivers deliver the best care possible, while diminishing their fears, doubts, and stress. The model includes an integrated set of services that provide high-quality information, access to community resources, and training in caregiving skills. It builds collaboration with the healthcare system and meets the growing needs of older adults, regardless of income level.

Presented by: Nicole Bruno, Executive Director, Guiding Lights Caregiver Support Center

1) Incorporating Athletic Training Techniques in Exercise Programs

The aging Baby Boomer generation has promoted unique collaborative efforts bridging disciplines to meet the demands on this emerging population. Gerontology and Athletic Training Education are brought together in this study to demonstrate the benefits of multi-disciplinary approach, especially in the exercise program development, fall prevention, and healthy physical and cognitive aging.

Presented by: Haley Todaro, Teaching Assistant, Barton College Gerontology Program ; J. Steven Fulks, Ph.D., Director of the Gerontology Program, Barton College

2) Fundraising and Special Events to Help Your Agency Achieve its Goals

Fundraising boot camp will provide a variety of specific examples and suggestions of tried and true fundraising practices and events.

Presented by: Holly Marion, Vice President of Development, Senior Services, Inc.

3) Supporting an Aging Veteran: Help is Available

Navigating the process of meeting the varying needs of older adults is a challenge familiar to many. Does being a veteran affect those needs and the resources available to them? The answer is probably yes. Who? What? When? Where? How? This presentation will discuss some of the resources and services available specifically for veterans (including those for their caregivers). We will also equip you with contact numbers to assist you with future VA questions, once you leave here today.

Presented by: Marsha Alishahi, Spinal Cord Injury Coordinator/Social Worker, Durham Veterans Affairs Medical Center; Reann Meeker-Spreitzer, MSW, Hematology Oncology Social Worker, Durham Veterans Affairs Medical Center

4) Programs of All-Inclusive Care for the Elderly in North Carolina (PACE) 101

Programs of All-Inclusive Care for the Elderly (or, PACE) are one of many excellent choices for senior care. In North Carolina, PACE agencies are rapidly growing in answer to the increasing needs of the aging population throughout our state. But what, exactly, is PACE? What does a PACE program provide for seniors and how can your agency benefit from a collaboration with a PACE program? We will provide answers to these questions and more during this introduction to PACE services.

Presented by: Adria Smith, Quality and Performance Improvement Coordinator, PACE of the Triad; Ellen Smith, RN, Center Manager, PACE of the Triad

1) NC AIRS Certified Information and Referral Specialist (CIRS) Exam (Beginning at 8:30 am)

NCAIRS will host a AIRS certification exam at the NCAOA conference. Applications to take an exam are due in the AIRS office **30 days prior to a test** (AIRS Certification, 11240 Waples Mill Rd., Suite 200, Fairfax, VA 22030). There will be an ABCs of I&R Training held on April 24, 2014 at 8:30 am, at the New Bern Riverfront Convention Center. Please contact Marti Morris at 704-996-0422/ marti.j.morris@gmail.com for more information.

Please be aware that registration for your local Affiliate Conference or the AIRS Conference does not constitute registration for the AIRS Certification exam. If you are interested in taking a test, all certification exam applications, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for Certification with your conference registration. **Please follow this link to access the certification exam form**

<http://www.airs.org/i4a/pages/index.cfm?pageid=3311>

2) Part A: Step by Step Guide to Caregiving: From Initial Signs to Diagnosis to Intervention

Caregiving has become a normative experience in our society. Nevertheless, caregivers too often do not know how to proceed, what resources are available and may become overwhelmed. This project provides a step by step guide to navigating the broad array of programs and services available.

Presented by: Meaghan Tyson, Student, Barton College Gerontology Program; Emily Kaczmar, Student, Barton College Gerontology Program; J. Steven Fulks, Ph.D., Director of the Gerontology Program, Barton College;

Part B: Male Caregiving: The Theory and One Man's Perspective

Although Caregiving for an older family member is well established as a normative family experience, research into Male Caregiving remains a largely overlooked area of study. This presentation offers a framework of what is known of gender differences in caregiving, and offers the personal experiences of a male raised by his grandfather who later developed Alzheimer's Disease. This blending of personal experiences with the theory offers a unique perspective on male caregiving.

Presented by: Harvey Holmes, Student, Barton College Gerontology Program; Brittany Robinson, Student, Barton College Gerontology Program; J. Steven Fulks, Ph.D., Director of the Gerontology Program, Barton College

3) Making a Difference for Homebound Seniors: Healthy IDEAS, Identifying Depression and Offering Solutions

The American Psychological Association reports that as many as 20% of seniors in the community and up to 37% of nursing home residents experience depression. Like other mental illnesses depression carries a stigma and is frequently under diagnosed and undertreated in seniors. As an added value component to their home delivered meals program (Mobile Meals), Senior Resources of Guilford is implementing in collaboration with the UNC School of Nursing Healthy IDEAS (Identifying Depression, Empowering Activities for Seniors), an evidenced based program developed by the Baylor College of Medicine and sponsored by the National Council on Aging (NCOA).

(Continued on next page)

Healthy IDEAS seeks to help seniors manage their depressive symptoms through referrals and by engaging in meaningful activities or valued behaviors that can improve their mood. Come and learn more about this opportunity to improve the quality of life of the seniors you serve.

Presented by: Renee Griffin, Assistant Director, Senior Resources of Guilford

4) NC Senior Games: Still Leading the Way After 30 Years

In celebrating the 30th anniversary of NC Senior Games, Inc., this workshop will examine: the legacy of the statewide network of local programs, the importance of volunteerism and partnerships, the leveraging of in-kind resources and the evaluative research that proves the wellness benefits of participation. North Carolina Senior Games is the largest program of its' type in the United States and this presentation will demonstrate the reasons for the success of this program in our state.

Presented by: Brad Allen, President and Executive Director, NC Senior Games; Lynn Harrell, Associate Director, NC Senior Games, Inc.

11:00 a.m. – 12:15 p.m. Concurrent Workshops E

1) 30 Days and Beyond: Mecklenburg County's efforts to reduce hospital readmissions

The Aging and Disabilities CRC serving Mecklenburg County has been involved in Care Transitions efforts since 2010. Join us as we share our unique demonstration project and lessons learned as DSS, Novant Health, Carolinas HealthCare, PACE, local Home Health agencies, and other community partners joined together. This entailed offering a 30 day "bundle" service package of Social Work, IHA, RN, home delivered meals and transportation services to at risk seniors identified in the hospital and Emergency Room in order to reduce hospital readmissions and ER visits.

Presented by: Renee' Dutcher, Social Services Manager, Department of Social Services

2) How not to Be Picked As a Victim of Crime

How to react to a possibly violent individual inside your facility. How to react to a possibly violent individual inside his location. How to react to a possibly violent individual out on the street or in the parking lot. How to react if you are locked down, or confronted with an active shooter. This presentation will also have a focus on our Senior Centers and how to confront these situations.

Presented by: Steve Grinstead, Founder, Coalition for Crime Prevention, Inc

3) Consumer Directed Service: An Alternative for Traditional In-Home Aide Service

This session will review the concept and philosophy of consumer directed services (CDS) including which clients are appropriate for CDS as a cost-effective alternative to receiving traditional In-Home Aide or other community based home services. Presenters will provide an overview of the Home Care Independence Program (CDS) using Home and Community Care Block Grant (HCCBG) funding as well as the roles for the local provider, the client/caregiver and the fiduciary agent contracted by DAAS.

Presented by: Mary Jo Littlewood, Home Care Consultant, Division of Aging and Adult Services; Mark Hensley, Project C.A.R.E. Director, Division of Aging and Adult Services (DAAS)

Additional Conference Events

NCAOA Conference
Networking Event

Wednesday, April 23rd, 5:00 PM to 7:30 PM
New Bern Riverfront Convention Center

**Dine &
DESIGN**



PAINTING INSTRUCTIONS BY WINE AND DESIGN NEW BERN

NCAOA Silent Auction

Call for Auction Items:

From “**Murphy to Manteo**” and Everywhere in Between

Please consider bringing an item to be auctioned – all proceeds go to NCAOA to further the advancement of our efforts to serve as an advocate and support organization for older adults, service providers and associated organizations throughout North Carolina.

The items that are most well received are items that represent a local “treasure” from your community (i.e. Sanford and Seagrove Pottery, High Country Baskets, etc.)

Bidding Opportunities:

***Wednesday, April 23rd at 5:00 p.m. through
Thursday, April 24th at 11:00 a.m.*** (winners will be announced at Awards Luncheon)

For more information, please contact the Chair: Alan Winstead at alan@wakemow.com

Conference Registration Options

All Conference attendees must register online. Once registration is complete, a confirmation will be sent via email. If you are paying by check, please include a copy of the online confirmation for all your registered attendees and mail to the address below.
*If you are registering a group of attendees, you only have to complete one online registration – there is an option to add additional attendees.

<u>Register Online</u>	<u>Complete the Online Form and Mail Payment to:</u>
http://conta.cc/1qzINL8	NCAOA, PO Box 10341, Raleigh, NC 27605-0341

Conference Registration Options:

Registration (On or before April 4th)	\$150 members	\$175 non-members
Day Rate	\$100 members	\$125 non-members
Student Day Rate	\$25 student fee	
Speaker Registration attending full conference	\$136 members	\$150 non-members
Speaker Registration not attending full conference	No Charge	No Charge

Payment Options: Credit Card via PayPal Online on Mail in Check

If After April 4th: \$20.00 additional fee applied to all registrations:

Registration	\$170 members	\$195 non-members
Day Rate	\$120 members	\$145 non-members
Student Day Rate	\$45 student fee	
Speaker Registration attending full conference	\$156 members	\$170 non-members
Speaker Registration not attending full conference	No Charge	No Charge

Additional Conference Events:

Hunger Summit (Sponsored by AARP-NC)

Tuesday, April 22nd – 1:00 pm to 5:00 pm
 Cost: Free

Dine and Design Networking Reception

Wednesday, April 23rd – 5:00 pm to 7:30 pm
 Cost: Included in Full Conference Registration Cost and Wednesday (4/23) Day Rate
 Extra Event Ticket: \$40.00 each

*Please include a copy of the online confirmation form with payment.

Cancellation Policy: Refund of half your registration fee will be made if written notice of cancellation is postmarked by April 11, 2014.

Please visit ncaoa.org for information on membership.

We Look Forward to Seeing YOU at the Conference!

Please contact Nina Walters with any questions at ncaoaconferencecord@gmail.com or 336-602-2219.

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