

**MCOA  
OUTREACH SUMMIT WORKING GROUP  
&  
BUFFET LUNCHEON  
Worcester Senior Center  
Wednesday, November 2, 2011**

**Agenda:**

**9:30 – 10:00      Registration**

**10:00 – 10:15      Welcome and Introductions**

**10:15 – 12:00      “The Annual Enrollment Period: Are You Really Ready”**

Representatives from the Boston Regional Office for the Centers for Medicare and Medicaid Services will explain improvements to Medicare under the Affordable Care Act that will improve quality and enhance choice for beneficiaries. Changes we will cover include changes in the enrollment periods, marketing of plans, plan ratings and special enrollment periods for 5 star plans. We will also highlight current Affordable Care Act provisions assisting the uninsured.

**Presented by: Maureen Kerrigan, JD**

She is Partnership and Outreach Manager for the Division of Medicare Health Plans, Centers for Medicare and Medicaid Services, Boston Regional Office, serving the 6 New England States. Among her roles is heading the National Medicare Training Program in the Boston Region, organizing and providing trainings throughout the Region. Maureen has more than 25 years experience in health care policy.

**12:15 –1:00      Lunch/Round Table Discussion**

Many of you have asked to have more of an opportunity to share with each other, so let’s eat and discuss what is working and not working at our Senior Centers.

**1:00 – 2:45      “Maintaining Professional Boundaries”**

Professional boundaries are those invisible lines that exist between the worker and the client as well as the client’s caregiver. This session will assist you in identifying these “lines” which allow all of those involved to maintain a professional relationship and avoid having a work relationship evolve into one on a social level. Learn the definition of the term “Professional Boundaries”; Examples of when it is or is NOT appropriate to cross professional boundaries and examples of preventing it.

**Presented by: CherylAnn S. Owoc, RN, BSN, MEd; Outreach Worker, Holden COA**

\*\*\*\*\*

Registration deadline is Wednesday, October 26, 2011

**Registration: \$20.00 including morning coffee & luncheon  
\$10.00 for morning only**

**Registrant’s Name**

**COA/Agency**

---

---

**Total Due \_\_\_\_\_**

**Payment or Purchase Order should accompany registration form. Make checks payable to MCOA.**

Send to: MCOA, 116 Pleasant Street, Ste 306, Easthampton, MA 01027-1283

Or: Tel: (413)527-6425, Fax: (413) 527-7138 or Email: [janiece@mcoaonline.com](mailto:janiece@mcoaonline.com)

**Directions to Worcester Senior Center  
128 Providence Street, Worcester 01064 - 508.799.1232**

**From the North:** Route 190 South to 290 West. Take Exit 14, Route 122. This exit goes two ways: you should go straight and Route 122 bears right. Take a left onto Harrison Street. Go over bridge and to the stop sign at the top of the hill. Take a right onto Providence Street. Stay on Providence Street through one stop sign (Dorchester Street) and one street light (Winthrop Street). The senior center is the brick building on the right. Take the first right onto Spurr Street and the second driveway on the right is the parking lot.

**From the South, West and East:** Mass. Pike to 290 east. Take Exit 13, Vernon Street. Turn right at end of exit and go up Vernon Street. At the fork in the road, you can take the right (Vernon Street) and then a left onto Spurr Street. Or at the fork you take the left (Winthrop Street) and at the street light take a right onto Providence Street. The senior center is the big brick building on your right. Take the first right onto Spurr Street and the parking lot entrance is the second driveway on the right. The office is w/c accessible.