

**MCOA  
OUTREACH SUMMIT WORKING GROUP  
&  
BUFFET LUNCHEON  
Worcester Senior Center  
Wednesday, September 22, 2010**

**Agenda:**

**9:30 - 10:00    Registration**

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

**10:15 – 12:15    “Staying Connected to Utility Service”**

**Darlene R. Wong** is a National Consumer Law Center (NCLC) staff attorney with a focus on utility issues affecting low-income consumers. For eight years before joining NCLC in 2009, she focused on public utilities regulation at the Pennsylvania Office of Consumer Advocate. She has litigated rate and service quality cases involving issues of rate setting, consumer protection, engineering and environmental concerns as relate to water, energy, and telecommunications companies. She is also a contributing author to NCLC’s publication, *Access to Utility Service 2010 Supplement*.

**12:15 - 1 2:45    Lunch/Networking**

**1:00 - 2:45    “Health Care Reform and Medicare”**

**Cindy Phillips**, director of the Massachusetts SHIP. She started working with the Massachusetts SHIP Program. “SHINE”, in 1994 and has served in the capacities of Regional SHINE Director, Training Coordinator, Manager of Field Operations and now State Program Director. On March 23, 2010 comprehensive health care reform, the Patient Protection and Affordable Care Act, was signed into law. This workshop is designed to provide specific information about the impact of the law on Medicare beneficiaries and dual eligible individuals and the timeline of program implementation. Information specific to Massachusetts residents and the upcoming Fall Open Enrollment Period will be discussed.

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Registration deadline is Tuesday, September 14, 2010

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

**Registrant’s Name**

**COA/Agency**

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**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.