



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Aging

# 2026 Adult Day Services Conference

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March 24-25

Hawthorne Inn | Winston-Salem

# Acknowledgements

*This conference wouldn't have been possible without the support from our partners. We are deeply grateful for the following people who helped make this a success:*

Glenda Artis  
Arlisa Ashe  
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Jessalyn Bridges  
Anita Brock-Carter  
Rebecca Freeman  
Louise Noble  
Lorrie Roth  
Selena Royal  
Sheila Stephens  
Teresa Troup



NC PACE  
ASSOCIATION





# 2026 ADULT DAY SERVICES CONFERENCE

## *Reconnect, Renew, and REIMAGINE!*

March 24-25, 2026  
**AGENDA**

### Tuesday, March 24

Time	Agenda Item	Room	Presenter(s)
8:00	<b>Registration Opens</b>		
9:00	<b>From Survival to Sustainability: Building a Thriving Future for Adult Day Services</b>	Sycamore Room	Elizabeth Williams, Mountain Aging Partners
9:30	<b>CONCURRENT SESSIONS</b>		
	<b>Initial Certification</b>	Sycamore Room	Glenda Artis, NC Division of Aging
	<b>Comparison of NC Standards for Certification to Best Practices and Predictors of Success</b>	Poplar Room	Teresa Troup, NC Adult Day Services Association
10:30	<b>Break</b>		
11:00	<b>CONCURRENT SESSIONS</b>		
	<b>Initial Certification</b> (continued)	Sycamore Room	Glenda Artis, NC Division of Aging
	<b>The Cost of Excellence</b>	Poplar Room	Anita Brock-Carter, Well-Spring Solutions, Lee Covington, Senior Services, Inc.
12:00	<b>Lunch and Networking</b>	Sycamore Room	
1:00	<b>Navigating the Adult Day Care Recertification Process</b>	Sycamore Room	Terrie Deal, NC Division of Aging
2:00	<b>Break</b>		
2:30	<b>Funding Panel: Innovations Waiver, Veterans Administration, Child and Adult Care Food Program, Home and Community Care and Social Service Block Grant, Program for All-Inclusive Care for Elderly</b>	Sycamore Room	Karen Lainez-Rubi- CACFP, Dean Smith- PACE, Deborah Phillips- VA, Glenda Artis-DA, Racine Allen- Innovations waiver
4:00	<b>Adjourn</b>		

**Wednesday, March 25**

<b>Time</b>	<b>Agenda Item</b>	<b>Room/Facilitator</b>	<b>Presenter</b>
8:00	<b>Breakfast</b>	Sycamore Room	
9:00	<b>The State of Aging in NC and The Road Ahead</b>	Sycamore Room	Mary Bethel, NC Coalition on Aging, Carla West, NC Human Services, Child Support, Economic Services, Aging, and Operations
10:00	<b>Break</b>		
10:30	<b>CONCURRENT SESSIONS</b>		
	<b>Procedures for Monitoring and Addressing Violations</b>	Sycamore Room	Terrie Deal, NC Division of Aging
	<b>Olmstead and North Carolina's Olmstead Plan</b>	Poplar Room	Deb Goda, NC Office of the Secretary
11:30	<b>Team Building and Leadership through Intergenerational Connection</b>	Sycamore Room	Renee Griffin, Lee Covington, Senior Services, Inc.
12:30	<b>Lunch and Networking</b>	Sycamore Room	
1:30	<b>CONCURRENT SESSIONS</b>		
	<b>Complaint Policy</b>	Sycamore Room	Glenda Artis, NC Division of Aging
	<b>Caregiver Resources: Support at Every Level</b>	Poplar Room	Amanda Swanger, Kasie Odum, NC Division of Aging
2:30	<b>Break</b>		
2:45	<b>Facilitated Discussion: Conversations that Count</b>	Sycamore Room	
3:50	<b>Wrap up</b>	Sycamore Room	Glenda Artis and Terrie Deal, NC Division of Aging
4:00	<b>Adjourn</b>		

# Presentation Details

**Tuesday, March 24, 2026**

## **From Survival to Sustainability: Building a Thriving Future for Adult Day Services** **9:00 AM | Sycamore Room**

*Conference opening session with Elizabeth Williams of Mountain Aging Partners, focusing on the realities adult day services have faced, the strength that has carried the work forward, and the growing momentum shaping its future.*

## **Initial Certification** **9:30 | Sycamore Room**

*This session will provide an overview of the process of becoming a certified adult day care or adult day health program. This will include a discussion of the county role in the certification process and the requirements of the initial certification application.*

## **Comparison of NC Standards for Certification to Best Practices/Predictors of Success** **9:30 | Poplar Room**

*Compliance with the NC Standards for Certification earns legal rights to operate an adult day center but falls far short of any assurance that the center will succeed. Discover the gaps between the legal operating requirements and the road to success.*

## **Initial Certification (continued)** **11:00 | Sycamore Room**

*Continuation from 9:30 Initial Certification*

## **The Cost of Excellence** **11:00 | Poplar Room**

*This training will explore how provider assumptions and bias can influence the way adult day services are valued and communicated, particularly around private pay. We'll focus on reframing these services as a high-value investment for families and strengthening how providers clearly articulate outcomes and benefits to support growth and sustainability.*

## **Navigating the Adult Day Care Recertification Process**

**1:00 | Sycamore Room**

*This presentation provides a step-by-step overview of the adult day care or adult day health recertification process for County Coordinators and Health Specialists. It covers required documentation—including certification reports, budgets, inspections, and personnel records—key submission timelines, and common errors to avoid. Participants will gain practical tips to ensure the recertification package is complete, accurate, and submitted on time for a smooth and successful approval process.*

## **Funding Panel: Innovations Waiver, Veterans Administration, Child and Adult Care Food Program, Home and Community Care and Social Service Block Grant, Program for All-Inclusive Care for Elderly**

**2:30 | Sycamore Room**

*This panel provides a high-level overview of key funding streams that support Adult Day Care services, including the Innovations Waiver, Veterans Administration, Child and Adult Care Food Program (CACFP), Home and Community Care Block Grant and Social Services Block Grant, and the Program of All-Inclusive Care for the Elderly (PACE). Panelists will discuss how these funding sources impact service delivery, access, and sustainability.*

**Wednesday, March 25, 2026**

## **State of the State Plenary: State of Aging in NC and The Road Ahead**

**9:00 | Sycamore Room**

*Attendees will hear timely updates about emerging priorities and key developments shaping programs, including adult day services, across North Carolina, along with insights into where the field is headed and how providers can prepare for what's next.*

## **Procedures for Monitoring and Addressing Violations**

**10:30 | Sycamore Room**

*This presentation provides an overview of the purpose, processes, and responsibilities for monitoring adult day care or adult day health programs and addressing violations. Attendees will learn how to conduct monitoring visits, accurately complete monitoring reports, including when no violations are identified, and support providers in maintaining compliance.*

## **Olmstead and North Carolina's Olmstead Plan**

**10:30 | Poplar Room**

*During this session, we will provide a brief overview of the Olmstead ruling and explain why it is significant. We will also discuss the current actions and initiatives in North Carolina related to Olmstead compliance and share details about North Carolina's Olmstead Plan. This presentation is designed to help stakeholders, advocates, and service providers understand how North Carolina is advancing community integration and supporting individuals with disabilities.*

## **Team Building and Leadership through Intergenerational Connection**

**11:30 | Sycamore Room**

*This session will explore how intergenerational engagement can strengthen teams, support leadership development, and foster meaningful connection across organizations and communities.*

## **Complaint Policy**

**1:30 | Sycamore Room**

*This session is a review of the complaint policy and the steps that county staff take when a complaint is received about an adult day care or adult day health program. This will encompass receipt of the complaint, steps in the investigation of the complaint and any corrective action if needed and close out of the complaint.*

## **Caregiver Resources: Support at Every Level**

**1:30 | Poplar Room**

*Join Amanda Swanger and Kasie Odham for an informative session on caregiver resources available at the local, state, and national level. This presentation will provide an overview of key programs designed to support family caregivers, including the Family Caregiver Support Program, Project C.A.R.E., Lifespan Respite, and the NC Family Caregiver Portal. Attendees will learn how these initiatives work together to offer education, respite, and practical tools that enhance the well-being of caregivers and their loved ones.*

## **Facilitated Discussion: CONVERSATIONS THAT COUNT**

**2:45 | Sycamore Room**

# Facilitated Discussion: Conversations that Count

Roundtable discussion groups are designed to engage workers from a variety of disciplines around a variety of topics. Each table will include a color-coded tent card that corresponds to topics that attendees choose at registration on Day 2. We encourage everyone to choose a table with people you haven't worked with before. New conversations bring out the best ideas!

## Topics Include:

### Big Picture & Future of Adult Day

- *How do you see the role of adult day services changing over the next 5–10 years?*
- *What would you prioritize if adult day services suddenly had stronger national visibility or funding?*

### Operations & Program Design

- *How do you balance structured activities with person-centered choice?*
- *What operational change improved quality of care the most with the least cost?*

### Workforce & Staffing

- *What strategies have helped you recruit and retain quality staff?*
- *How do you prevent burnout among direct care workers?*

### Caregiver Support & Family Engagement

- *What caregiver needs are still underserved by adult day programs?*
- *How do you measure caregiver relief or satisfaction?*

### Health Outcomes & Clinical Integration

- *What health outcomes should adult day services be tracking more consistently?*
- *What barriers exist to sharing data with hospitals or primary care providers?*

### Dementia & Complex Needs

- *How are programs adapting to higher acuity or behavioral health needs?*
- *Where do programs struggle most with dementia or complex care needs?*

## **Equity, Access & Community Reach**

- *What populations are still not accessing adult day services—and why?*
- *How can programs better serve culturally and linguistically diverse communities?*

## **Funding, Policy, & Sustainability**

- *What policy change would most strengthen adult day services?*
- *What sustainability strategies have actually worked (not just sounded good)?*

## **Innovation & Lessons Learned**

- *What's a small innovation that made a big difference?*
- *If you were starting a program today, what would you do differently?*

## **Reflection**

- *What question do we not ask often enough in this field?*
- *What gives you the most hope about the future of adult day services?*

## **Monitoring Process & Consistency**

- *How do you work to ensure consistency across different monitors and regions?*
- *What does a “high-quality” adult day program look like from a monitor’s perspective?*

## **Collaboration with Providers**

- *What practices from providers make monitoring visits more effective?*
- *How can providers better prepare for monitoring visits?*
- *What examples have you seen of strong provider–monitor collaboration?*

## About the Presenters

**Racine Allen** is an I/DD policy consultant supporting the NC Innovations waiver with the Behavioral Health Section of the Division of Health Benefits. Racine has served in the role since December 2023. Prior to joining the Division, Racine worked with the Division of Health Service Regulation as a Compliance Consultant overseeing the Assisted Living Administrator program, Multi-Unit Housing services, and the Star Rating program. Racine's Medicaid tenure also includes policy and consultant work with the Community Alternatives Program for Children and Disabled Adults (CAP/C and CAP/DA). As a dedicated public servant, Racine has worked in various capacities in the Medicaid field including case management, quality, compliance and eligibility. In the current role, she looks forward to continuing the work of NC Medicaid in supporting the health and well-being of North Carolinians, addressing systemic challenges, and improving outcomes for vulnerable populations.

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**Glenda Artis** earned her Master of Social Work with a concentration in Medical and Health Services from the University of North Carolina at Chapel Hill. Glenda has been working with adults and in particular, aging adults for over 38 years. She has worked in various settings in health and human services. In 1998, she began working for the NC Division of Aging as a program quality assurance specialist. Glenda works specifically with In-Home Aide Services and Adult Day Services. Glenda has lead responsibilities for certification for adult day care and adult day health programs, as well provides technical assistance to county agencies in the area of adult day care and Home and Community Block Grant monitoring of these services. In the area of In-Home Services, she serves as a monitor in those services, assists with training to service providers, and provides technical assistance to consumers and providers.

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**Mary Bethel** worked in North Carolina for over 40 years in a variety of direct service, administrative, supervisory, advocacy, and policy roles to address challenges faced by older adults and to create opportunities for successful aging. She began her career as a social worker with a county department of social services in Virginia. This was followed by a 30 year career at the N.C. Division of Aging and 10 years as Associate State Director for Advocacy for AARP North Carolina. From 2015 to 2020 she served as the President/Founding Executive Director of the NC Coalition on Aging. In 2021 she was honored as a Pioneer in the Field of Aging in North Carolina. While at AARP NC, she received their top national Advocacy Award. In her retirement, she serves on numerous boards, advisory committees and work groups related to aging, health, and community services including the Governor's Advisory Council on Aging and the Board

(Chair) for the N.C. Coalition on Aging. She is currently serving as Co-lead for the Multi-Sector Plan on Aging for North Carolina called All Ages, All Stages NC. Mary is a native of Bertie County in eastern North Carolina where she grew up on a family farm.

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**Anita Brock-Carter** has a Bachelor of Social Work degree from UNCG and over 30 years' experience with in-home and group respite care models as well as adult day services, caregiver education and support and grant writing. She has extensive training in Person Centered Care and her current role is as Executive Director of Memory Care Services at Well-Spring Solutions. Additionally, she is the immediate past president of the NC Adult Day Services Association.

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**T. Lee Covington** currently serves as President of Senior Services where he has been since 2015. Lee holds a B.S. in Finance from Elon University, a Masters of Public Administration from UNC-Greensboro and an Executive Certificate in Nonprofit Management from Duke University. For more than 35 years, he has held leadership positions in community-based nonprofits across North Carolina. He also has served as President of the NC Association on Aging, President of Meals-on-Wheels Association of NC and currently is board chair for the NC Adult Day Services Association.

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**Terrie Deal** is an Adult Day Care Program Consultant at the Division of Aging with the Department of Health and Human Services, where she has worked for nearly three years. She has over 20 years of experience in human services, with expertise in program administration, housing services, and regulatory compliance. Her background includes serving as a Program Director for an adult day care center and as an Affordable Housing Support Supervisor for Wake County, where she managed HUD grants, led multidisciplinary team, and ensured compliance for supportive housing programs. Terrie holds a Bachelor of Social Work from NC State University and enjoys cycling, spending time with family and friends, and playing with her two dogs.

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**Deb Goda** is the Director of the Olmstead Office at NCDHHS. She has over 25 years of experience supporting people with intellectual and developmental disabilities, mental illness, and substance use disorders through employment, housing, and other services. Deb received her Social Work degree from Penn State University.

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**Renee Griffin** is the Creative Aging and Partnerships Officer for Senior Services and leads the agency's Creative Connections Department and Age-Friendly Forsyth Program. She is responsible for coordinating the twenty-four partners and the collaborative programming designed to provide intentional intergenerational interaction in the Intergenerational Center for Arts and Wellness (Generations Center). Much of the work of the Generations Center is centered on the belief that people of all ages and abilities are creative, and that the arts and creativity impact health, wellness and quality of life. Renee Griffin has 28 years of nonprofit experience in North Carolina's Aging Network.

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**Karen Lainez-Rubi** has been working as the supervisor for the NC CACFP Nutrition, Training, and Policy Team for more than 10 years. Before that, she worked promoting health, nutrition, and safety in Head Start and Migrant Head Start centers across the state. She has also worked in heart disease and stroke prevention, diabetes education, and as a clinical dietitian in several hospitals. She is originally from Kailua, Hawaii and had the privilege of teaching nutrition courses at the University of Hawaii in Honolulu (her alma mater).

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**Kasie Odham** serves as the Project C.A.R.E Specialist and No Wrong Door Consultant with the Division of Aging at the Department of Health and Human Services. She holds a Bachelor's in Gerontology and a Master's in Business Administration from Barton College and joined DHHS in March 2020. For four years, Kasie worked in Adult Services, where she led statewide training for Adult Protective Services, Adult Services Supervisors training, and developed specialized courses for non-APS staff. Since transitioning to her current role in December 2024, she has collaborated with community partners to strengthen care coordination, expand knowledge of caregiver resources, and oversee Project C.A.R.E host sites supporting dementia caregivers across North Carolina. Through her work with No Wrong Door, Kasie advances person-centered planning and improves access to long-term services and supports for individuals and families.

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**Deborah Phillips**, BSN, RN; Home and Community Based Care/ Community Adult Day Health Coordinator with W.G. "Bill" Hefner VA Medical Center in Salisbury, NC.

I have been a nurse for 23 years with the past 10 of those years spent caring for our Nation's Veteran population with the Department of Veterans Affairs. I truly have a passion for Veterans and meeting their unique health care needs. During my career, I have worked in many fields including medical telemetry, gastroenterology, neurology, risk management, primary care/women's health, oncology, hospice and have had many roles throughout my time in VA.

My husband and I have been married for 25 years with two children. In my free time, I enjoy watching our daughter play high school soccer, traveling, reading and flower gardening.

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**Dean Smith**, LTSS Unit Manager, Division of Health Benefits. Responsible for oversight of PACE, PASRR, and Nursing Facilities Programs. Dean has been with NC Medicaid for five years. Before coming to NC Medicaid, Dean spent over 20 years holding several positions as a Licensed Nursing Home Administrator in OH, VA, SC, and NC. His experience includes for profit and not for profit organizations and a state operated Veterans Nursing Home. Dean earned a bachelor's degree in Business Administration with a concentration in Human Resources from the University of Akron and an MBA in Healthcare Administration from Cleveland State University. Dean is also a Veteran having served in the United States Navy as a hospital corpsman.

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**Amanda Swanger** is the Family Caregiver Support Program Consultant and NC Lifespan Respite Project Director for the North Carolina Division of Aging, where she collaborates with partners statewide to support programs that provide resources, respite, and guidance to family caregivers. Prior to joining the Division, Amanda served as the Family Caregiver Support Program administrator for Rowan and Lincoln Counties and has experience providing Information & Assistance and SHIP counseling. She maintains her SHIP certification and continues assisting during Medicare Open Enrollment. Amanda holds a Master of Arts in Gerontology from the University of North Carolina at Charlotte. In her spare time, she enjoys yoga, hiking with her dog, and growing her farm stand business.

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**Teresa Troup**, MBA, BSW, Executive Director, NC Adult Day Services Association

Teresa Troup returned in April of 2025 as Executive Director for the NC Adult Day Services Association, a position she held for 23 years until 2018. She has worked for over 30 years in the adult day services field where she began her career working directly with local programs in a variety of supervisory and leadership positions. While working as the State Association Director she also served for five years as Director of the National Adult Day Services Association. She also has leadership experience in assisted living administration, storm recovery, and community health work with Duke University Health System. She has an undergraduate degree in Social Work from Campbell University and MBA Plus in Health Care Administration from Gardner-Webb University.

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**Carla West** is the Director for Human Services at the North Carolina Department of Health and Human Services, where she works to ensure that individuals and families across the state have access to equitable, person-centered services that truly make a difference. Driven by a deep commitment to helping people achieve stability and independence, Carla oversees programs like Child Support Services, TANF, SNAP, and refugee assistance, as well as initiatives through the Division of Aging that support older adults through supportive services, housing, and the All Ages, All Stages NC Multisector Plan for Aging. She is passionate about creating systems that not only meet immediate needs but also foster long-term well-being and opportunity. Carla serves on the boards of North Carolina Council on Developmental Disabilities (NCCDD) and the Interagency Council for Coordinating Homelessness Programs (ICCHP). She holds an MBA and a BS in Business Management from Bellevue University and brings years of experience and dedication to building stronger communities across North Carolina.

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**Elizabeth Williams** is the Executive Director of Mountain Aging Partners, a nonprofit organization formed through the merger of Mountain Care Adult Day and the Council on Aging for Henderson County. With two decades of leadership in aging services, Elizabeth has guided the integration of adult day health, caregiver support, nutrition services, and community-based aging programs into a unified regional model focused on sustainability and access. Elizabeth is a passionate advocate for Adult Day Services as a critical — and underutilized — component of the long-term care continuum. Her passion centers on helping older adults remain in their homes and communities while providing meaningful support to caregivers navigating neurocognitive changes and the health challenges of older adults. She frequently speaks on nonprofit sustainability, collaborative service models, and the future of community-based aging services. Elizabeth brings both systems-level perspective and frontline experience to conversations about how we build communities that truly support aging well.

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**Ginger Yarbrough**, MPA, NADD-DDS, CPHQ is the Chief Clinical Officer of IDD, TBI, and Olmstead for the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS). Ginger started in the field as a Direct Support Professional in college. She has worked in local provider agencies supervising DSPs and a day program. Ginger has also worked as a Care Manager for a Complex Integrated Care Team and most recently in Quality Management at a Local Management Entity (LME). Ginger has her Bachelor of Psychology from NC State University and her Master of Public Administration from UNC-Chapel Hill. Ginger joined DMHDDSUS in March 2023.

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