



Forum on North Carolina's Aging Workforce

September 23-24, 2008

Brownstone Hotel, Raleigh NC

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Welcome Letter from Governor Michael F. Easley



STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR
20301 MAIL SERVICE CENTER • RALEIGH, NC 27699-0301

MICHAEL F. EASLEY
GOVERNOR

September 23, 2008

Dear Friends:

It is my privilege to welcome you to the *Aging Workforce Forum* of the Governor's Advisory Council on Aging. I know this event comes with much preparation and hard work.

During the last four years, the Governor's Advisory Council on Aging has shared its legislative recommendations, conducted forums, and submitted reports regarding issues such as the federal definition of homebound, the rural elderly, housing, and transportation. The topic of today's forum was selected based on new information on major changes related to the workforce.

I welcome the Council's co-sponsors present to discuss this issue; the North Carolina Institute on Aging, the Department of Commerce's Division of Workforce Development, and the Division of Aging and Adult Services. I commend the participants for your dedication to improving the lives of our state's elderly population.

Mary joins me in welcoming you to the *Aging Workforce Forum*. We wish you a productive and successful meeting.

With kindest regards, I remain

Very truly yours,

A handwritten signature in black ink, appearing to read "M. Easley".

Michael F. Easley

MFE/kwm



LOCATION: 116 WEST JONES STREET • RALEIGH, NC • TELEPHONE: (919) 733-5811

About the Governor's Advisory Council on Aging

The Governor's Advisory Council on Aging is authorized by state legislation (G.S. 143B-181) to carry out the following duties and functions:

- Make recommendations to the Governor and the Secretary of the Department of Health and Human Services aimed at improving human services to the elderly.
- Study ways and means to promote public understanding of the problems of the aging, to consider the need for new State programs in the field of aging, and to make recommendations to and advise the Governor and the Secretary on these matters.
- Advise the Department of Health and Human Services in the preparation of a plan describing the quality, extent and scope of services currently provided or to be provided to elderly persons in North Carolina.
- Study the programs of the State agencies that provide services for elderly persons and to advise the Governor and the Secretary on the coordination of programs to prevent duplication and overlapping of such services.
- Advise the Governor and Secretary upon any matter referred to the Council by them.

The Council is comprised of 33 members. Twenty-nine members are appointed by the Governor, and the President Pro Tempore of the Senate and the Speaker of the House of Representatives each appoint two members. There are 19 at large members to the Council and 14 members who represent State agencies or organizations, as spelled out in the authorizing legislation, whose programs or services impact older people.

Current Members of the Council

Members at Large

Ann Johnson, Chapel Hill (Chair)
Rev. Phil Brown, Carthage
Pat Capehart, Washington
David Herbert, Asheville
Kathy Lowe, Lewisville
Thelma Lennon, Raleigh
Jean Longley, Canton
John Lucas, Durham
Daniel Mosca, Browns Summit
Mary Murphy, Louisburg
Lee Riddick, Gatesville
Betty Rising, Lumberton
M.W. (Mokie) Stancil, Selma
Mary Alice Teets, Pembroke
Carolyn Bland, New Bern
Ruth Watkins, Rockingham
Rev. Elbert Lee, Jr., Rocky Mount
Ed Worley, Whiteville
E.C. Modlin, Fayetteville

Agency/Organizations Members

Employment Security Commission
Dr. Luci Bearon, Cooperative Extension Service
Art Britt, Department of Labor
Janice Carmichael, Dept. of Crime Control and Public Safety
Starla Huggins, Teacher's and State Employee's Retirement System Division
Lloyd Inman, Jr. Dept. of Environment and Natural Resources
Dept. of Cultural Resources
Dr. Victor Marshall, UNC-CH School of Public Health/UNC Institute on Aging
Priscilla Maynor, Dept. of Public Instruction
Carla Obiol, Dept. of Insurance
Dr. Mary Ann Salmon, UNC-CH School of Social Work
Dr. Marsha Fretwell, NC Medical Society
McKinley Wooten, Jr., Dept. of Administration
Renee Godwin Batts, NC Community College System



Welcome Letter from Ann Johnson



North Carolina Department of Health and Human Services Governor's Advisory Council on Aging

Michael F. Easley, Governor
Dempsey Benton, Secretary

Ann B. Johnson
Chair

Dear Colleagues,

I am Ann Johnson, Chair of the Governor's Advisory Council and I call this Forum on North Carolina's Aging Workforce to order. The Governor sends his apologies and a letter of welcome.

North Carolina's Aging Workforce represents the sixth topic examined by the Governor's Advisory Council since 1998 when I became Chair. The previous topics were:

1. Definition of "homebound" for Medicare and Medicaid
2. Information and Assistance for Older Adults in North Carolina
3. Serving Older Adults in Rural North Carolina
4. Transportation for Older Adults in North Carolina
5. Housing for Older Adults in North Carolina

Recommendations from each of the symposiums were forwarded to the Governor and to the Secretary of Human Resources. I am gratified to report that some of these recommendations resulted in major changes benefiting older adults in North Carolina.

The topic for the Forum emerged as the Governor's Advisory Council became aware of the many issues facing older workers and employers in both the public and private sectors. We became especially concerned as the huge increase of older adults over age 45, the so-called "Baby Boomers", approach the age of eligibility for Medicare and Social Security.

The complexity of workforce issues was clarified for us by Dr. Victor Marshall, the Director of the UNC Institute on Aging and a member of the Governor's Advisory Council.

I want to thank a number of individuals and organizations that made this Forum possible. Members of the Planning Committee worked long and hard: Pat Capehart, the Committee's Chair, Renee Batts, Myra Beatty, Phil Brown, Mary Edwards, Victor Marshall, and Peter Stein. We are especially grateful to Mary Edwards of DAAS and Diane Wurzinger and Danielle Borasky of UNC-IOA for coordinating the complex arrangements, registration, and information for this conference.

I am also grateful for the on-going work of the Governor's Advisory Council on Aging; the UNC- Institute on Aging; the North Carolina Department of Commerce; and the North Carolina Division on Aging and Adult Services.

I also want to acknowledge the generous financial support of our Sponsors: GlaxoSmithKline; SAS; Duke Energy; AARP; Senior Citizens Association; Workforce Development Board, N.C.Department of Commerce; NC Health Care Facilities Association; Coalition on Aging; NASW-NC; and the NC Association of LTC Facilities

Finally my special thanks to Pat Capehart, Vice-Chair of the Governor's Advisory Council, for her Leadership of the Planning Committee for this Forum. Pat retired from a career in the Department of Social Services where she worked with the Department of Commerce dealing with employment.

I now turn this meeting over to her.

Ann B. Johnson
Chair, Governor's Advisory Council on Aging

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Thanks to...

Forum Planning Committee Members

Pat Capehart, Committee Chair, Vice-Chairperson, Governor's Advisory Council on Aging

Renee Batts, Program Coordinator-Health Services, Academic & Student Services, North Carolina Community College System

Myra Beatty, Workforce Policy Associate, NC Dept. of Commerce, Division of Workforce Development

The Reverend Phillip Brown, Immediate Past President, NC Senior Citizens Association

Ann Johnson, Chairperson, Governor's Advisory Council on Aging

Victor Marshall, Director, UNC Institute on Aging

Peter Stein, Associate Director for Aging Workforce Initiatives, UNC Institute on Aging

Forum Organizers

Governor's Advisory Council on Aging

UNC Institute on Aging

North Carolina Department of Commerce, Workforce Development Board

North Carolina Division on Aging and Adult Services



Welcome Letter from Victor Marshall and Peter Stein



September 23, 2008

Dear Colleagues,

Welcome to the Forum on North Carolina's Aging Workforce. The Governor's Advisory Council on Aging, the North Carolina Department of Commerce, and the UNC Institute on Aging have organized this very timely examination of the Aging Workforce-- globally, nationally, and in North Carolina.

We are grateful for your participation.

The U.S. workforce is growing older and becoming more age-diverse. According to the U.S. Bureau of Labor Statistics, in the next decade, the number of workers up to age 54 will increase slightly, while workers 55 and older will be grow sharply. The number of workers 65+ is predicted to increase by more than 80 per cent.

A key question is the extent to which employers and government agencies are aware of and are prepared for the impact of this trend. This trend poses critical issues for older workers themselves. The graying of the labor force, nationally and in North Carolina, poses short and long-term challenges to private and public organizations.

The Forum will focus on many of these challenges, a focus that will continue well beyond the conference. We are proud that the State of North Carolina is turning its attention to the multi-faceted issues posed by an aging workforce. We need to deliberate but also to act.

Welcome to the Forum. We thank you for your participation as we learn from each other about the complexities and the seriousness of the aging workforce.

Victor W. Marshall, Ph.D.

Peter J. Stein, Ph.D.

A handwritten signature in black ink that reads "Victor W. Marshall".

A handwritten signature in black ink that reads "Peter J. Stein".

Director
UNC-Institute on Aging

Associate Director, Aging Workforce Initiatives
UNC- Institute on Aging

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Thank You to Our Forum Sponsors



The goals of this Forum on North Carolina's Aging Workforce include:

- To alert the corporate and public sectors about the impending shortage of workers due to the aging workforce
- To present information about the need for, and the value of, older workers remaining in the labor force
- To inform employers of the need for flexible working arrangements to accommodate an aging workforce
- To address the challenges facing workers and employers due to workforce aging
- To encourage the development of leadership in all sectors to address the issues related to an aging workforce
- To identify policy changes and appropriate legislative actions

Agenda: Tuesday, September 23, 2008

11:00 a.m. **Registration**

1:00 p.m. **Welcome and Introductions**

Ann Johnson, Chairperson, Governor's Advisory Council on Aging

Moderator: Pat Capehart, Vice-Chairperson, Governor's Advisory Council on Aging

1:15 p.m. **Keynote Speaker**

Victor Marshall, Ph.D., Director, Institute on Aging, University of North Carolina

"Aging Workforce Issues: The Big Picture"

1:30 p.m. **Keynote Speaker**

Bill A. Shore, GlaxoSmithKline and Chair, Institute for a Competitive Workforce,
U.S. Chamber of Commerce

"Aging Workforce Issues: The U.S. Context"

2:00 p.m. **Keynote Speaker**

Roger Shackelford, Executive Director, Division of Workforce Development,
Department of Commerce, North Carolina

"Meeting Future Workforce Needs in NC"

2:30 p.m. **Break**

2:50 p.m. **PANEL: The Brain Drain**

Moderator: Leslie Boney, Associate Vice President for Economic Development,
Research, Policy, and Planning; UNC

M. Allison Honeycutt; Workforce Strategy Director, Duke Energy Human
Resources, Charlotte, NC

"The Brain Drain from a Private Sector Perspective: The Case of Duke Energy"

Dr. Willow Jacobson, School of Government, UNC at Chapel Hill

"Succession Planning and the Brain Drain among North Carolina Municipal
Employees"

Dr. Robert Clark, College of Management, North Carolina State University

"The Aging of the UNC Faculty and its Implications for Higher Education in North
Carolina"



- 4:15 p.m. **PANEL: Survival as an Older Worker**
Moderator: Myra Beatty, Department of Commerce, Division of Workforce Development
- Laura Linnan, ScD, CHES., Health Behavior and Health Education, UNC – Chapel Hill
"Health Promotion for an Aging Workforce"
- MaryBe McMillan, PhD; Secretary-Treasurer, North Carolina State AFL-CIO
"The Future of an Aging Workforce"
- Janelle C. Edwards; Washington, NC
"Real Experiences as an Older Worker"
- 5:30p.m. **Adjourn**
- 5:30 p.m. **Reception At The Brownstone Including Cash Bar**
- 6:30 p.m. **Dinner At The Brownstone; Roosevelt Room**
Introduction: Pat Capehart
Dinner Speaker: Deborah Russell, Director of Workforce Issues, AARP
"Talent Management for a 21st Century Workforce: The AARP Workforce Assessment Tool"
- 8:30 p.m. **Adjourn**

Agenda: Wednesday, September 24, 2008

8:30 a.m.

PANEL: How to Retain and Retrain Older Workers

Moderator: Dr. Jesse White, Director, Office of Economic and Business Development, UNC-Chapel Hill

Ms. Willa Dickens, Associate Vice President for Workforce Development, NC Community College System

"How Community Colleges Can Train This Valuable Population"

Don Davis, Vice-President for Workforce Development, National Council on Aging, Washington, DC

"Effective Strategies for Recruitment, Retention, and Management of Older Workers"

Cynthia Vail, Director, Senior Counseling and Employment, Durham, NC

"Programs for Senior Employment – From North Carolina to Arizona"

Mary Cichocki, Lead Volunteer, Mature Workforce Speakers Bureau –AARP- NC

"Overview of how the Mature Workforce Speakers Bureau has tried to influence companies to retain, recruit and hire Boomers"

10:00 a.m.

Break

10:15 a.m.

PANEL: How to Create an Age-Friendly Workplace

Moderator: Lou Fuller, Director of Human Resources/Risk Management, Duke Energy, Charlotte, N.C.

Laura Wallace, Manager Work/Life and EAP Programs, SAS Employee and Family Solutions

"Creating, Maintaining and Enhancing Engagement with a Maturing Workforce"

Neil Charness, PhD; William G. Chase Professor of Psychology, Florida State University

"Promoting a Comfortable Workstation Environment at Work and at Home"

David E. Cottengim, President, Resources for Seniors, Inc., Raleigh, NC

"The Benefits of Hiring and Retaining Older Workers"

11:30 a.m.

Small Group Discussion



12:30 p.m. **Luncheon**
Brief Reports from Breakout Groups

Forum Summary
Dennis Streets, Director, North Carolina Division of Aging and Adult Services

1:30 p.m. **Closing Comments**
Ann Johnson, Chair of the Governor's Advisory Council on Aging

Large Group Adjourns

1:40 p.m. **Governors Advisory Council Meeting**
GAC members and meeting organizers convene to synthesize remarks from small groups and make final recommendations

4:00 p.m. **GAC Members Adjourn**

Invitation to Join the Aging Workforce Interest Group

AN INVITATION FOR FUTURE DIALOGUE AND ACTION: To continue these deliberations, we urge you to join the Aging Workforce Interest Group sponsored by the UNC Institute on Aging, chaired by Peter Stein.

Our first meeting will be on Tuesday, October 7, 2008 at IOA from 1-3 p.m.

Please contact Peter Stein at 919-966-6818 (pstein@schr.unc.edu) or Diane Wurzinger at 919-843-2647 (diane_wurzinger@unc.edu) with any questions and if you're planning to attend.

Our group includes representatives from both public and corporate sector organizations, state and local government and agencies, and other age-related programs at UNC -Chapel Hill and other NC universities. In 2008-2009 we will focus on many aging workforce issues including: workforce succession planning; loss of knowledge in organizations; the experiences of older workers; health promotion for aging workers; retaining and retraining older workers; intergenerational relations in the workplace; and balancing work-family demands.

The UNC Institute on Aging is prepared to provide communication and coordination to continue addressing these issues in the critical years to come.



Neil Charness

Neil Charness is William G. Chase Professor of Psychology and an Associate in the Pepper Institute on Aging and Public Policy at Florida State University. He received his undergraduate honors BA degree in Psychology at McGill University in 1965, and his MSc (1971) and PhD (1974) in Psychology from Carnegie Mellon University. He was an assistant professor at Wilfrid Laurier University in Ontario, Canada from 1974-1977, Professor at the University of Waterloo, Ontario, Canada from 1977-1994, and joined the Psychology Department at Florida State University in 1994. Neil's research interests concern age and technology use and age and expert performance. Neil has published over 100 journal articles and book chapters. Recent books include *Impact of Technology on Successful Aging* (co-edited with K. W. Schaie, 2003), *Designing for older adults: Principles and creative human factors approaches*, co-authored with CREATE colleagues Fisk, Rogers, Czaja, and Sharit, 2004, and the *Cambridge Handbook of Expertise and Expert Performance*, co-edited with Ericsson, Feltovich, and Hoffman, 2006. CREATE is a National Institute on Aging program project grant: the Center for Research and Education on Aging and Technology Enhancement.

Mary Cichocki

Mary Cichocki is AARP's Lead Volunteer for the Mature Speakers Bureau whose main objective is to influence organizations to recruit, hire, retain or train the 50 plus worker. Mary, a Career Consultant, is responsible for marketing and delivery of career transition services. Mary's keen understanding of career transition process and methodology, her innate ability in career counseling and coaching skills, across all industries and functional disciplines, has ensured the commitment and delivery of the highest standard of quality service to clients. Mary's experience includes: Mid-Atlantic Area Operations Director for Drake Beam Morin. Prior to her appointment as AOD, Mary was the Managing Consultant of the Princeton, NJ and Philadelphia, Pa. Offices providing executive, individual and group outplacement counseling. In addition to managing major outplacement programs for Fortune 500 clients, her expertise also included facilitating a variety of topics/programs including: Career Decision, Change Management, Process & Total Quality Management, Managing Your Career and Interviewing Skills. Before joining DBM, Mary was the Associate Director of Career Development & Placement at the Wharton School of Business and prior to Wharton she was an Administrator at the Fuqua School of Business. Mary has also engaged in the executive search business specializing in information technology. Prior to executive recruiting, she was a secondary mathematics/educator/administrator in various locations including Tokyo, Japan, New York City and North Salem, New York. Mary earned a BS in Social Sciences/Mathematics from St. John's University and an MA from the City University of New York. In addition, she has earned postgraduate credits from Duke University and the University of Pennsylvania in the areas of counseling and career selection.

Robert L. Clark

Robert Clark is Professor of Management, Innovation, and Entrepreneurship, and Professor of Economics, North Carolina State University. Professor Clark has conducted research examining retirement decisions, the choice between defined benefit and defined contribution plans, the impact of pension conversions to defined contribution and cash balance plans, the role of information and communications on 401(k) contributions, government regulation of pensions, and Social Security. He has examined the economic responses to population aging in developed countries and has written widely on international retirement plans, especially the Social Security and employer pension systems in Japan. Professor Clark has also been engaged in a variety of projects assessing the key issues in the economics of higher education and the future of higher education in North Carolina. Professor Clark is a Fellow of the Employee Benefit Research Institute, Fellow of the TIAA-CREF Institute, and a member of the American Economic Association, the Gerontological Society of America, International Union for the Scientific Study of Population, and the National Academy of Social Insurance. He also is a Governor of the Foundation for International Studies on Social Security. In 2003, he chaired the Technical Panel on Assumptions and Methods that was appointed by the U.S. Social Security Administration to review and evaluate the annual projects of the Old Age Survivors and Disability Insurance program. Professor Clark earned a B.A. from Millsaps College and a M.A. and Ph.D. from Duke University.

David Cottengim

David Cottengim is the President / CEO of Resources for Seniors, Inc since 1985. He received his undergraduate BS in Education from Eastern Ky. University in 1970 and graduate studies at the University of Kentucky, North Carolina State University, Tulane and Northwestern. Resources for Seniors, Inc. is one of the largest aging non-profit direct service aging agencies in the South East and has been innovative in its approaches to serving over 25,000 older adults and their caregivers annually. Prior to joining Resources for Seniors, Inc., David was employed with the Kentucky and North Carolina Easter Seals from 1970 – 1985 with the final position of Deputy State Director in North Carolina. Currently he also serves as co-chair of the GOLD Coalition in Wake County. The GOLD (Growing Older Living with Dignity) Coalition is the group tasked with developing and implementing the Wake County Aging Plan. He is a past President of the North Carolina Association on Aging and has served on numerous federal, state, and local aging initiatives.

Don Davis

Donald L. Davis, referred to as Don by his peers, currently serves as the Vice President of the Workforce Development Division of the National Council on Aging, Inc. (NCOA) in Washington, D.C. For the past 21 years, Don has been responsible for the administration of all workforce initiatives conducted by NCOA. Don also serves as National Director of NCOA's Senior Community Service Employment Program (SCSEP), a federally subsidized work experience employment and training program for low-income adults age 55 and above. The SCSEP is administered through a grant with the U.S. Department of Labor and authorized under Title V of the Older Americans Act. Under Don's direction, NCOA's SCSEP grant provides employment and training opportunities for more than 5,000 elderly persons in 11 states. Don's background reflects a record of service to the elderly for over forty years. Prior to becoming Vice President, he served as an Associate Director, Assistant Director, and Field Representative for NCOA from 1969-1987. His prior employment also includes workforce-oriented positions in organizations such as Southwestern Community Action Council in Huntington, West Virginia, the Women's Job Corps



Center in Huntington, West Virginia, and the Armed Forces Medical Rejection Program for the Kentucky State Department of Health.

Willa M. Dickens

Willa Dickens has been with the North Carolina Community College System for 22 years, serving at Halifax Community College in Weldon, NC as Director of the Small Business Center and as Director of Business and Industry Services. In January of 2005, Willa came to the system office and has served as the State Director of Small Business Centers, Associate Vice President of Economic and Workforce Development, Vice President of Economic and Workforce Development and is currently serving as Associate Director of the new Workforce Development Division. The North Carolina Community College System serves citizens, businesses, and industries effectively by making readily available an excellent variety of both business training and lifelong learning opportunities. The Workforce Development Division is constantly looking for ways to educate unemployed, underemployed, upward-bound workers, and entrepreneurs as they expand their skills in order to meet the needs of the new knowledge-Based economy.

M. Allison Honeycutt

Allison Honeycutt is Workforce Strategy Director for Duke Energy. She is responsible for developing strategies to attract, retain and engage the Duke Energy work force. In this role, she has led initiatives to develop a segmented workforce strategy, define Duke Energy's employment value proposition and establish employment branding. Honeycutt joined Duke Energy in 1992 as a financial analyst in the corporate finance department. She then held a variety of strategic planning roles in Duke Energy line and staff organizations. She joined the human resources function in 2005 to focus on human capital strategy. Prior to joining Duke Energy, she was a manager in the utilities consulting practice of Deloitte Consulting. Honeycutt earned a Bachelor of Science degree in Business Administration from Meredith College and a Master of Business Administration degree from Duke University – Fuqua School of Business.

Willow S. Jacobson

Willow S. Jacobson is Assistant Professor of Public Administration and Government in the School of Government at UNC-Chapel Hill. She has conducted research in the areas of human resource management, organizational theory and public management. She has also been involved in community collaboratives in California and Oregon state governments and conducted research on North Carolina state employees. Her research has been published in the [Public Administration Review](#) and [Public Personnel Management](#).

Laura Linnan

Laura A. Linnan, ScD, CHES, is an Associate Professor in the Department of Health Behavior/Health Education at the University of North Carolina School of Public Health, and Member, Lineberger Cancer Center. Dr. Linnan received her undergraduate training in Health Education from Indiana State University; a master's degree in public health education from University of Toledo; and a doctorate in Health and Social Behavior from Harvard University. Her dissertation was entitled "Applied Research in Worksite Health Promotion: Gaps in Knowledge, Theory and Practice". Dr. Linnan was Co-Investigator/ Project Director for the Brown Study Center of the national Working Well Trial (1989-1994), the largest federally funded worksite cancer prevention trial (114 worksites and 37,000 employees), and was Co-Principal Investigator/

Project Director of Working Healthy Project 2 (1994-1999), a second five year worksite-based study. She has also been Principal Investigator of twenty community-based intervention or evaluation studies funded by the National Heart Lung and Blood Institute, National Cancer Institute, Office on Women's Health, Centers for Disease Control and Prevention, and the American Cancer Society, a majority of which are worksite-based. She is currently Principal Investigator of two studies testing worksite-based weight loss programs entitled WAY to Health (1 R01 HL080656-01A1 and 5-R01-DP000102-02); and serves as a consultant on several other worksite-based research studies with colleagues at Brown and Virginia Tech. In addition to her research experience, Dr. Linnan has experience in public health and the private sector (Metropolitan Life Insurance Company) where she has been involved with worksite health promotion practice, research and consulting for over twenty years. She also Co-Chairs the Worksite Health Promotion Special Interest Group for the Society of Public Health Education (SOPHE) (2001-present) and has published more than 70 peer-reviewed manuscript or book chapters, including primary author of the most recent national worksite health promotion survey results published in the American Journal of Public Health (August, 2008).

Victor Marshall

Dr. Victor Marshall is Director of the UNC Institute on Aging, Professor of Sociology and Adjunct Professor of Health Behavior and Health Education at the University of North Carolina at Chapel Hill. He has a Ph.D. in sociology from Princeton University. He directed the Institute for Human Development, Life Course and Aging at the University of Toronto for seven years, where he also directed the Canadian Aging Research Network. He is a founding member and past Vice-President of the Canadian Association on Gerontology and edited its Canadian Journal on Aging. He also serves on the editorial boards of Social Forces, Ageing and Society, and The Encyclopedia of Gerontology. He has been awarded the Academic Gerontologist Award of the Southern Gerontological Society, the Distinguished Member award from the Canadian Association on Gerontology, the Governor General of Canada's Queen's Jubilee Medal, and the Distinguished Mentor Award of the Gerontological Society of America. He is the U.S. Team Leader of the Workforce Aging in the New Economy project. His current research addresses: the health consequences of disrupted labor force participation of older workers; work and retirement of Canadian Forces veterans; international comparisons of workforce aging in the Information Technology sector, and enhancing well-being in later life. Recent books include, Restructuring Work and the Life Course (University of Toronto Press, 2001), and Social Dynamics of the Life Course (Aldine De Gruyter, 2003). For the past eleven years, he has chaired the Gerontological Advisory Council for Veterans Affairs Canada.

MaryBe McMillan

MaryBe McMillan is Secretary-Treasurer of the North Carolina State AFL-CIO. With her election to this position in 2005, she became the first female officer in the history of the organization. MaryBe has spent her career working for nonprofit organizations. She previously worked as Research Director for the Common Sense Foundation and as State Policy Analyst for the Rural School & Community Trust. Prior to becoming Secretary-Treasurer, she worked as a program staff person at the North Carolina State AFL-CIO. In 2006, Governor Easley appointed MaryBe to serve on the NC Commission on Workforce Development. She also serves on the board of directors of the Institute for Southern Studies and the Environmental Leadership Program. MaryBe grew up in Hickory, North Carolina. She graduated summa cum laude from Wake Forest University with a



Bachelor of Arts degree in sociology. She also holds a Master of Arts degree from UNC-Greensboro and a PhD in sociology from NC State University.

Deborah R. Russell

Deborah Russell is the Director of Workforce Issues at AARP, the primary national resource on issues addressing the economic and retirement security of individuals 50+. This includes working with the business community to create employment opportunities that are fair, flexible, and that capitalize on the wealth of knowledge and expertise mature workers bring to today's workplace. As Director, Ms. Russell leads a team that focuses on issues effecting individuals 50+ by developing information, programs, technical assistance, and practical research. In addition, she established the Best Employers for Workers Over 50 program which awards companies that demonstrate exemplary policies and practices for the 50+ workforce. Best Employers awardees receive national media attention and are featured annually in AARP The Magazine. Ms. Russell has issue expertise in aging workforce and employment issues and has appeared on national television programs such as CNN, CNBC, Good Morning America CBS Morning Show and CBS Evening News and is frequently quoted in national and local newspapers. In addition, Ms. Russell sits on the Board of Directors for the American Society on Aging. Ms. Russell has her degree in Political Science from the University of Maryland.

Roger Shackelford

Roger Shackelford was appointed Executive Director of the Division of Workforce Development in the North Carolina Department of Commerce in July 2002. The Division of Workforce Development is responsible for oversight, policy development, and planning for the workforce development system in North Carolina through the North Carolina Commission on Workforce Development. The Division is also the state administrative entity for the federal Workforce Investment Act. Prior to this appointment, Mr. Shackelford spent five years as a senior partner with the Corporation for a Skilled Workforce. In this role, Mr. Shackelford consulted with state and local governments on building workforce policy and change strategies, including community engagement, workforce analysis, Workforce Board development, and one-stop career center system building. Mr. Shackelford has over 28 years experience in workforce development and policy administration at the state and local level. He is a graduate of Shaw University in Raleigh NC, a graduate of the NC Public Managers program, and was a fellow in Bell South's Global Leaders of the South program.

William A. Shore (Bill)

Bill Shore is Director of US Community Partnerships at GlaxoSmithKline. In this role, Bill is responsible for building relationships with key US external stakeholders and developing GSK's reputation and commitment as an intelligent and responsible corporate social investor. Bill heads up the U.S. Community Partnership's team and serves on the U.S. Corporate Contributions Committee, which determines GSK's corporate social investments in the US, and is a member of the company's Site Leadership Team at the Research Triangle Park, N.C. headquarters. Mr. Shore joined Glaxo in January 1985 as manager of administrative services. He started the community affairs program in 1987 and has expanded the department's focus from the Raleigh-Durham-Chapel Hill (RTP) area to state and national efforts. He has helped make GlaxoSmithKline a national corporate leader in volunteerism and community involvement.

Dennis W. Streets

Dennis Streets is the Director of the North Carolina Division of Aging and Adult Services (DAAS) and has devoted his career towards working in the field of aging and adult services in both the private sector and at the local and state levels of government. He 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; and is a licensed nursing home administrator. He has received such honors as the 2007 Jane Kennedy Excellence in Aging Award of the Southeastern Association of Area Agencies on Aging and the 2000 Executive Leader of the Year Award of the NC Association on Aging.

Cynthia Vail

Cynthia Vail has worked for many years in helping professions. At Senior Counseling and Employment, she helps Durham's mature workers find jobs. Her past experience includes association with a group called Over 60 Counseling and Employment, based in Bethesda, Maryland. This organization has been in operation for over 45 years and routinely places approximately 1000 seniors in jobs per year. Ms. Vail brought ideas from the successful model of Over 60 Counseling and Employment to her work here in North Carolina.

Laura Kellison Wallace

Laura Kellison Wallace MSW has been supervising and designing programs working with individuals and families for almost 20 years. She received her Masters in Social Work from UNC-CH in 1995 and her undergraduate degree from Smith College in children's psychology in 1987. Laura is a trained mediator, facilitator and trainer. She has taught pre-school, high school, and multiple classes & seminars for adults. She has developed and taught curriculum on over 35 topics ranging from work/life balance & stress management to communication skills with your aging parents. At SAS, Laura wears many hats, but her overall responsibility is to develop and manage the onsite SAS Work/Life & EAP Programs and her staff of incredible social workers. The department's mission is to help SAS employees with any issue that throws their work life and their personal life out of balance. Aside from overseeing various programs, she particularly enjoys meeting with individuals to problem-solve and determine optimal solutions.

