

SHIP TA Center Staff and Partner Roles

About NEI3A:

Northeast Iowa Area Agency on Aging (NEI3A) is the SHIP National Technical Assistance Center (SHIP TA Center) grantee and manages the overall center services. NEI3A has also operated the national resource center for the Senior Medicare Patrol (SMP) Program since 2003 (www.smpresource.org). NEI3A's SHIP TA Center staff members include:

- Ginny Paulson, SHIP TA Center Director: gpaulson@nei3a.org or gpaulson@shiptacenter.org, 319-358-9402
- Shawn Wagner, SHIP TA Center Assistant Director: swagner@nei3a.org or swagner@shiptacenter.org
- Dennis Smithe, SHIP TA Center Program Development Manager: dsmithe@nei3a.org or dsmithe@shiptacenter.org, 319-287-1183
- Sue Choplin, SHIP TA Center Training Coordinator: schoplin@nei3a.org or schoplin@shiptacenter.org, 319-287-1164
- Angela Burk, SHIP TA Center Communications and Technology Manager: aburk@nei3a.org or aburk@shiptacenter.org, 319-874-6878
- Sarah Fleming, SHIP TA Center Training and Technical Assistance Manager: sfleming@nei3a.org or sfleming@shiptacenter.org

About Mike Klug:

Mike Klug served the SHIP program for six years as part of the Health Assistance Partnership (HAP). Since then, he has been providing Medicare subject matter expertise and volunteer program management assistance to NEI3A for the SMP Resource Center and, since its inception, the SHIP TA Center. Mike reviews the Medicare content in all SHIP TA Center educational materials and helps develop Medicare content for the SHIP TA Center website. He can be reached by contacting the SHIP TA Center's national toll-free number or email address.

About The Medicare Rights Center:

The Medicare Rights Center has been helping people with Medicare understand their rights and benefits, navigate the Medicare system, and secure the quality health care they deserve since 1989 (www.medicarerights.org). The Medicare Rights Center's SHIP TA Center staff members include:

- Marcin Bednarz, Online Counselor Certification and Training Technical Support Manager, mbednarz@shiptacenter.org
- Michael Conte, Online Counselor Certification and Training Technical Associate, mconte@medicarerights.org
- Casey Schwarz, Education Counsel, responsible for oversight of Medicare educational content, cschwarz@medicarerights.org
- Emily Whicheloe, Education Associate, responsible for SHIP Online Counselor Training development, ewhicheloe@shiptacenter.org
- Alice Murphy, Client Services & Education Associate, assisting with Medicare Minute implementation, amurphy@medicarerights.org

*Additional support is provided by Fred Riccardi, President; and Rachel Bennett, Senior Vice President.

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About Steve McCurley:

Steve McCurley is an internationally-known consultant, trainer, and author in the field of effective volunteer program management. Steve has been working with NEI3A, ACL, and the SMP national resource center since 2010, and more recently, the SHIP TA Center, to provide training, manuals, and other tools to support SMP and SHIP volunteer program management. He can be reached by contacting the SHIP TA Center's national toll-free number or email address.

About Bonnie Burns:

Bonnie Burns is a consultant with more than 40 years of experience providing training and technical assistance on long-term care insurance and representing consumers on policy issues related to financing long-term care at the state and national levels. Ms. Burns has served as a consumer representative to the National Association of Insurance Commissioners (NAIC) since 1992, representing consumers in the development of Model Laws and Regulations used by states to regulate insurance companies and the marketing and sales of insurance products to older consumers. As a consultant to California Health Advocates, she has provided services to numerous programs and agencies throughout California and nationally, and she actively promotes improved consumer protection in Long-Term Care insurance products. She has been a regular newsletter contributor and, in 2018, presented a long-term care insurance training webcast with the SHIP TA Center. She can be reached by contacting the SHIP TA Center's national toll-free number or email address.

About Jennifer Trussell:

Jennifer Trussell recently retired from a distinguished 35-year career with the federal government. Her duties included serving as the Chief Investigator (OCIG), the Senior Advisor to the Deputy Inspector General (OI), and the Special Agent in Charge of the Investigations Branch at the U.S. Department of Health & Human Services-Office of Inspector General (HHS-OIG). She began her law enforcement career in 1989 as an active-duty Special Agent with the Air Force Office of Special Investigations and later served as a civilian Criminal Investigator for the U.S. Department of the Navy. Jennifer has a Master's Degree in Policy Management from Georgetown University and a Bachelor's Degree in Criminal Justice from Park University. She is a regular newsletter contributor and can be reached by contacting the SHIP TA Center's national toll-free number or email address.

SHIP TA Center Primary Access Points:

- **Website:** www.shiptacenter.org
- **Toll-free:** 877-839-2675
- **General inbox:** info@shiptacenter.org