*SHIP TA Center Staff and Partner Roles

**NEI3A**
--Center Management
--Center Website (www.shiptacenter.org)
--Online SHIP Locator
--National Toll-Free Number
--Direct Technical Assistance to SHIPs
  --Webinars
  --Manuals

**Consultants**
*Mike Klug:*
--Medicare Expertise
--SHIP Program Knowledge

*Steve McCurley:*
--Volunteer Program Management Training and Expertise

**Medicare Rights Center**
--Online Counselor Training
  --Online Counselor Certification Tool
--SHIP Medicare Minutes
--Answers to questions at medicarehelp@shiptacenter.org
--Medicare Expertise

**Health Benefits ABCs**
--Needs Assessments
--SHIP Profile Interviews

**Technical Frontiers, Inc.**
--Website Development
  ----Website Hosting
*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 (www.nei3a.org). NEI3A manages overall SHIP TA Center services (www.shiptacenter.org). 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: g paulson@nei3a.org or g paulson@shiptacenter.org, 319-358-9402
- Jeanne Mentel, SHIP TA Center Program Coordinator: jmentel@nei3a.org or jmentel@shiptacenter.org, 319-874-6848
- Angela Burk, SHIP TA Center Communications and Technology Manager: aburk@nei3a.org or aburk@shiptacenter.org, 319-874-6878

*Additional support is provided to the SHIP TA Center by: Center Training Manager, Heather Flory (hflory@nei3a.org); Center Media Manager, Maureen Patterson (mpatterson@nei3a.org); and NEI3A Consumer Protection Division Director, Shirley Merner (smerner@nei3a.org).

**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
- 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
- Mike Conte, IT Associate for the SHIP TA Center and Medicare Rights Center: mconte@medicarerights.org

*Additional support is provided by Rachel Bennett, Vice President, Program & Product Development and Fred Riccardi, Director of Client Services.

**About Mike Klug:**
After serving the SHIP program for six years as part of the Health Assistance Partnership (HAP), Mike Klug has since been has providing Medicare subject matter expertise and volunteer program management assistance to NEI3A for the SMP Resource Center since 2010 and to the SHIP TA Center since its inception. Mike reviews the Medicare content in all SHIP TA Center educational materials, presents, answers questions, and contributes to the SHIP TA Center newsletter, SHIP Watch. He can be reached by emailing the SHIP TA Center’s general inbox: info@shiptacenter.org.

*NEI3A = Northeast Iowa Area Agency on Aging; *SHIP TA Center = State Health Insurance Assistance Program National Technical Assistance Center
*SHIP TA Center Staff and Partner Roles*

**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 the SHIP TA Center since its inception and with NEI3A, ACL, and the SMP Resource Center since 2010. Steve develops or assists in the development of volunteer management training, manuals, and other tools to support SMP and SHIP volunteer program management. He also presents, answers questions, and contributes to the SHIP TA Center newsletter, SHIP Watch. He can be reached by emailing the SHIP TA Center’s general inbox: info@shiptacenter.org.

**About Health Benefits ABCs (HBABCs)**
HBABCs has worked with many national and state agencies including ACL, the Centers for Disease Control (CDC), and the SMP National Resource Center on stakeholder engagement and program evaluation. Operated by former Acting Secretary on Aging, Bill Benson, HBABCs has extensive knowledge of the SHIP program. Serving the SHIPs at HBABCs is:

- Bill Benson, owner, tbcg@starpower.net
- Jolie Crowder, project manager and analyst, jcrowder@healthbenefitsabcs.com
- Kendra Kuehn, analyst, kkuehn@healthbenefitsabcs.com

**About Technical Frontiers, Inc. (TFI):**
TFI has extensive knowledge of the SHIP program through past and current contracts, including the SHIP National Performance Reporting (NPR) system, with some members having worked for the previous national SHIP Resource Center. TFI representatives Bimal Mishra and Sammit Panda developed the SHIP TA Center website.

**SHIP TA Center Primary Access Points:**

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

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