

**EDUCATIONAL CONFERENCE CALL #4 IN OUR SERIES:  
“Staff Communication & Respectful Work Environments”  
WEDNESDAY, SEPTEMBER 13, 2006 – 3PM (ET) [2PM CT / 1PM MT / 12PM PT]**

**Expert Speaker Biography: Hollis Turnham**

Hollis Turnham is the Michigan Policy Director for Paraprofessional Healthcare Institute. She has over 24 years experience in poverty and aging issues, first as a legal services attorney in Adrian, Michigan and, then, as Michigan's State Long Term Care Ombudsman for almost 16 years. Prior to joining PHI, Hollis was the 1999-2000 John Heinz Senate Fellow in Aging working on aging and long-term care issues for then-Chairman James Jeffords (R-VT) of the Senate Committee on Health, Education, Labor, and Pensions. She has a J.D. from the University of Texas at Austin School of Law.

With PHI, Hollis is working to improve the quality of direct-care jobs for home health aides, certified nursing assistants and other paraprofessional direct care workers in Michigan. She works with provider, consumer and worker organizations across the long-term care continuum as well as public policy makers, researchers, workforce agencies, and the foundation community to shape new policy initiatives and improve workplace and caregiving practices. She is the author of [Michigan's Care Gap: Our Emerging Direct Care Workforce Crisis](#).