FLORIDA COUNCIL ON AGING
2016 Florida Conference on Aging
August 8-10, 2016
Caribe Royale Hotel, Orlando, FL

PRESENTED IN PARTNERSHIP WITH:

Florida Association of Aging Services Providers

Florida Department of Elder Affairs • WellCare Health Plans • Florida Blue • AARP Florida
Florida Power & Light • Humana • Florida Hospice & Palliative Care Association
Greatcall • GA Foods/Sunmeadow • Florida Health Care Association
Independent Living Systems • Lyft • Mom’s Meals • Sunshine Health
United Healthcare • WellMed Medical Management of Florida • Care Angel • RetireSafe
CAC-Florida Medical Centers, Continucare, MetCare/HPG • Adams Street Advocates
Florida Association of Aging and Disability Resource Centers
Room2Care • Senior Resource Alliance • United HomeCare • Amerigroup
Elder Law Section of The Florida Bar • Disability Rights Florida • Simply Healthcare Plans
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SUNDAY, AUGUST 7
3:00 PM – 6:00 PM Registration Desk Open................................................................. Caribbean Registration
1:00 PM – 4:00 PM FASP Board Meeting................................................................. Boca III-IV
3:00 PM – 5:30 PM FCOA Board Meeting............................................................... Boca II

MONDAY, AUGUST 8
7:30 AM – 5:30 PM Registration Desk Open.......................................................... Caribbean Registration
8:00 AM – 3:30 PM Exhibit Hall Setup............................................................................................................................................................................................. Caribbean Ballroom IV-VII

Pre-Conference Intensives (Separate Fees Apply; Not Included in Conference Registration)
8:00 AM – 12:00 PM Alzheimer’s Disease and Related Disorders Florida State Certified Training for Nursing Homes, Hospice and Adult Day Care Facilities......................................................... Boca V
9:00 AM – 12:00 PM Guardianship, Exploitation & the Protection of Florida’s Elders.......................................................... Boca II

12:00 PM – 5:00 PM Hospitality Lounge.................................................................................. Governors Boardroom
12:30 PM – 2:15 PM Opening Session & Concession Lunch........................................ Carribean Ballroom I-III
2:30 PM – 3:30 PM Concurrent Workshops
  LGBT Caregiving: Is There A Difference?.................................................................. Boca I
  Hospice: The Good, The Bad and The Ugly.................................................................. Boca II
  Seniors and Suicide........................................................................................................ Boca III
  Getting to the “Heart” of Engagement — Person-Directed Care............................... Boca IV
  Ensuring Aging Mastery Program® Success............................................................... Boca V
  The Benefits of an Integrative Memory Enhancement Program........................... Boca VI
  How to Successfully Assess Risk and Monitor Contractors........................................ Boca VII
  Social Media — How to Make It Work For You......................................................... Boca VIII
3:45 PM – 4:45 PM Concurrent Workshops
  Serving Hispanic Caregivers with Evidence Based Programs.............................. Boca I
  High Tech/High Touch: Reaching Seniors and Benefiting Centers......................... Boca II
  Boomers, Chronic Pain and Opioid Addiction......................................................... Boca III
  Innovations in Care Transitions — Creating Safety in Healthcare......................... Boca IV
  What’s Going on in the Aging Network?........................................................................ Boca V
  Art and Color Affect Alzheimer’s Patients at Museums, etc....................................... Boca VI
  Strengthening Organization Capacities of Non-profits in Florida’s Aging Network: Current Needs and Opportunities................................................. Boca VII
  Hot Topics in Senior Center Management.................................................................. Boca VIII
5:00 PM – 7:00 PM Opening Reception w/ Exhibitors.................................................. Caribbean Ballroom IV-VII
7:15 PM Florida Association of Adult Day Services Association (FADSA) Meeting................................................................. Boca I

TUESDAY, AUGUST 9
7:00 AM – 5:30 PM Registration Desk Open................................................................. Caribbean Registration
7:30 AM – 8:30 AM Continental Breakfast............................................................................................................................................................................................. Caribbean Ballroom IV-VII
8:00 AM – 5:00 PM Hospitality Lounge............................................................................................................................................................................................. Governors Boardroom
8:30 AM – 10:00 AM General Session.............................................................................. Caribbean Ballroom I-III
10:00 AM – 10:30 AM Refreshment Break........................................................................ Caribbean Ballroom IV-VII
10:30 AM – 11:30 AM Concurrent Workshops
  Low Vision Strategies to Assist People Aging in Place........................................... Boca I
  Signing up Seniors: Getting E-Resources to People Who Need It.......................... Boca II
  Promoting Community Food Systems as Solutions to Food Insecurity Among Older Adults................................................................. Boca III
  Masters Strength: Successful Aging with Loaded Movement Training................ Boca IV
  Corporate Volunteers: The Utilization & Impact of Corporate Volunteerism in the Lives of Older Adults.................................................. Boca V
  The 3 D’s: Dementia, Depression, and Delirium....................................................... Boca VI
  Be the Brand................................................................................................................ Boca VII
  Developing a Community Senior Leadership Program........................................... Boca VIII
  Protection of Frail Elders Through Public Guardianship and Protective Services.... Hibiscus
11:30 AM – 1:30 PM QSLA Luncheon.................................................................................. Caribbean Ballroom I-III
1:45 PM – 3:15 PM Concurrent Workshops
- Deaf Senior Citizens: Information and Resources for Culturally Competent Best Care and Multidisciplinary Practice
  - Boca I
- Ready, Set, Record!
  - Boca II
- What Happens in the Aging Body?
  - Boca III
- AGELSS GRACE® — The BRAIN-BODY Program to Improve Memory, Reduce Fatigue and Combat Stress. Become a FORCE to be Reckoned With!
  - Boca IV
- Twelve Strategies for Transforming Community Service Organizations
  - Boca V
- BCBAs in Dementia Care — Clinicians to Manage Challenging Behaviors
  - Boca VI
- Fundraising: 10 Ways to Make Your Organization Irresistible to Donors
  - Boca VII
- Mediating Elder Care Matters: Resolving Issues in a Low Conflict Environment
  - Boca VIII
- Inside Washington
  - Hibiscus

3:15 PM – 4:15 PM Concurrent Workshops
- Florida Policy Exchange Center on Aging’s Updates on Research, Policy and Training Needs
  - Boca I
- Making Boards Meetings Matter
  - Boca II
- Guardianship Fraud: Crime of the 21st Century
  - Boca III
- Outsourcing Investment Fraud
  - Boca IV
- Aging Drivers: What Do Florida Older Adult Service Providers Say Is Needed?
  - Boca V
- DOE’s Dementia Care and Cure Initiative
  - Boca VI
- Guardianship Fraud: Crime of the 21st Century
  - Boca VII
- Standards of Excellence: Senior Center Accreditation
  - Boca VIII
- Florida Policy Exchange Center on Aging’s Updates on Research, Policy and Training Needs
  - Hibiscus

5:30 PM – 6:30 PM Networking Meetings
- Florida Association of Senior Centers (FASC)
  - Boca III

**WEDNESDAY, AUGUST 10**

7:30 AM – 12:00 PM Registration Desk Open
- Caribbean Registration

8:00 AM – 8:30 AM Refreshment Break

8:00 AM – 11:00 AM Hospitality Lounge
- Governors Boardroom

8:30 AM – 9:30 AM Concurrent Workshops
- I Work in the Field of Aging, So Of Course I’m Not Ageist! (Am I??)
  - Boca I
- “TELEHEALTH”
  - Boca II
- Creating a Hunger-Free Zone for Seniors
  - Boca III
- Keeping Pace with the Program of All-Inclusive Care (PACE)
  - Boca IV
- Improving your Outcomes
  - Boca V
- Alzheimer’s Disease and Special Needs Populations — A Growing Dilemma
  - Boca VI
- What Happened? The 2016 Florida Legislature in Perspective
  - Boca VII
- Bringing the Topic of Sexuality into Discussion with Elders
  - Boca VIII

9:45 AM – 11:15 AM Concurrent Workshops
- Baby Boomers: Managing Expectations, Minimizing Risk
  - Boca I
- Best Practices for Client Data Management
  - Boca II
- Florida Senior Feeding Programs with Emphasis on the SNAP (Supplemental Nutrition Assistance Program)/Home Delivered Meals Pilot Project
  - Boca III
- Navigating the Medicaid Maze: An Introduction to Benefits
  - Boca IV
- Creating Age-Friendly Communities
  - Boca V
- So What About Adult Day Care? What You Need to Know, How it Can Benefit Your Organization and When is it an Appropriate Referral?
  - Boca VI
- Loss in Later Life: The Unique Bereavement Needs of Older Adults
  - Boca VII
- The Future of Long-Term Care: Policy, Research, and Advocacy at the Claude Pepper Center
  - Boca VIII

11:30 AM – 1:30 PM Closing Session and Luncheon
- Caribbean Ballroom V-VII

Thank you for attending the 2016 Florida Conference on Aging. Please visit [http://tinyurl.com/foa2016](http://tinyurl.com/foa2016) to complete your conference evaluation. Have a Safe Trip Home!
**Exhibit Hall Schedule**

**Monday, August 8**
- 8:00 AM – 3:30 PM Booth Set-Up
- 5:00 PM – 7:00 PM Opening Reception

**Tuesday, August 9**
- 7:30 AM – 8:30 AM Continental Breakfast
- 10:00 AM – 10:30 AM Refreshment Break
- 3:15 PM – 4:15 PM Closing Reception
- 4:15 PM Tear-Down

**Hospitality Lounge**

The Local Planning Committee invites you to come by the Hospitality Lounge located in the Governors Boardroom. Take advantage of the free WiFi to check emails or meet up with friends. The Lounge will be open throughout the Conference for all attendees. Light refreshments will be available.

**Extra Meal Tickets**

Full and Single Day Conference Registrants receive badges which are your tickets. Extra tickets may be purchased at the Conference Registration Desk for all food events on a space-available basis.

**Registration Desk Hours**

- Sunday: 3:00 PM – 6:00 PM
- Monday: 7:30 AM – 5:30 PM
- Tuesday: 7:00 AM – 5:30 PM
- Wednesday: 7:30 AM – 12:00 PM

**PRE-CONFERENCE INTENSIVES — MONDAY, AUGUST 8**

_Separate fees apply. Visit the Conference Registration Desk for additional information._

**Alzheimer’s Disease and Related Disorders Florida State Certified Training for Nursing Homes, Hospice, and Adult Day Care Facilities (1hr & 3hr)**

_Presented by_: Catherine Cruikshank, MS, Director of Education, Alzheimer’s Association, Florida Gulf Coast Chapter, Bonita Springs

**Guardianship, Exploitation & the Protection of Florida’s Elders**

_Presented by_: Twyla Sketchley, BCS, The Sketchley Law Firm, Tallahassee, FL

**Continuing Education Credits**

Continuing Education Credits will be offered at the 2016 Conference for the following Florida Boards:

- Nursing
- Dentistry
- Pharmacy
- Psychology
- Respiratory Care
- Occupational Therapy
- Nursing Home Administration
- Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Dietetics and Nutrition
- Guardianship

The FCOA Conference anticipates approval of up to 10 CECs over the course of 3 days. The fee for CECs at the Conference is a flat fee of $40.
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Monday, August 8

8:00 AM – 12:00 PM Pre-Conference Intensives
(Times vary and separate fees apply – See page 7 for more information)
Concession lunch available for $8 – $12 (cash and credit cards accepted) starting at 11:30 AM near the Caribbean Ballroom.

12:30 PM – 2:15 PM Conference Opening Plenary Session

Peter Kageyama is the author of For the Love of Cities: The Love Affair Between People and Their Places and the follow up, Love Where You Live: Creating Emotionally Engaging Places. He is the former President of Creative Tampa Bay, a grassroots community change organization and the co-founder of the Creative Cities Summit, an interdisciplinary conference that brings citizens and practitioners together around the big idea of ‘the city.’ Peter is a Senior Fellow with the Alliance for Innovation, a national network of city leaders and a special advisor to America In Bloom. He is an internationally sought-after community development consultant and grassroots engagement strategist who speaks all over the world about bottom-up community development and the amazing people who are making change happen.

Presiding: Susan Ponder-Stansel, CEO, Community Hospice of Northeast Florida, FCOA President
Welcome: Sam Verghese, Secretary, Florida Department of Elder Affairs
Introduction of Peter Kageyama: Gregg MacDonald, State President Florida, WellCare Health Plans
Keynote Address: Peter Kageyama
Closing Remarks: Susan Ponder-Stansel

2:30 PM – 3:30 PM Concurrent Workshops

LGBT Caregiving: Is There A Difference?
Along the way during our Caregiving journey, I was asked many times, “Are there any difference for same-sex couples in Caregiving?” “No, not really,” I would say, “as Caregivers, we simply care for the one we love.” Caregiving is not something that is on our bucket list of things that we want to do, Caregiving just happens! Suddenly, an untimely diagnose is presented to us, or an unfortunate accident happens and within a moment’s notice, two or more lives are changed and you are a family Caregiver. That is why there are no gender or orientation boundaries when it comes to being a family Caregiver: we simply care for the one we love. However, I am not naïve and through personal experience, I do realize that there are differences for LGBT Caregivers, especially when dealing with the legal and medical systems and most unfortunately, personal bigotry.
PRESENTER: Christopher MacLellan, President, Whole Care Network, LLC, Oakland Park, FL
FACILITATOR: Debbie Kleinberg, Executive Director, North Miami Foundation for Senior Citizens’ Services, Inc., Miami, FL

Getting to the “Heart” of Engagement – Person-Directed Care
Recognizing the increased need and relevancy of person-directed care, this workshop will enable participants to gain a basic understanding of person directed care and one of the vehicles needed to make person-directed care a reality. Increased and personalized engagement is that vehicle that will help us reach our goals. Realizing engagement is more than activities on a calendar. This workshop will explore the use of expressive arts and creative play to learn how to engage your staff and elders. The same techniques learned will help strengthen the relationships across the board. Participants will learn how to create an environment where all involved are expanding in self-knowledge and promoting increased communication and deeper relationships. Each participant will have a mini – action plan to bring more creativity into their environment, whether it is Senior Centers, Individual homes or communities.
PRESENTER: Carole Ware-McKenzie, CEO/Chief Engagement Officer, Touching Hearts 1 by 1, LLC, Largo, FL
FACILITATOR: Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL
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WellCare (HMO), is a Medicare Advantage organization with a Medicare contract and a contract with the state Medicaid program. Enrollment in WellCare (HMO SNP) depends on contract renewal. Some plans are available to those who have medical assistance from both the state and Medicare. Please contact WellCare for details.
Hospice: The Good, The Bad and The Ugly  
Boca II
This workshop will give attendees insight into the rapidly changing model of Hospice Service Delivery. With patients being referred to Hospice later in their disease process, there is less time to educate and address end of life issues often resulting in crisis. This workshop will review the challenges faced at end of life which include: patient autonomy and self-determination, family conflict, lack of caregivers, emotional distress, denial and complicated disease processes. An overview of best practices will be given in order to provide the audience with innovative techniques to address the challenges of Hospice today.

PRESENTER: Rachel Rogers, MSW, Director of Education, Gulfside Hospice, Land O’Lakes, FL
FACILITATOR: Laura M. Garrett, Executive Vice-President, Council on Aging of West Florida, Inc., Pensacola, FL

Seniors and Suicide  
Boca III
It is not commonly known that seniors have a higher rate of suicide than any other age group. It is therefore important to understand both facts and fiction about suicide, what causes suicidal feelings, how suicidal people feel, normal coping vs. maladaptive coping, and what to do if you or someone you know is suicidal. This workshop is intended for anyone who works with seniors; prior mental health or counseling experience is not required.

PRESENTER: Jocelyne Fliger, MSW, Director, Senior Volunteer Programs, Elder Care Services, Inc., Tallahassee, FL
FACILITATOR: Norm Bungard, Area Representative, National Committee to Preserve Social Security and Medicare, St. Petersburg, FL

How to Successfully Assess Risk and Monitor Contractors  
Boca VII
Hillsborough County’s Aging Services Quality Management Section has expanded its compliance initiatives in order to provide a greater level of quality assurance, customer service excellence, support and confidence in the services that we provide to our clients. The contracting out of service delivery requires a coordinated team to ensure compliance with federal statutes, regulations and the terms and conditions of the contract; monitoring of the contractor’s activities; ensuring required audits are performed and developing corrective action plans to keep contractors on track to reach performance expectations. This workshop will provide a framework for how to develop and implement a Quality Assurance Vendor Monitoring Plan within an organization. Participants will learn how to manage contracted vendors through the development of policies and procedures. Discussion will include basic tools used in contract monitoring, and how to build a matrix to identify a contracted vendor’s annual monitoring score (risk level).

PRESENTERS: Anika Coney, Grants Program and Services Compliance Coordinator, Hillsborough County Department of Aging Services, Tampa, FL and Maria Jaureguizar, Principal Business Analyst, Hillsborough County Department of Aging Services, Tampa, FL
FACILITATOR: Nancy Green-Irwin, Executive Director, Friendship Centers Lee County, Fort Myers, FL

Ensuring Aging Mastery Program® Success  
Boca V
Much information is available about senior health, longevity and wellbeing. Translating into action for sustainable results is challenging. Three Florida agencies are collaboratively implementing NCOA’s Aging Mastery Program® to engage seniors to modify their behavior for lasting improvement. This session defines key factors that contribute to and support baby boomers and older adults to become engaged with the program and adopt new behaviors for improved health, longevity and quality of life.

PRESENTERS: James Firman, EdD, President & CEO, National Council on Aging, Arlington, VA; Donna Dunio, Executive Director, Aging In Paradise Resource Center, Longboat Key, FL and Terence McGannon, Director of Program Development, Friendship Centers, Sarasota, FL
FACILITATOR: Erin McLeod, BS, President & CEO, The Friendship Centers, Sarasota, FL

The Benefits of an Integrative Memory Enhancement Program  
Boca VI
This workshop will explain what an Integrative Memory Enhancement Program is and who it is for. It includes information on the various healing modalities and therapeutic components that support overall brain and body health. Information about aging and strategies to improve mental abilities are included. Memory Program facilitator skills will be discussed as well as benefits reported by participants resulting from the program.

PRESENTERS: Michele Sanchez, Memory Program Manager, Council on Aging of St. Johns County, St. Augustine, FL and Kathy Cinney, Memory Program Assistant Manager, Council on Aging of St. Johns County, St. Augustine, FL
FACILITATOR: Richard Tucker, PhD, Professor Emeritus, University of Central Florida, New Smyrna Beach, FL

Social Media — How To Make It Work For You  
Boca VIII
Social Media is the most popular use of technology among seniors today. See how to make social media, specifically Facebook, help you outreach to potential clients and keep connected with current clients. While other social media platforms will be discussed, this presentation will be an in-depth look at the many tools Facebook has to offer, and participants are encouraged to bring a laptop so they can work along with the presentation.

PRESENTER: Jeff Backisch, Community Outreach Coordinator, City of Jacksonville, Jacksonville, FL
FACILITATOR: Ken Thomas, State President, AARP Florida, Boca Raton, FL
Serving Hispanic Caregivers with Evidence Based Programs

Boca I

This presentation will cover the cultural differences that impact how Hispanic individuals view the caregiving experience, and what research has been done on these cultural differences. The discussion will also feature information on the Stress-Busting Program, which has been successfully adapted to a Spanish-speaking audience, with special attention to cultural differences in this population.

PRESENTERS: Carol Zernial, MA, Executive Director, WellMed Charitable Foundation, San Antonio, TX; Lyda Arevalo-Flechas, PhD, MSN, RN, University of Texas Health Science, San Antonio, TX and Deborah Billa, Grants Manager, WellMed, San Antonio, TX

FACILITATOR: Bill Aycrigg, MSW, LCSW, Consultant, Port Richey, FL

High Tech/High Touch: Reaching Seniors and Benefiting Centers

Boca II

Many older adults lack access to online resources. NCOA and Verizon Global Corporate Citizenship show how use of tablets and wireless technology can improve quality of life and ability to age in place. This session will share how community-based agencies piloted the use of tablets to reach and create solutions for older adults using the high touch precepts of the Digital Aging Mastery Program® (AMP). Presenters will share benefits gained from this approach by individuals and the agencies.

PRESENTERS: James Firman, EdD, President & CEO, National Council on Aging, Arlington, VA and Terence McGannon, Director of Program Development, Friendship Centers, Sarasota, FL

FACILITATOR: Sue Richerson, Senior Centers Program Manager, St. Johns County Council on Aging, Inc., St. Augustine, FL

What’s Going On in the Aging Network?

Boca V

Florida has undergone a major change in the provision of Medicaid funded long term care that has influenced the full continuum and transitions of care over the past three years. Representatives of the aging network and a research advocate will discuss the known and unknown impacts of the changes in service delivery, identification of persons in need and the wait list for services and look to the future of growing unmet needs.

PRESENTERS: LuMarie Polivka-West, MSP, Claude Pepper Center, Florida State University, Tallahassee, FL; John Clark, CEO, Council on Aging of West Florida, Pensacola, FL; Terri Barton, MBA, CEO, Aging True, Jacksonville, FL and Andrea Busada, Director, Broward County Elderly & Veteran’s Services, Oakland Park, FL

FACILITATOR: LuMarie Polivka-West, MSP, Claude Pepper Center, Florida State University, Tallahassee, FL

Boomers, Chronic Pain and Opioid Addiction

Boca III

The dial has been turned up in opioid use among Boomers, often mixed with alcohol. To better understand the context of escalating yet understated and often unrecognized substance use disorder in the 50+ age group, we explore generational histories and attitudes as well as co-existing physical and mental issues. Chronic pain is both a physical and an emotional issue, and Boomers often receive long term opioid prescriptions with rapid addiction and diminishing effectiveness for pain control over time. Challenges in assessment, engagement, treatment and chronic pain make long-term recovery difficult for Boomers. Attendees will gain tangible tools to engage the individual in the discussion and learn how individual, age-related and holistic treatment and in his/her own recovery. Generational holistic, evidence-based treatment must address the person in all dimensions, as well as the pragmatic life stage issues that influence wellness and substance use disorder recovery.

PRESENTER: Terry Mach, MS, Primary Counselor, HeadWaters Program, Hanley Center at Origins, West Palm Beach, FL

FACILITATOR: Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL

Innovations in Care Transitions — Creating Safety in Healthcare

Boca IV

As the continuum of care becomes more multifaceted, many individuals find themselves moved between levels of care, through multiple facilities and systems, and even transitioning within large organization in order to receive the medical and supportive care they need. Older adults are particularly at risk during these transitions between the different care options and facilities. Hospital systems are paying attention to these risks in order to improve safety and reduce re-hospitalizations. This presentation will review the risks to older adults and their caregivers during transitions and discuss innovative systems being put into place to reduce these risks. Participant will learn the safety touchpoints where they can, as advocates, protect patient, clients and caregivers from potential risk during transitions in care and learn about the best practices in care transitions across the continuum.

PRESENTERS: Kathleen Houseweart, MBA, Sarasota, FL; Karen Reynolds, DNP, CNS-BC, FGNLA, Advanced Practice Nurse Geriatrics, Sarasota Memorial Hospital, Sarasota, FL and Mackenzie Jones, Manager, Health Connections, Sarasota Memorial Hospital, Sarasota, FL

FACILITATOR: Kathleen Houseweart, MBA, Sarasota, FL
Art and Color Affect Alzheimer’s Patients at Museums, etc.  
**Boca VI**
How do color, form and art affect aging and memory? The New York Museum of Modern Art’s Alzheimer’s Project “Making Art Accessible for People with Dementia” is spreading its expertise and encouraging similar programs for patients with Alzheimer’s to museums nationally and internationally.

**PRESENTER:** Dale Miller, President and Chief Creative Officer, Daring By Design, Boca Raton, FL  
**FACILITATOR:** Pamela Wiener, PhD, West Palm Beach Housing Authority, West Palm Beach, FL

Strengthening Organizational Capacities of Non-profits in Florida’s Aging Network: Current Needs and Opportunities  
**Boca VII**
This workshop is designed to discuss various conceptual and practical strategies for enhancing the capacities of nonprofits within Florida’s Aging Network. The following broad topics will be covered during the workshop: good board governance, strategic planning, fund raising, and risk management. Barriers to efficient and effective operations of nonprofits in Florida’s Aging Network, key organizational capacity building areas, and some best practices in capacity enhancement in Florida’s Area Agencies on Aging and Community Care for the Elderly. Facilitators on hand will also be highlighted. This workshop will be very interactive with opportunities for participants to ask questions, make statements, seek clarifications on various topics covered, and share their experience on successful organizational capacity building practices.

**PRESENTER:** Muthusami Kumaran, PhD, Assistant Professor of Nonprofit Management, University of Florida, Gainesville, FL  
**FACILITATOR:** Lisa Bretz, Executive Director, Area Agency on Aging for North Florida, Tallahassee, FL

**5:00 PM – 7:00 PM Opening Reception Caribbean IV-VII**
Enjoy innovative exhibits and network with friends and colleagues. Be sure to visit the Silent Auction and place your bids on some spectacular items! Entertainment will be provided by the Lowell Lawson Duo.

**Florida Blue**  
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**7:15 PM Florida Adult Day Services Association Meeting Boca I**

Hot Topics in Senior Center Management
Aging-field professionals across the country exchange ideas, best practices and resources through National Council on Aging’s Crossroads on-line community. This workshop will be a panel discussion exploring some of the top ten 2015 Hot Topics from Crossroads’ senior center professional group as they relate to Florida’s vibrant senior centers. Find out what is happening at Florida’s senior centers regarding innovative programming, fitness and wellness, attracting younger seniors, charging membership fees, and the future of senior centers. Whether your center is urban, suburban or rural, large or small you’re bound to come away with some new ideas to strengthen your center’s offerings and management.

**PRESENTERS:** Pat O’Connell, Program Director, St. Johns County Council on Aging, St. Augustine, FL; Kristy Carter, Assistant Program Supervisor, Tallahassee Senior Center, Tallahassee, FL; Rachel Cataldo, Senior Center Supervisor, City of Gulfport, Gulfport, FL and Frieda Caldes, Deputy Director of Senior Services N.E Focal Point City of Deerfield Beach, Deerfield Beach, FL  
**FACILITATOR:** Sally Marvin, Supervisor II, Sunshine Center, City of St. Petersburg, St. Petersburg, FL
Tuesday, August 9

7:30 AM – 8:30 AM
Continental Breakfast in Exhibit Hall
Caribbean V-VII

8:30 AM – 10:00 AM
General Session — The Decline of the Traditional Aging Network
Caribbean I-III

Over the last forty years The Aging Network has had a profound effect on older adults and their families all across the country. In the last ten years the Aging Network has been involved in the transition of Medicaid long term care programs to the managed care organizations and have been hit with a reduction in the number of public dollars to serve seniors—even as the need in most communities is increasing. Today, the Aging Network struggling to bring in enough revenue to cover expenses. Companies who were not previously in the home and community care space are taking notice of the increased needs of a growing population. It is time the Network looks to the future and devises a plan to increase their revenue to become not only sustainable, but a valued business to consumers and acute care setting partners.

Presiding: Andrea Busada, Broward County Elderly and Veterans Services, FASP President
Presentation of the Minotty Eye Foundation Best Direct Service Employee of the Year Award: Karen Deigl
Federal Update: Robert Blancato, President, Matz, Blancato & Associates
Introduction of Plenary Speaker: Dr. Mimi Hartker, Medical Director, Central Florida, Humana
Plenary Address: Anne Montgomery, MS, Deputy Director, Altarum Institute’s Center for Elder Care and Advanced Illness
Future of Caregiving: Wolf Shlagman, Founder / CEO / Chief Angel, Care Angel
Power of the Past/Force of the Future Panel Discussion:
Moderator: Jeff Johnson, State Director, AARP Florida
Anne Montgomery
Robert Blancato
Larry Polivka, PhD, Director, Claude Pepper Center
James Firman, EdD, President/CEO, National Council on Aging

10:00 AM – 10:30 AM
Refreshment Break
Caribbean IV-VII

12
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10:30 AM – 11:30 AM
Concurrent Workshops

Developing a Community Senior Leadership Program

Developing a community leadership program for seniors presents a win-win opportunity. Many retirees and “soon to be retirees” have time, talent, skills, expertise, and energy that they want to share – and communities have many needs and opportunities! Learn about two senior leadership programs adapted to their communities and how you can develop and adapt one to your community.

PRESENTERS: Hella Spellman, Program & Services Supervisor, Tallahassee Senior Services, Tallahassee, FL and Sue Richerson, Senior Centers Program Manager, St. Johns County Council on Aging, Inc., St. Augustine, FL

FACILITATOR: Pat O’Connell, Program Director, St. Johns County Council on Aging, St. Augustine, FL

Protection of Frail Elders Through Public Guardianship and Protective Services

Presenters will demonstrate the role of the Department of Children and Families’ Protective Services and the responsibilities of a Public Guardian in identifying individuals at risk of self-neglect or abuse, neglect or exploitation and the prescription for services. There will be a comparison of the referral processes and services provided by each program. The distinct roles of each state entity’s involvement with immediate and long term protections of a frail elder’s life will be explored. Information will be targeted toward service providers and family caregivers.

PRESENTERS: LuMarie Polivka-West, MSP, Senior Research Associate, FSU Claude Pepper Center, Tallahassee, FL; Karen Campbell, JD, Executive Director, North Florida Office of Public Guardian, Tallahassee, FL and Camille Larson, JD, Assistant Regional Counsel, NW Region DCF, Tallahassee, FL

FACILITATOR: LuMarie Polivka-West, MSP, Claude Pepper Center, Florida State University, Tallahassee, FL
Low Vision Strategies to Assist People Aging in Place  
Boca I

As the population ages, surveys consistently report that over 90% of aged Americans want to remain in their homes and communities. One of the barriers to aging in place, and faced by many millions of Americans, is a diagnosis of low vision. Low vision has the potential to limit daily function, community mobility and overall negatively impact independent living. The intent of this workshop is to update participants on low vision diagnosis and research; the treatments and therapies involved and finally, review functional strategies that can assist those with low vision to remain independent in their homes and increase their quality of life.

PRESENTER: Christine Moghimi, ScD, Professor, Adventist University, Orlando, FL
FACILITATOR: Ken Thomas, State President, AARP Florida, Boca Raton, FL

Signing up Seniors: Getting E-Resources to People Who Need It  
Boca II

Seniors who need access to government and nonprofit resources are more and more being forced online. Even tax help is heading this way! To aid in helping citizens reach the resources they need, Pasco County Library System and the State Library of Florida have created a website gethelpflorida.org to aid in this process. Seniors, nonprofits and other agencies all in one place. This workshop looks over the benefits of a one stop shop for seniors and agencies. It also examines how to help each other reach our most vulnerable seniors by collaborating on the site.

PRESENTERS: Sean McGarvey, MA, Library Administrator, Pasco County Library System, Hudson, FL and Anita Lamont, IT Technician, Pasco County Library System, Hudson, FL
FACILITATOR: Nancy Green-Irwin, Executive Director, Friendship Centers Lee County, Ft. Myers, FL

The 3 D's: Dementia, Depression, and Delirium  
Boca VI

We will use a case-based format to review the common problem of memory loss and how it can be a manifestation of dementia, depression, or delirium. We will discuss these clinical problems from the perspective of a physician provider as well as social worker and review how best to support elders and their caregivers dealing with these disorders. We will interact with the audience to discuss examples they have encountered and answer questions.

PRESENTERS: Ariel Cole, MD, FAAFP, Director, Geriatric Medicine Fellowship, Florida Hospital, Winter Park, FL; John Fleming, MD, Faculty, Florida Hospital Graduate Medical Education, Orlando, FL; and Diane Burns, MSW, Geriatric Care Coordinator, Centre for Aging and Wellness at Florida Hospital, Orlando, FL
FACILITATOR: Pamela Wiener, PhD, West Palm Beach Housing Authority, West Palm Beach, FL

“Promoting Community Food Systems as Solutions to Food Insecurity Among Older Adults” — A Discussion of Community Resources and USDA Senior Nutrition Programs-Farm to Families, Nutrition Education, and the Adult Day Care Food Program  
Boca III

We can all agree that food is essential to life and is a basic necessity. For senior adults proper nutrition plays an important role in maintaining health, economic and social well-being, as well as, determining their quality of life. Seniors face increasing challenges to meeting their nutrition needs due to limited income, mobility, and lack of access to fresh nutritious foods. Community Food Systems represent available resources that can eliminate these barriers to food insecurity among senior. This presentation will provide information and discussion of program models, nutrition education, local sourcing, and resources within your community that can be utilized to help older adults overcome nutritional challenges and barriers. This presentation will incorporate a brief discussion of the following elements: defining food insecurity in 2016; the relationship between nutrition, health conditions and outcomes; creating access-opportunities, challenges, and barriers; and creating awareness-the challenges of asking for help.

PRESENTER: Deborah Tarver, MPA, Senior Program Specialist, Community Nutrition Programs Branch, Food & Nutrition Service, USDA-Southeast Regional Office, Atlanta, GA
FACILITATOR: Lisa Bretz, Executive Director, Area Agency on Aging for North Florida, Tallahassee, FL

Corporate Volunteers: The Utilization & Impact of Corporate Volunteerism in the Lives of Older Adults  
Boca V

This workshop is designed to provide insight and guidance on how to effectively implement a volunteer program that engages and supports corporate volunteers. There are hundreds if not thousands of corporations that sustain most local economies. These organizations would benefit from and often seek avenues to impact the community where it operates. For participants, this workshop will provide the necessary tools to employ when developing strategies to attract companies to volunteer. “Corporate Volunteers: The Utilization & Impact of Corporate Volunteerism in the Lives of Older Adults” will ignite and inspire you to collaborate with the corporations in your respective regions. Additionally, the refreshing viewpoint you will gain from the interactive session with your peers will be an added bonus and an invaluable resource as you solidify and perfect your individual recruitment systems.

PRESENTERS: Kimberley Trusty-Doughty, MHS, General Manager I, Hillsborough County Department of Aging Services, Brandon, FL and Veronica D. Maxwell, MEd, Senior Volunteer Coordinator, Hillsborough County Department of Aging Services, Brandon, FL
FACILITATOR: Tourea Robinson, MBA, Director of Development, Aging True Community Senior Services, Jacksonville, FL
Masters Strength: Successful Aging with Loaded Movement Training

As we age, do we lose the ability to function? Is age an excuse for loss of strength? In this workshop and lecture we will examine and demonstrate methods for developing different types of strength and programs designed to increase vitality, and elasticity in your aging clientele.

**PRESENTER:** John Sinclair, BS, Master Health Coach, Institute of Motion, Sunrise, FL

**FACILITATOR:** Kristy Carter, Assistant Program Supervisor, Tallahassee Senior Center, Tallahassee, FL

Be the Brand

What is a brand? Does your reputation proceed you? Your brand is what comes to mind when someone sees you or your business name and should extend beyond those who know you personally. Be the Brand will help you see that developing a personal brand builds your business and/or mission and helps you to connect with others in meaningful and powerful ways.

**PRESENTER:** Erin McLeod, BS, President & CEO, The Friendship Centers, Sarasota, FL

**FACILITATOR:** Dionne H.E. Polite, AARP State Operations, Doral, FL

The Florida Council on Aging congratulates the National Council on Aging as they celebrate their 65th year. Thank you for your partnership and for your commitment to reaching your social impact goal of improving the health and economic security of 10 million older adults by 2020.
Recognizing the achievements of our colleagues is invigorating! FCOA and our valued partner Florida Power & Light (FPL) have designed this 35th annual Quality Senior Living Awards program to energize and inspire each of us.

“Put yourself at the top of your to-do list.” Dr. Taylor has spent her career working to improve health for individuals and their communities, speaking out on topics from parenting to stress management. She is a frequent contributor to several of the morning national news shows and a columnist. Her work with AARP’s Life Reimagined focuses on your well-being and she’s created programs to help with everything from sleeping better to managing stress. Resulting in a better you!

Presiding: Charlie Robinson, FCOA President-Elect
Introduction of Luncheon Speaker: Josefina Carbonell, Senior Vice President of Long-term Care Nutrition, Independent Living Systems
Luncheon Speaker: Dr. Janet Taylor, Psychiatrist and Certified Life Coach
Presentation of the 2016 Quality Senior Living Awards: Dave Lynn, Special Consumer Services Manager, FPL

Dr. Carter Osterbind Outstanding FCOA Member Award: The nominee must be an FCOA member in good standing, whose activities on behalf of older adults in Florida reflect a high level of individual commitment or high standard of organizational excellence. Nominees may be individuals or organizations (nonprofit, public or for-profit).

Public Service Award: The nominee can be a volunteer of any age in Florida, in which the area of service can include: seniors in service to seniors, youth in service to seniors or seniors in service to youth.

Service to Seniors by an Organization Award: The nominee must be a business, private or public organization that does not have service to older adults in Florida as its primary focus. The description of the organization’s activities must reflect the monetary value and/or human capital (volunteer or staff time) associated with the services provided to seniors.

Senior Vision Media Award: The nominee must be an individual or organization that has created a media product promoting a positive image of aging. Examples: advertisements, books, posters, billboards, special news coverage, videos, radio and public service announcements.

Dr. Carter Osterbind Outstanding FCOA Member Award
Bob Carter, Sarasota
Nominated by: Nancy Green-Irwin, Friendship Centers, Inc., Sarasota

Great leaders do not set out to be a leader but to make a difference. For Bob Carter, it’s never been about the role but about the goal. For nearly three decades, the Friendship Centers benefited from the leadership of Carter. As President & CEO, he expanded the organization and its programs to over 30 locations from neighborhood gathering spots to award-winning hub centers throughout Sarasota, DeSoto, Charlotte, Lee and Collier counties. Carter is humble and modest and would rather showcase volunteers and colleagues than take any of the limelight or credit. He has built coalitions of stakeholders around such topics as building community services during a longevity revolution, the growing issue of senior hunger, family caregiving, positive aging, economic security, volunteerism and healthcare safety nets to serve the underserved in communities across the region. Carter is always willing to lend his years of experience and observation. He is inclusive and a great collaborator, sparking conversations that lead to breakthroughs. He’s open-minded, patient and empowers those around him to make things happen. Carter has sought out strategic partnerships with hospitals, libraries, county government and businesses to improve the delivery of existing service while creating new initiatives. A diplomat and a voice of advocacy for the issues facing the elderly in our society, Carter has served in volunteer leadership roles at local and statewide levels. He is a trusted friend, advisor and mentor to so many. It’s difficult to imagine where the aging network would be without him.
Public Service Award
Patricia Robbins, Homestead
Nominated by: Ileana Abreu, Farm Share, Homestead

Farm Share’s food recovery and distribution program alleviates hunger and malnutrition in Florida by acquiring surplus produce from Florida’s farmers, packers, wholesalers, and grocers and then distributing it to residents in need. Farm Share provides food to over 2.5 million households a year. It reaches the community through direct-community distributions and through its expansive network of agencies including churches, food pantries, and soup kitchens. As Farm Share understands the complexity of food insecurity, it recognizes that seniors are often susceptible to food insecurity because they often have to choose between allocating their fixed income to food or other necessities like medicine and housing. For this reason, seniors are one of Farm Share’s primary focuses. Robbins founded Farm Share, a non-profit organization providing fresh produce to Florida families in need, after a successful career owning and operating a seafood company. Robbins is celebrated by the international public figures for heading an organization that serves daily as a lifeline for the most vulnerable communities in Florida. The scale and flexibility of Farm Share’s food redistribution operation, serving over 32 million pounds of food to over 4 million families, has qualified Farm Share and Robbins for renowned commendation from state and federal leaders and also acclaim from the United Nations Education Science and Education Organization (UNESCO). She constantly strives to improve the quality of life for Florida’s elderly and impoverished families.

Service to Seniors by an Organization Award
Sharon R. Bock, Esq., Clerk & Comptroller, West Palm Beach
Nominated by: Tracy Rudnick, Communications, Clerk & Comptroller, West Palm Beach

Financial exploitation has emerged as the fastest growing form of elder abuse in the United States. One of the most vulnerable groups affected are adults with cognitive disabilities whose finances are controlled by court appointed guardians. Sharon R. Bock, Esq., Clerk & Comptroller, Palm Beach County, has worked tirelessly in this area for the past six years. Her efforts have resulted in ground breaking legislation, as well as starting a national conversation on this issue. As the independently elected Clerk & Comptroller, Clerk Bock is in the unique position of performing guardianship audits independent of the court system. The investigative findings and audits performed are accepted by all stakeholders – the courts, the guardians, the attorneys and most importantly, the guardian advocates due to her impartial role in the outcome.

In 2013, after nearly thirty years of no legal modifications, the first guardianship legislation was passed, modeled after Clerk Bock’s program. This led to a renewed interest in Florida to protect the financial rights of the elderly. The important work of Clerk Bock’s guardianship program has been upheld as a model at the World Congress on Adult Guardianship and at the National Guardianship Association and has been replicated throughout the state of Florida. The program has been featured in the American Bar Association Bifocal Journal and on national and international news, radio and television outlets.

Senior Vision Media Award
Cares, Inc., Hudson and Gulfside Hospice & Pasco Palliative Care, Land O’ Lakes
Nominated by: Jemith Rosa, CARES, Inc.

The aging and mature segment of our society is a group of talented, knowledgeable and well-informed individuals. To reach this segment, it takes a special skillset to work successfully in both creative imagery and content. That is the case of these two talented individuals. Brenda Martyniak, Communications Director at CARES, and Kirsty Churchill, Communication Director at Gulfside Hospice and Pasco Palliative Care. As an energetic duo that is always willing to go the extra mile, they present their creative materials in a clear and concise way, for the full comprehension of senior readers in Pasco County. The articles and resources are designed in a manner that positively addresses actions and ideas to help our seniors stay at home, stay independent, stay connected and stay informed. Through their expertise and talent in creative design, content development, media relations, advertising and outreach marketing, they have created the “Circle of Care” brand. This beautiful tri-color logo brings together our two mission-oriented, non-profit organizations and presents the concept of a continuum of care. Their experience in reaching older adults and caregivers is proven by the many contacts and inquiries that pour through our offices in response to their marketing activities. As charitable organizations dedicated to improving the lives of older adults, CARES and Gulfside offer a myriad of services from home care, senior centers, wellness programs, pet care, palliative and hospice care, bereavement and daily living assistance.
Florida Power & Light Company is proud to support the Florida Council on Aging, an organization that protects and serves the needs of elders in our state.
Concurrent Workshops

Deaf Senior Citizens: Information and Resources for Culturally Competent Best Care and Multidisciplinary Practice  
Boca I

This program will focus on the Deaf elderly and cultural and linguistic issues related to the provision of competent mental health services. This workshop will provide professionals, from a variety of disciplines, information on, and a discussion of, “culturally competent best care” to Deaf senior citizens and create better awareness and interest in the special needs of this population. Definitions of Deaf culture and the differences between culturally Deaf and late-deafened older adults will be discussed. This will include cultural vs. medical perspectives of Deafness, research on Deafness and aging, misconceptions that professionals have when serving Deaf Seniors New trends that Deaf Seniors are experiencing and resources (evaluative and therapeutic) to help facilitate successful outcomes. Time will be reserved for questions and answers.

PRESENTERS: David Feldman, PhD, Associate Professor of Psychology, Barry University, Miami Shores, FL; Tracy Perez, PsyD, Director of Social Services, Center for Hearing and Communication, Ft. Lauderdale, FL and Jaci Wright, Barry University, Miami Shores, FL

FACILITATOR: Sue Richerson, Senior Centers Program Manager, St. Johns County Council on Aging, Inc., St. Augustine, FL

Ready, Set, Record!  
Boca II

Video recording software can be utilized to enhance training in your organization. This software is both inexpensive and easy to use. We will demonstrate how you can utilize this software to provide videos for HR on-boarding, workflow documentation, and new employee training. Videos provide cost and time savings, provide consistent training methods, and allow employees to refresh their training at any time. Techniques learned can be shared with department leads to further benefit your organization.

PRESENTERS: Frank Wagoner, Director of MIS, Senior Connection Center, Inc., Tampa, FL and Kristina Melling, BS, Senior Program Planner and Quality Assurance Data Manager, Senior Connection Center, Inc., Tampa, FL

FACILITATOR: Pat O’Connell, Program Director, St. Johns County Council on Aging, St. Augustine, FL

What Happens in the Aging Body?  
Boca III

Physical changes are a normal part of aging; however, some changes can be a result of potential health concerns. Many persons dealing with elders assume that certain declines are “normal” and do not investigate changes that may occur over a short or long period. Professionals serving the elderly must be aware of expected changes and discern when deviations need further inquiry. This presentation will provide a discussion of typical alterations that occur in the body as it ages. Common health conditions seen in the aging population will be explored and defined. Participants will gain expertise to recognize health concerns that are often overlooked due to aging bias.

PRESENTER: Carol Klauer, RN, Comprehensive Assessment and Review for Long-Term Care Services, RN Consultant, Florida Department of Elder Affairs, Tallahassee, FL

FACILITATOR: Deborah Kleinman Robinson, JD, Bureau Chief of CARES, Florida Department of Elder Affairs, Tallahassee, FL

AGELESS GRACE® — The BRAIN-BODY Program to Improve Memory, Reduce Fatigue and Combat Stress. Become a FORCE to be Reckoned With!  
Boca IV

Do you drink loads of Cuban coffee to stop you from falling asleep at meetings? That’s in the PAST!! Learn fun, POWER Moves to change your FUTURE – improve Memory, reduce Fatigue and Stress through unique Brain-Body games, Ageless Grace and other effective strategies. Participants will enjoy this fun, dynamic, experiential workshop, based on the cutting edge science of Neuroplasticity. Ageless Grace® is a fitness wellness Brain-Body workout program, consisting of 21 simple exercise Tools, that can be done by almost anyone of any age or ability. The simple sequences are based on everyday movements that are natural and organic and focus on the healthy longevity of the body, brain, emotions and spirit. All exercises are designed to be practiced in a chair, using catchy music and there is no need to learn any special choreography. Each tool focuses on different anti-aging techniques, e.g. spinal flexibility, joint mobility, right-left brain coordination, cognitive function, systemic stimulation, balance, confidence and playfulness. Participants will learn tools to benefit their students, their clients, their loved ones and themselves. They will be engrossed as they experience a brain-body workout they will not forget!

PRESENTER: Lana Gelb, MA, Educator & Trainer, Ageless Grace, Pembroke Pines, FL

FACILITATOR: Sally Marvin, Supervisor II, Sunshine Center, City of St. Petersburg, St. Petersburg, FL
Twelve Strategies for Transforming Community Service Organizations  
Boca V
Virtually all non-profit organizations serving older adults need to transform themselves to achieve greater social impact and increased financial health. In this session, NCOA’s President & CEO will discuss what he has observed are the most important strategies that community-based organizations are/should be using to thrive in the future.

PRESENTER: James Firman, EdD, President & CEO, National Council on Aging, Washington, DC
FACILITATOR: Mary Jo McKay, MBA, Nutrition & Wellness Manager, Hillsborough County Aging Services, Tampa, FL

BCBAs in Dementia Care — Clinicians to Manage Challenging Behaviors  
Boca VI
Challenging behaviors (repeated questions, non-compliance with medication, showers) in dementia care are some of the most difficult aspects of care. Board Certified Behavior Analysts in Brevard County assess and manage these challenging behaviors in order to keep those individuals in the least restrictive setting possible. Attend this workshop and hear about our processes for behavior assessments, data collection, and intervention development. The author will review goals of care and several graphical representations of challenging behavior over time. Barriers to care will be discussed and include costs, time, and the lack of clinicians. While barriers to care are to be expected in any new practice, this innovative and effective practice is growing and is a needed component in dementia care for our Florida residents.

PRESENTER: Maranda Trahan, PhD, Behavior Analyst, Trahan Behavioral Services, Satellite Beach, FL
FACILITATOR: Christine Cauffield, PhD, VP, Substance Abuse and Mental Health Services, Luthern Services of Florida, Jacksonville, FL

Fundraising: 10 Ways to Make Your Organization Irresistible to Donors  
Boca VII
The written word is a vital tool in every successful fundraising program. Too often, fundraising messages are focused on the organization, not the donor. From your monthly e-blast to the year-end appeal, this fast-paced, highly interactive session will examine fundraising writing gone wrong and reveal proven strategies to capture donor’s hearts. We’ll answer the question, “Do longer letters raise more money?” and reveal the best strategies for writing compelling messages that motivate donors to give. And give again.

PRESENTER: Alyce Lee Stansbury, CFRE, President, Stansbury Consulting, LLC, Tallahassee, FL
FACILITATOR: Tourea Robinson, MBA, Director of Development, Aging True Community Senior Services, Jacksonville, FL

Mediating Elder Care Matters: Resolving Issues in a Low Conflict Environment  
Boca VIII
Often a caregiver or provider of elder services may be caught in the middle of a disagreement about how or if a client receives services. Also, resolving family disputes unrelated to the services provided may be fundamental to the well-being of your client. This discussion focuses on the who, what, where, when and why of referring clients, or their families, to an eldercare mediator. Ex. Your client is receiving in-home services and one sibling is supportive of the services continuing but is unable to financially contribute. The other sibling has been managing client’s financial affairs and favors client being institutionalized. Client has capacity to make her own decisions but doesn’t want to be involved in a dispute with the children. The legal system may prove too costly and time consuming whereas in a few hours the mediator may be able to get the parties to reach a mutually acceptable determination.

PRESENTER: Tracy Schmidt, Esq., Attorney Mediator, Pro Mediate, Land O’Lakes, FL
FACILITATOR: Erin McLeod, BS, President & CEO, The Friendship Centers, Sarasota, FL

Inside Washington  
Hibiscus
A spirited, interactive discussion on the problems facing our policy makers now and in the future. Speakers will explore some different perspectives on the problems and possible solutions facing Washington and older Americans. The discussion will include the impact of the campaigns and coming elections on issues affecting mature Americans, including the Affordable Care Act; Medicare Part D; Older Americans Act reauthorization; Medicare and Social Security. Come join the discussion.

PRESENTERS: Robert Blancato, MPA, Executive Director, National Association of Nutrition and Aging Services Programs, Washington, DC and Thair Phillips, President/CEO, RetireSafe, Washington, DC
FACILITATOR: Angela Vazquez, Assistant Director, Southwest Social Services Program, Miami, FL
3:15 PM – 4:15 PM  Exhibit Hall Closing Reception

FCOA would like to take this opportunity to thank all of the Exhibitors for attending the 2016 Florida Conference on Aging. Don’t forget to stop by the silent auction and place your final bids!

Co-sponsored by:

Poster #1
Creating Age Friendly Environments for Global Aging Populations

Increasingly, aging adults (e.g., Baby Boomers) will be wanting to “age in place” in their homes and workplaces. This is a reflection of the current and projected aging trends on a global basis (e.g., World Health Organization, 2015). A comprehensive content meta-analysis of existing “age friendly” guidelines (videos, checklists, workshops, books, research articles) and assessment approaches (published tools) was conducted by two independent evaluators trained in assessment in order to develop both a much-needed “holistic” theoretical model of factors to consider when evaluating homes, workplaces, and larger communities and an associated assessment tool. Factors associated with the cultural, physical, psychological, social, and “logistical” design of an aging friendly environment for an older adult will be presented based on comprehensive review of books, published research, and published assessment tools designed for specific living environments. Results will discuss the implications and applications of both the comprehensive model and evaluation tool.

PRESENTER: Lisa Hollis-Sawyer, PhD, Gerontology Coordinator, Northeastern Illinois University, Chicago, IL

Poster #2
Major Food Sources of Vitamin D in Home Food Inventories of Seniors Receiving Home-Delivered Meals in South Carolina

The homebound senior remains at risk for vitamin D insufficiency due to limited sun exposure, increased use of sunscreen, clothing cover, impaired absorption and metabolism along with the decreased ability to synthesize vitamin D, and physical, social and economic limitations. Former studies have used universal product codes to evaluate home food inventories in U.S. households for several nutrients. This study details the major sources of vitamin D in the in-home food inventory of homebound seniors. Fortified milk provided a mean of 21.5% of vitamin D, with non-Whites possessing 27% less milk than Whites, values nearly half of that reported in NHANES 2003-2006. Fish was the major source of vitamin D in non-Whites, and was found to contribute 25.3% of total vitamin D for non-White males. To improve nutrient inadequacies, the attention to cultural differences, altered sensory perceptions, dietary restrictions and food preferences needs consideration when providing cost-effective home-delivered meals.

PRESENTER: Nancy Lashway, PhD, Consulting Dietitian, Palm Beach Medical Weight Loss, Boynton Beach, FL

Poster #3
Older Adult Oral Health Screening Project

Dental decay and infection can cause significant health problems, amplify existing chronic diseases, and cause nutritional deficiencies for older adults. According to the 2012 Behavioral Risk Factor Surveillance System Report, 75 percent of Florida adults ages 65 and older have at least one permanent tooth removed because of tooth decay or gum disease. To better understand the oral health status and dental needs of Florida’s older adult population, the Florida Department of Health has partnered with the University of Florida and the Florida Dental Hygiene Association to conduct the 2015/2016 Older Adult Oral Health Screening Project. The project will assess the current oral health status of older adults, identify gaps in access to care and unmet dental needs, and provide additional information for future prevention programs.

PRESENTER: Edward Zapert, DMD, Executive Dental Director, Department of Health Public Health Dental Program, Tallahassee, FL

Poster #4
Fall Prevention for Rural Older Adults: A Simple Home-Based Balancing Training Program

This was a randomized, controlled trial with a 1 year follow up. This cohort study described the effects of participation in a 3-month simple home-based balancing training program on measures of balance performances and fear of falling in community-dwelling older adults. The exercise group (n =52) participated in a 3-month simple home-based balancing training program on measures of balance performances and fear of falling in community-dwelling older adults. The exercise group (n =52) participated in a 3-month simple home-based balancing training program by trained nurses. Balance was measured by a functional reach test and timed up-and-go test. After 12 weeks of balance training, the participants in the exercise group showed a significant difference when compared to baselines for both the functional reach test and timed up-and-go test. The results also showed that the exercise group performed significantly better than the control group in the functional reach test and timed up-and-go test after 3, 6, 9, and 12 months. In addition, fear of falling was reduced in the exercise group after 3, 6, 9, and 12 months.

PRESENTER: Ladda Thiamwong, PhD, Assistant Professor, Henderson State University, Clarksville, AR
As a provider of home-delivered meals for over 15 years, we recognize that nourishing the body with the right foods can make a difference in preserving, caring for and restoring one’s health. Good nutrition at home is essential for maintaining independence and staying out of the hospital or nursing home.

Experience the Mom’s Meals NourishCare Difference.

- Our extensive menus accommodate many common health conditions
- We offer programs to meet the changing needs of your clients — HCBS and Chronic Care, Post Discharge Care and Independent Care
- Delivery direct to doorsteps nationwide
Standards of Excellence: Senior Center Accreditation

This workshop will discuss the benefits of National Accreditation and review the self-assessment process. We will look at the nine Standards of Excellence that serve as a guide to help senior centers improve operations and better position themselves for the future. The workshop will benefit all senior centers, whether or not you wish to pursue National Accreditation. We will discuss how going through the self-assessment process and reviewing the nine Standards of Excellence will improve your organization.

PRESENTERS: Hella Spellman, Program & Services Supervisor, Tallahassee Senior Services, Tallahassee, FL
FACILITATOR: Anita Clarke, Executive Director, Washington County Council on Aging, Chipley, FL

Why Choose a Medical Center

This presentation will go over what a Medical Center is and what to look for when choosing a Medical Center for your care needs. The presentation will also cover what a Patient-Centered Medical Home is and what is NCQA and why it is important.

PRESENTER: Ted Vana, MD, Regional Medical Director, CAC Florida Medical Centers, Orlando, FL
FACILITATOR: Susan Ponder-Stansel, MSW, CEO/President, Community Hospice of Northeast Florida, Jacksonville, FL

Aging Drivers: What Do Florida Older Adult Service Providers Say Is Needed?

Drivers age 65 years and older face increased risk for crashes, fatalities and injuries, and will comprise 25 percent of all licensed drivers in Florida by 2030. Older adult service providers are often named as those who should discuss driving issues and take action, yet their current practices and resource needs are unknown. Florida’s Safe Mobility for Life Coalition performed a benchmark assessment to improve their strategic approach to developing and disseminating resources regarding at-risk drivers. The session will share statewide results from this Florida Department of Transportation sponsored research project in both urban and rural areas. We will also discuss the concerns voiced by the health-care and social service communities and share specific resources available to support Florida’s aging drivers.

PRESENTERS: Gail Holley, Safe Mobility for Life Program & Research Manager, Florida Department of Transportation, Tallahassee, FL and Alice Pomidor, MD, Professor of Geriatrics, College of Medicine, Florida State University, Tallahassee, FL
FACILITATOR: Gail Holley, Safe Mobility for Life Program & Research Manager, Florida Department of Transportation, Tallahassee, FL

DOEA’s Dementia Care and Cure Initiative

With Florida’s growing population of seniors comes the related growth in number of those with dementia. The rate of occurrence and diagnosis of dementia is predicted to increase dramatically, affecting the systems and services currently in place for care. Through the Department’s Dementia Care and Cure Initiative (DCCI) begun in 2015, there is a response to this increase. By implementing the DCCI, communities across Florida will join a statewide effort to become more dementia caring and capable – taking action to support those diagnosed with dementia, their families, and their caregivers – bettering communities and the state overall. This session will discuss the history of the DCCI and offer suggestions for best practices in developing communities that are dementia-caring.

PRESENTERS: Evan Barksdale, BS, Contract Manager for the Alzheimer’s Disease Initiative Memory Disorder Clinics and Brain Bank, Florida Department of Elder Affairs, Tallahassee, FL and Danni Atkins, MSN, Project Manager for the Alzheimer’s Disease Support Services Program, Florida Department of Elder Affairs, Tallahassee, FL
FACILITATOR: Andrea Busada, Director, Broward County, Elderly and Veterans Services, Oakland Park, FL

Florida Policy Exchange Center on Aging’s Updates on Research, Policy and Training Needs

These three presentations will highlight the applied research on mental health and caregiving, research using Florida data for assessing quality of care in assisted living facilities and the attitudes of Florida Directors of Nursing about use of advance care planning in Florida nursing homes. Presenter participated in National Alliance for Caregiving and Mental Health America and the National Alliance on Mental Illness recently published data from 1600 caregivers providing care to SMI “On Pins & Needles: Caregivers of Adults with Mental Illness”. The challenges and policy implications from the study will be provided including next steps in advancing training. Using eight years of public data we will assess Florida Assisted Living facility quality. With graphs and tables we provide trends in quality, identify the top 5 citations per licensing category and provide the characteristics associated with closure of facilities.

PRESENTERS: Kathy Hyer, PhD, Professor, University of South Florida and Director of the Florida Policy Exchange Center on Aging, Tampa, FL; Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL; Daniel Meng, PhD, Associate Professor, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL and Debra Dobbs, PhD, Associate Professor, School of Aging Studies/FPECA University of South Florida, Tampa, FL
FACILITATOR: Kathy Hyer, PhD, Professor, University of South Florida and Director of the Florida Policy Exchange Center on Aging, Tampa, FL
Guardianship Fraud: Crime of the 21st Century
Boca III

Undisputed, Florida is at the forefront of aging issues. As the population continues to grow, the importance of auditing and investigating guardianship fraud will grow as well. The impact of court-ordered guardianships are not well understood until the person under guardianship and their families are fully entwined into the system. Independent auditing and investigating is critical to protecting society’s most vulnerable citizens. The Clerk & Comptroller for Palm Beach County, FL and her Inspector General team perform highly specialized audits and investigations of guardianships. The Clerk’s innovative and cutting-edge program has been recognized as a best practice throughout the nation. By exploring Florida Guardianship Law (ch 744, Fla. Stat.) and the telling of anecdotes about real-life guardianships, the presenter will explore the darker side of guardianship fraud; stories that could not be told but for the Clerk’s program. The presenter will also document the positive things occurring to combat guardianship fraud.

PRESENTERS: Anthony Palmieri, JD, Senior Auditor, Inspector General, Clerk & Comptroller for Palm Beach County, West Palm Beach, FL and Sharon R. Bock, Esq., Clerk & Comptroller, Palm Beach County, West Palm Beach, FL

FACILITATOR: Sue Richerson, Senior Centers Program Manager, St. Johns County Council on Aging, Inc., St. Augustine, FL

Outsmarting Investment Fraud
Boca IV

Following the legendary Willie Sutton principle, fraudsters tend to go “where the money is” - and that means targeting older people who are nearing or already in retirement. Fraudsters also have in their sights the millions of Baby Boomers (10,000 retiring everyday) who have been accumulating sizeable retirement nest eggs through company 401(k) plans, IRA’s and personal accounts. The truth is, we’re all at risk. Anyone with any money is bound to hear from a fraudster at some point. But, you can help protect your family and friends by recognizing how investment fraudsters operate and by reporting suspicious sales pitches and actual scams.

PRESENTER: Joseph Halizak, Project Presenter, FINRA Investor Education Foundation, Ft. Myers, FL

FACILITATOR: Dave Lynn, Special Consumer Services Manager, Florida Power & Light, New Smyrna Beach, FL

Making Boards Meetings Matter
Boca VII

Too often, board meetings become BORED meetings where little is said and nothing meaningful happens. Board meetings gone wrong lead to board member apathy and high turn-over followed quickly by organizational stagnation. Much like fundraising, successful board meetings are an art and a science; they require thoughtful preparation and effective leadership. This fast-paced, highly interactive session will help CEOs, Board members, and management staff make the most of every Board meeting. We’ll share case studies, unveil the best strategies for before, during and after Board meetings and reveal proven ways to make your Board meetings an effective way to advance your organization’s goals.

PRESENTER: Alyce Lee Stansbury, CFRE, President, Stansbury Consulting, LLC, Tallahassee, FL

FACILITATOR: Marsha Lorenz, President/CEO, Seniors First, Orlando, FL; Katherine Brown, Director of Communications, Seniors First, Orlando, FL

LGBT Elder Cultural Competency Training
Boca I

The LGBT Elder Cultural Competency Training is designed to focus on helping service providers to understand, be aware of and be sensitive to the specific needs, fears, and culture of LGBT elders. LGBT seniors often isolate themselves and do not seek assistance for fear of discrimination. This fear makes LGBT seniors five times less likely than non-LGBT seniors to access services, therefore depriving them of the support they need. This training is designed for professionals who work with seniors to give them the tools they need to confidently and comfortably work with and care for LGBT elders. In turn, this ensures that LGBT elders are treated with respect and dignity, allowing them to be true to themselves. This will improve the quality of services delivered to LGBT seniors and therefore improve their quality of life.

PRESENTER: Heidi Katz, Director of Business Innovation and Development, ElderSource Institute, Jacksonville, FL

FACILITATOR: Debbie Kleinberg, Executive Director, North Miami Foundation for Senior Citizens’ Services, Inc., Miami, FL

Florida Association of Senior Centers Networking Meeting
Boca III

5:30 PM – 6:30 PM

Wednesday, August 10

8:00 AM – 8:30 AM
Refresher Break

Co-sponsored by:
United Homecare

Banana Break

Co-sponsored by:
Amerigroup

Real Solutions
in healthcare

Co-sponsored by:
The Florida Bar Elder Law Section
Alzheimer’s Disease and Special Needs Populations — A Growing Dilemma  
Boca VI

Alzheimer’s disease affects everyone. Including special populations such as intellectually and developmentally disabled groups. The Down Syndrome population is especially at risk for Alzheimer’s disease. Community needs are developing to meet these changes. Discover steps being taken to meet these growing needs.

**PRESENTERS:** Catherine Cruikshank, PhD, Director of Education, Alzheimer’s Association, Florida Gulf Coast Chapter, Bonita Springs, FL and Kim Schaub, Program Specialist, Alzheimer’s Association, Florida Gulf Coast Chapter, Brandon, FL

**FACILITATOR:** Catherine Cruikshank, PhD, Director of Education, Alzheimer’s Association, Florida Gulf Coast Chapter, Bonita Springs, FL

Boca VII

Join AARP Florida to learn about the deals reached and measures that fell short during the 2016 Legislative Session, and what’s in store for 2017. This workshop will provide a background on key legislative, regulatory, and public policy issues including health care, long term care and consumer protection that are of interest to Floridians 50+.

**PRESENTERS:** Laura Cantwell, Associate State Director of Advocacy, AARP Florida, St. Petersburg, FL and Zayne Smith, Associate State Director of Advocacy, Tallahassee, FL

**FACILITATOR:** Laura M. Garrett, Executive Vice-President, Council on Aging of West Florida, Inc., Pensacola, FL

Americans work hard and pay into Social Security—and are counting on it to be there. But if our leaders don’t act, future retirees could lose up to $10,000 a year.

That’s why everyone who thinks they have what it takes to be President needs to lead on Social Security and give us real answers about how they’d keep it strong for the future.

Visit us at the AARP Florida Exhibit Booth at FCOA or learn more at 2016takeastand.org
Creating a Hunger-Free Zone for Seniors

Learn how one Central Florida community is using a collective impact approach to end senior food insecurity. Presenters will share the history of the initiative and accomplishments to date including the organizations involved, the data supporting targeted interventions, messaging and more.

Presenters: Diana Silvey, MA, Program Director, Winter Park Health Foundation, Winter Park, FL; Dave Krepcho, President & CEO, Second Harvest Food Bank of Central Florida, Orlando, FL and Abby Walters, MSW, Field Coordinator for Greater Orlando Area, AARP Florida, St. Petersburg, FL

Facilitator: Abby Walters, MSW, Field Coordinator for Greater Orlando Area, AARP Florida, St. Petersburg, FL

I Work in the Field of Aging, So Of Course I’m Not Ageist! (Am I??)

It’s disguised in jokes, movies, music, and advertising. Ageism – the last socially accepted form of prejudice and a global multi-billion dollar industry! It is so pervasive in our society that many of us don’t even recognize it. From years of internalizing these messages, it gets buried deep within us. At first glance it appears innocuous, but it is much like an invasive weed that, left to flourish, will choke everything in its path. Society views aging in terms of loss, decline and worthlessness. By shifting that focus toward the gifts Elders have to give and their well-being, we empower everyone to create healthier lives for themselves. And as we bring awareness to the underlying effects of ageism, we can help people to see aging for what it truly is – the next stage of living. Warning! This session will be delivered by a wrinkled, gray-haired emerging Elder!

Presenter: Mel Coppola, Owner, Hearts in Care, LLC., Tampa, FL

Facilitator: Anita Clarke, Executive Director, Washington County Council on Aging, Chipley, FL

“TELEHEALTH”

This session will show the benefits of TELEHEALTH to consumers of all ages, whether they live in urban, suburban or rural communities, whether or not they are in the workforce, whether they are highly tech savvy or just getting started. We especially want to talk today about folks who want to age in their homes and communities and the family caregivers who are helping them do that. Family caregivers need help if they are to continue doing what they do. And, TELEHEALTH offers the promise of providing this needed support.

Presenters: Ken Thomas, State President, AARP Florida, Boca Raton, FL; Mary Ellen Philbin, MA, CEO, Share the Care, Winter Park, FL; Monica Stynchula, MPH, MSW, CEO, Reunion Care, St. Petersburg, FL and Aneel Irfan, Founder & CEO, IMST Telehealth Consulting & Resources, Coconut Creek, FL

Facilitator: Cathy Williams Kerns, President, KernsAble Enterprises, Inc. Member, AARP Florida Executive Council, Orlando, FL

Keeping Pace with the Program of All-Inclusive Care (PACE)

This presentation will outline the mission and history of the Program for All Inclusive Care for the Elderly (PACE), services provided by the PACE organizations, and highlight the differences between PACE and SMMC LTC, including the additional benefits of PACE. The current service areas as well as any pending expansions we may have at that time will be discussed. PACE is a critical component of the long term care continuum in Florida.

Presenters: Megan O’Malley, Manager, Compliance and Quality Assurance, Bureau of Long-Term Care and Support, Florida Department of Elder Affairs, Tallahassee, FL and Jessica Meyer, MSW, PACE Coordinator, Florida Department of Elder Affairs, Tallahassee, FL

Facilitator: Karen Deigl, President/CEO, Senior Resource Association, Vero Beach, FL

Improving your Outcomes

Gordon Owens will present his knowledge about portfolio management to help you improve your outcome. He will illustrate how to analyze the market, point out what stock charts tell us, and when to buy and sell a stock. This insight will benefit anyone who is looking to grow and protect their investment portfolio.

Presenter: Gordon Owen, Director, Robert W. Baird & Company, Winter Park, FL

Facilitator: Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL

Bringing the Topic of Sexuality into Discussion with Elders

The senior population is currently showing the largest percentage increase in contracting sexual diseases including HIV. Therefore it is extremely important to bring this topic out for discussion. The workshop will address how a professional in the aging network can make elders feel comfortable talking about sexual health and other issues and let them know how to avoid disease, what is a normal part of the aging process and what isn’t.

Presenter: Heidi Crockett, Senior Advocate, Aging Care Advocates, Tampa, FL

Facilitator: Maxine Sweet, Medicaid Benefits Counselor, Area Agency on Aging for North Florida, Tallahassee, FL
Concurrent Workshops

So What About Adult Day Care? What You Need to Know, How it Can Benefit Your Organization and When is it an Appropriate Referral? Boca VI

Whether an older adult is experiencing gradual physical or mental deterioration due to conditions such as arthritis or dementia or sudden decline such as a stroke or a fall, the desire to remain at home is a priority. However, remaining at home surrounded by the same four walls day in and day out can be boring and even depressing, accelerating decline. A daily visit to an adult day center can be invigorating, uplifting, and just plain fun! Making new friends, discovering new interests in a safe professionally supervised environment can extend an aging person’s ability to stay at home. Day centers offer nursing supervision, personal care, nutritional meals and snacks, medication management, various therapies, and it is all done in an upbeat environment filled with music, conversation, and humor. Just plain “fun”! Who can be against fun?

PRESENTERS: Kathy Black, PhD, Professor, University of South Florida, Sarasota-Manatee, Sarasota, FL; Laura Cantwell, Associate State Director of Advocacy, AARP Florida, St. Petersburg, FL and Kathryn Hyer, PhD, Director and Professor, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL

FACILITATOR: Mary Jo McKay, MBA, Nutrition & Wellness Manager, Hillsborough County Aging Services, Tampa, FL

Creating Age-Friendly Communities Boca V

This workshop will present pragmatic information about becoming a World Health Organization age-friendly community. AARP-Florida’s Livable Communities initiative will be presented along with learnings from Age-Friendly Sarasota - Florida’s first global age-friendly community!

PRESENTERS: Kathy Black, PhD, Professor, University of South Florida, Sarasota-Manatee, Sarasota, FL; Laura Cantwell, Associate State Director of Advocacy, AARP Florida, St. Petersburg, FL and Kathryn Hyer, PhD, Director and Professor, Florida Policy Exchange Center on Aging, University of South Florida, Tampa, FL

FACILITATOR: Mary Jo McKay, MBA, Nutrition & Wellness Manager, Hillsborough County Aging Services, Tampa, FL

Navigating the Medicaid Maze: An Introduction to Benefits Boca IV

Many different Medicaid programs are available to help seniors and disabled individuals pay for medical expenses, and reduce the cost of medications and long term care. This presentation will explore the various benefits programs, who can use them, when they are needed, and how to obtain benefits, even when over the income and asset limits.

PRESENTERS: Nick Barton, Executive Director, AGED, Inc., Longwood, FL and Sharon Reich, Senior Trust Advisor, AGED, Inc., Longwood, FL

FACILITATOR: Angela Vazquez, Assistant Director, Southwest Social Services Program, Miami, FL

Best Practices for Client Data Management Boca II

Do you sometimes get the feeling that you are working more for your computer than it’s working for you? Have you noticed the simplest reporting requirements have gotten so complex? Do you ever wonder how your colleagues in other agencies are handling certain processes or operational issues? If so, this session is for you! Our panel of seasoned Data Managers will discuss best practices they have adopted that have made a positive impact in their agencies. They will also share simple steps to help prepare your agency to focus on capitalizing on efficiencies within the management of your own client data operations. The Data Managers will share new emerging technologies and how they have put them to use within their environments. You will have the opportunity to understand the top challenges and the solutions of managing client data faced by agencies today.

PRESENTERS: Gene Gunther, Chief Database Design Engineer, Agency Information Management Systems, Sanford, FL; Connie Lemley, Director of Data Operations; Senior First, Inc, Orlando, FL and Lisa Lewis, VP of Community Care Services; Council on Aging Volusia County, Daytona Beach, FL

FACILITATOR: Pat Coles, Director, Citrus County Support Services, Lecanto, FL

The Future of Long-Term Care: Policy, Research, and Advocacy at the Claude Pepper Center Boca VIII

The mission of the Claude Pepper Center (CPC) at FSU is to use information and data to help inform policy makers, researchers, practitioners and the general public about the health, long-term care and income security challenges facing the nation’s older citizens. This workshop will describe the major policy, research and advocacy efforts of the CPC and highlight promising LTC practice. Specifically, it will discuss the changing continuum of Florida’s LTC services with the expanded role of managed care and the increasing wait list for services, the lack of affordability and availability of Assisted Living for lower-income individuals, resident engagement in ALFs, and current research and policy as it relates to the Program of All-Inclusive Care for the Elderly and the Green House Project.

PRESENTERS: Larry Polivka, PhD, Director, Claude Pepper Center, Tallahassee, FL; LuMarie Polivka-West, MSP, Claude Pepper Center, Tallahassee, FL; Lisa Rill, PhD, Research Faculty III, Claude Pepper Center, Tallahassee, FL and Lori Gonzalez, PhD, Research Faculty III, Claude Pepper Center, Tallahassee, FL

FACILITATOR: Pamela Wiener, PhD, West Palm Beach Housing Authority, West Palm Beach, FL
Florida Senior Feeding Programs with Emphasis on the SNAP (Supplemental Nutrition Assistance Program) / Home Delivered Meals Pilot Project  

**Boca III**  
The Florida Senior Feeding Program workshop will discuss the nutritional needs and food insecurity issues facing Florida elders. It will identify feeding programs available to elders throughout the state. It will identify who is eligible for said programs and provide contact information for program application. The second portion of the workshop will focus on the SNAP/Home Delivered Meals Project, piloted in Leon County. In this pilot, seniors who pay for Home Delivered Meals are able to do so using their SNAP benefits. We will discuss the benefit to the elders this pilot provides and the plans to make the program available statewide.  

**PRESENTERS:** Ginnifer Barber, Nutrition Program Manager, Florida Department of Elder Affairs, Tallahassee, FL and Dori Landsberg, Senior Farmers’ Market Nutrition Program Coordinator, Florida Department of Elder Affairs, Tallahassee, FL  

**FACILITATOR:** Karen Deigl, President/CEO, Senior Resource Association, Vero Beach, FL  

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**Baby Boomers: Managing Expectations, Minimizing Risk**  
**Boca I**  
We all know the value of a first impression, but we often neglect to consider how initial contacts can set expectations. When working with Baby Boomers (as adult children of clients/residents or as potential customers), managing expectations is vital to success and risk management. This session teaches important techniques and tools for managing expectations from the initial impression. Learn practical tips for how to communicate effectively with Boomers and how to impress while ensuring you don’t overpromise. Gain tools and ideas for documentation and ongoing communication. Understand how to prepare your staff and improve your processes to better meet the needs of Baby Boomers.  

**PRESENTER:** Linda Chamberlain, JD, President, Aging Wisely, LLC., Clearwater, FL  

**FACILITATOR:** Sally Marvin, Supervisor II, Sunshine Center, City of St. Petersburg, St. Petersburg, FL  

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**Loss in Later Life: The Unique Bereavement Needs of Older Adults**  
**Boca VII**  
Older adults face unique challenges when dealing with grief and loss. They also possess unique assets and strengths that they bring to situations where grief and loss are involved. But older adults frequently face multiple losses that can overwhelm them and lead to isolation and depression. Relationships with family members or caregivers often complicate grieving because of their complexity. Understanding how older grievers approach loss and utilizing effective interventions for support can help older adults cope and work through loss. Legacy work and other techniques can help older grievers tap into their resiliency and learn to move on after loss. Participants will learn about the value of early intervention and effective approaches to both individual and group support for the elderly who are living with loss.  

**PRESENTER:** Susan Ponder-Stansel, MSW, CEO/President, Community Hospice of Northeast Florida, Jacksonville, FL  

**FACILITATOR:** Norm Bungard, Area Representative, National Committee to Preserve Social Security and Medicare, St. Petersburg, FL  

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**Closing Session & Luncheon**  
11:30 AM – 1:30 PM  
The Florida Department of Elder Affairs (DOEA) Secretary Sam Verghese will share his vision of DOEA and Florida’s Aging Network.  

**Presiding:** Susan Ponder-Stansel, President, FCOA  

**Presentation of FASC Award:** Kristy Carter, Treasurer, Florida Association of Senior Centers  

**FCOA Business Meeting:** Susan Ponder-Stansel  

**Introduction of Secretary Verghese:** Randy Hunt, President, Florida Association of Aging and Disability Resource Centers  

**Plenary Address:** Sam Verghese, Secretary, Florida Department of Elder Affairs  

**Caribbean V-VII**  

**Department of ELDER AFFAIRS**  
**STATE OF FLORIDA**  

**Closing Luncheon**  
**Sponsored by:**  

**Closing Session**  
**Sponsored by:**  

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