Florida Conference On Aging

Imprint Aging on Florida

August 28–30, 2017 • Caribe Royale Hotel, Orlando, FL

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SUNDAY, AUGUST 27
4:00 PM – 6:00 PM Registration Desk Open ................................................................. Caribbean Registration
1:30 PM – 3:00 PM FASP Board Meeting ........................................................................ Boca III
4:00 PM – 5:30 PM FCOA Board Meeting ........................................................................ Boca II

MONDAY, AUGUST 28
8:00 AM – 5:30 PM Registration Desk Open ................................................................. Caribbean Registration
10:00 AM – 3:30 PM Exhibit Hall Setup ............................................................................. Caribbean Ballroom IV-VII

Pre-Conference Intensive (Separate Fees Apply; Not Included in Conference Registration)
9:00 AM – 12:00 PM Budgets & Block Grants – What Is Next for the Aging Network? (FASP) ................................................................. Boca V

12:00 PM – 5:00 PM Hospitality Lounge ............................................................................. Governors Boardroom
12:30 PM – 2:00 PM Opening Session & Concession Lunch .............................................. Caribbean Ballroom I-III
2:15 PM – 3:15 PM Concurrent Workshops
   The Urgent Need for Disruption in Long Term Care ..................................................... Boca I
   Medical Non-adherence in the Elderly ......................................................................... Boca II
   Silence is Not Golden .................................................................................................. Boca III
   Seniors, Students and Woodworking ......................................................................... Boca IV
   Impacts of the Opioid Crisis ....................................................................................... Boca V
   What is FRAX and How Can I Use it? ........................................................................ Boca VI
   Care Coaching the Alzheimer’s Caregiver Using an Evidenced Based Approach ....... Boca VII
   Innovations in Planning, Targeting, and Community Outreach ................................. Boca VIII
   Social Security Program Updates ............................................................................. Hibiscus
   Best Practices of Senior Center Volunteer Management .............................................. Barbados

3:30 PM – 5:00 PM Concurrent Workshops
   It Takes the Loneliness Away ..................................................................................... Boca I
   How to Have Legal Affairs in Order ......................................................................... Boca II
   Detrimental Effects of Untreated Hearing Loss ......................................................... Boca III
   Counteract Ageism Through Intergenerational Programming ................................. Boca IV
   Fun Brain Fitness ....................................................................................................... Boca V
   Age-Friendly Communities ....................................................................................... Boca VI
   Memory Loss and Research ...................................................................................... Boca VII
   Using Technology to Collaborate and Demonstrate: Managing Projects and Presenting Results .......................................................... Boca VIII
   FSU Claude Pepper Center Advocacy ........................................................................ Hibiscus
   Boomers & Beyond: Planning for the Future of Senior Centers ................................ Barbados

5:00 PM – 7:00 PM Opening Reception w/ Exhibitors ...................................................... Caribbean Ballroom IV-VII

TUESDAY, AUGUST 29
7:00 AM – 5:00 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 – 10:45 AM Refreshment Break/Exhibit Hall .................................................. Caribbean Ballroom IV-VII
10:45 AM – 11:45 AM Concurrent Workshops
   Fighting Elder Financial Exploitation ......................................................................... Boca I
   Using One’s Social History to Improve Quality of Care ............................................ Boca II
   Best Practices in Programming ................................................................................ Boca III
   Vitamin D in Household Food Supplies in Homebound Adults ................................ Boca IV
   Fitness- to- Drive Screening Measure©: A Valid and Reliable Screening Tool for Caregivers ......................................................... Boca V
   Win-Win-WIN!! Cultivating Successful Corporate Partnerships ................................... Boca VI
   The Dementia Care and Cure Initiative ..................................................................... Boca VII
   Home Based Primary Care and Medical Foster Care ................................................. Boca VIII
   Inside Washington ..................................................................................................... Hibiscus
11:45 AM – 1:00 PM QSLA Luncheon ................................................................................ Caribbean Ballroom I-III
1:15 PM – 2:45 PM Concurrent Workshops
A Multifactorial Approach to Reducing Falls in the Brooks System of Care – The Impact on Residents in the Assisted Living Setting................................................. Boca I
LGBT Elder Cultural Competency Training................................................................. Boca II
Best Practices Client Data Management....................................................................... Boca III
Tips on Ensuring Seniors Get Awarded Their Maximum SNAP Benefit....................... Boca IV
How to Make Concierge-Style Medicine a Reality for Low-to-Moderate Income Seniors................................................................................................................... Boca V
Advanced Directives and Initiating the Hospice Discussion........................................... Boca VI
Trends that Drive Programs in Senior Centers............................................................. Boca VII
Navigating the Medicare Maze.................................................................................... Boca VIII
The Politics of Aging and Public Policy......................................................................... Hibiscus

2:45 PM – 4:00 PM Exhibit Hall Closing Reception......................................................... Caribbean Ballroom IV-VII

4:00 PM – 5:00 PM Concurrent Workshops
The Art of Living Longer................................................................................................ Boca I
What is Guardianship? Who are Guardians? How Do I Avoid This?........................... Boca II
Law Enforcement Investigations: Protecting Seniors Through Community Services.... Boca III
Nutrition for Older Adults.......................................................................................... Boca IV
Partnering up with your Local University and Community Health Clinic.................... Boca V
How Music and Technology Are Elevating Cognitive Care........................................ Boca VI
Differences in Satisfaction with Services Between Short and Long Term Clients at a Dementia-Specific Adult Day Center.......................................................... Boca VII
“Personal Best” A Senior Games Active Aging Communication Strategy..................... Hibiscus

5:15 PM – 6:30 PM Networking Meetings
Florida Association of Senior Centers (FASC)................................................................ Hibiscus

WEDNESDAY, AUGUST 30
7:30 AM – 12:00 PM Registration Desk Open................................................................ Caribbean Registration
8:00 AM – 8:30 AM Refreshment Break & Banana Break............................................. Governors Boardroom
8:30 AM – 9:30 AM Concurrent Workshops
Navigating Long Term Care Insurance...................................................................... Boca I
Care Plan Your Way to Success.................................................................................... Boca II
Emergency Home Energy Assistance............................................................................ Boca III
How Care Giving Impacts the Caregiver...................................................................... Boca IV
Navigating Around the “Business” of Aging in America................................................ Boca V
Connections: How Relationships Shape Boomer Addiction Recovery........................ Boca VI
Alzheimer’s Disease: Discovery, Development, and Current Research......................... Boca VII
YIKES! You Want Me to Evaluate My Senior Center?.................................................... Boca VIII
What happened? The 2017 Florida Legislature in Perspective...................................... Hibiscus

9:30 AM – 9:45 AM Break

9:45 AM – 11:15 AM Concurrent Workshops
Navigation Consternation............................................................................................. Boca I
Why Ask That? 701B Questions.................................................................................... Boca III
7 Simple Steps to Get Back on Track after a Setback..................................................... Boca IV
A Critical Imprint on Family Caregiving: Working to Enhance Respite Care in Florida... Boca V
Access from AT&T....................................................................................................... Boca VI
Meeting the Needs of Persons with Early Stage Dementia: A Holistic Approach.............. Boca VII
Florida Resources to Help Older Adults Stay Safe and Mobile....................................... Boca VIII
AMPing up Florida....................................................................................................... Boca II

11:30 AM – 1:30 PM Closing Session and Luncheon....................................................... Caribbean Ballroom I-III

Thank you for attending the 2017 Florida Conference on Aging.
Please visit http://tinyurl.com/fcoa2017 to complete your conference evaluation.
Have a Safe Trip Home!
**Exhibit Hall Schedule**

**Monday, August 28**
- 10:00 AM – 3:30 PM  Booth Set-Up
- 5:00 PM – 7:00 PM  Opening Reception

**Tuesday, August 29**
- 7:30 AM – 8:30 AM  Continental Breakfast
- 10:00 AM – 10:45 AM  Refreshment Break
- 2:45 PM – 4:00 PM  Closing Reception
- 4:15 PM  Tear-Down

**Registration Desk Hours**

Sunday .................................. 4:00 PM — 6:00 PM
Monday .................................... 8:00 AM — 5:30 PM
Tuesday ................................... 7:00 AM — 5:00 PM
Wednesday .............................. 7:30 AM – 12:00 PM

**Hospitality Lounge**

United Healthcare 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 and a charging station for your electronic devices will be available.

**Governors Boardroom**

**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.

**PRE-CONFERENCE INTENSIVES — MONDAY, AUGUST 28**

**Budgets & Block Grants – What Is Next for the Aging Network?**

9:00 AM – 12:00 PM  Boca V

Lawmakers in Washington, D.C. are making big changes to healthcare – including the Medicaid program. These changes could happen quickly and may change the funding Florida receives to serve clients. Florida, as a result, may change eligibility and services offered to Medicaid clients. This session is a dialogue with experts in health policy who can help you better understand the possible effects on Floridians so you can plan for potential impacts to your organization.

**PRESENTERS:** Larry Polivka, PhD, Executive Director, Claude Pepper Center, Florida State University, Tallahassee, FL; Thair Phillips, President/CEO, RetireSafe, Washington, DC and Anne Swerlick, JD, Policy Attorney and Analyst, Florida Policy Institute, Tallahassee

**Continuing Education Credits** will be offered at the 2017 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

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.
### Track Information

#### CARE MANAGEMENT
- Medical Non-Adherence in the Elderly *(See Page 7)*
- How to Have Legal Affairs in Order *(See Page 10)*
- Using One’s Social History to Improve Quality of Care *(See Page 15)*
- LGBT Elder Cultural Competency Training *(See Page 19)*
- What is Guardianship? Who are Guardians? How Do I Avoid This? *(See Page 21)*
- Care Plan Your Way to Success *(See Page 25)*

#### DEPARTMENT OF ELDER AFFAIRS
- Medical Non-Adherence in the Elderly *(See Page 7)*
- Innovations in Planning, Targeting, and Community Outreach *(See Page 7)*
- Using Technology to Collaborate and Demonstrate: Managing Projects and Presenting Results *(See Page 12)*
- The Dementia Care and Cure Initiative *(See Page 14)*
- Tips on Ensuring Seniors Get Awarded Their Maximum SNAP Benefit *(See Page 19)*
- Results and Application of Findings from the 2016 Needs Assessment Survey *(See Page 23)*
- Emergency Home Energy Assistance *(See Page 25)*
- Why Ask That? DOEA Responds to 701b Questions *(See Page 26)*

#### SENIOR CENTER
- Best Practices of Senior Center Volunteer Management *(See Page 7)*
- Boomers & Beyond: Planning for the Future of Senior Centers *(See Page 10)*
- Best Practices in Senior Center Programming *(See Page 15)*
- Trends that Drive Programs in Senior Centers *(See Page 20)*
- Personal Best – A Senior Games… *(See Page 23)*
- YIKES! You Want Me to Evaluate My Senior Center? *(See Page 25)*
- Florida Resources to Help Older Adults Stay Safe and Mobile *(See Page 27)*

#### SENIOR HUNGER
- Vitamin D in Household Food Supplies in Homebound Adults *(See Page 14)*
- Tips on Ensuring Seniors Get Awarded Their Maximum SNAP Benefit *(See Page 19)*
- Nutrition for Older Adults *(See Page 21)*

#### POLICY
- Social Security Program Updates *(See Page 9)*
- FSU Claude Pepper Center Advocacy *(See Page 12)*
- The Politics of Aging and Public Policy *(See Page 20)*
- Inside Washington *(See Page 14)*
- What happened? The 2017 Florida Legislature in perspective. *(See Page 24)*
Monday, August 28

9:00 AM – 12:00 PM  |  Pre-Conference Intensives

Times vary and a separate fee applies to attend. Intensives are not included with general conference registration. See page 5 for more information.

Concession lunch available for $8 – $14 (cash and credit cards accepted) starting at 11:30 AM near the Caribbean Ballroom.

12:30 PM – 2:00 PM  |  Conference Opening Plenary Session

We live in a society that values youth and ‘reversing’ the aging process. The messages that are consistently sent are that aging means we should take on new roles and accept the prejudice put upon us as we age. Applewhite’s presentation This Chair Rocks: How Ageism Warps Our View of Long Life, will talk about the history of ageism and how stereotypes and myths not only burden society but hold us back from becoming an inclusive age-friendly world.

Presiding: Susan Ponder-Stansel, CEO, Community Hospice & Palliative Care, FCOA President
Welcome: Jeff Bragg, Secretary, Florida Department of Elder Affairs
Introduction of Speaker Ashton Applewhite: Elizabeth Miller, President of WellCare of Florida, WellCare Health Plans
Keynote Address: Ashton Applewhite
Advocacy Call to Action: Jaime Huysman, PhD, VP, Provider Relations, WellMed
Closing Remarks: Susan Ponder-Stansel

2:15 PM – 3:15 PM  |  Concurrent Workshops

Best Practices of Senior Center Volunteer Management Barbados
This workshop offers a comprehensive, formal approach to creating an environment that keeps volunteers productive and coming back for more. We will share ideas on how to develop a solid volunteer management program including: recruitment, training, scheduling, communication, and retention. We will also discuss the first and most important brick to this solid foundation; understanding the heart of a volunteer.

PRESENTERS: Rachel Cataldo, Gulfport Senior Center Supervisor, FASC Secretary, Gulfport, FL and Sally Marvin, Community Service Center Supervisor, City of St. Petersburg, St. Petersburg, FL
FACILITATOR: Tourea Robinson, Director of Development, Aging True, Jacksonville, FL

Silence Is Not Golden – The Devastating Impact of Untreated Hearing Loss Boca III
Hearing loss is often described as the invisible handicap due to its lack of outward symptoms. The presenter will demonstrate that hearing loss is not a benign condition and that quality of life is not only diminished in the presence of untreated hearing loss, but may also be compromised and even shortened.

PRESENTER: Georgia Copulos, New Business Development Manager, HearUSA, Palm Beach Gardens, FL
FACILITATOR: Andrea Busada, Director, Broward County Elderly & Veteran’s Services, Oakland Park, FL

Medical Non-Adherence in the Elderly Boca II
This presentation will explore medical non-adherence in the elder population. Information will be given on reasons for intended and unintended medical non-adherence in the elder population. Evidence based strategies will be provided to audience members to reduce the incidence of complications from not following medical advice concerning medications and treatments in this population.

PRESENTER: Carol Klauer, RN, CARES Program, Florida Department of Elder Affairs, Tallahassee, FL
FACILITATOR: Nancy Green-Irwin, VP of Contract Services, Friendship Centers, Ft. Myers, FL

Innovations in Planning, Targeting and Community Outreach Boca VIII
This workshop will provide participants with an overview of the targeting requirements mandated by the Administration on Aging for OAA programs, and will demonstrate how to use tools developed by the Department to reach these key subpopulations of vulnerable groups of elders.

PRESENTERS: Nathanial Myers, Chief of Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL and Jessica Tice, Research Coordinator, Evaluation Unit, Bureau of Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL
FACILITATOR: Laura M. Garrett, Executive Vice-President, Council on Aging of West Florida, Pensacola, FL
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• Just moved
• Are turning 65
• Have limited income & resources
• Qualify for both Medicare & Medicaid

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The Urgent Need for Disruption in Long-Term Care  

Everyone is aware of America's aging population. We all hear that 10,000 baby boomers turn 65 every single day. That said, CMS estimates that 70% of people over 65 will require some form of long-term care. There are over 50 million individuals over 65 in our country alone. The problem? The vast majority of services are out of reach to the majority of these seniors, putting the majority of the burden on government assistance, and if the person is lucky – family. It has been estimated that a quarter of individuals over 65 are “elder orphans” or have no family to support them. In the age of social media, self-driving cars, and the most inter-connectivity seen in history, it is time to use lessons learned from technological advancements to improve the care of ALL seniors.

PRESENTERS: Richard Ashenoff, II, Co-founder & COO, Room2Care.com, Miami Beach, FL and Todd Florin, MD, CEO & Co-founder of Room2Care.com, Miami Beach, FL.

FACILITATOR: Kenny Holt, Community Resource Educator, TLC Caregivers, Pensacola, FL

Social Security Program Updates  
The objective of this workshop is to urge support for and promotion of, the federal programs Social Security and Medicare. Talking points will be provided to attendees so they are can visit with elected officials and others to talk about the importance of these programs to Floridians.

PRESENTER: Norm Bungard, Retired Advocate and Workshop Leader, NCPSSM, St. Petersburg, FL

FACILITATOR: Richard Tucker, PhD, Professor Emeritus, University of Central Florida, New Smyrna Beach, FL

Leading Web-Based Documentation and Communication Software for Long-Term Services and Supports

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Features Include:
- Individual Care Plans to manage treatments and personal supports
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Health Tracking Supports:
- Medical Histories
- Advanced Directives
- Assessments and Risk Planning
- Consent Tracking
- Guidelines / Safeguards
- Track Orders / Status of Treatment

Contact our Southeast Representatives:
Maureen O'Connell
Business Development Consultant
maureen.oconnell@therapservices.net
(386) 846-9688

Barry Pollack
Regional Director
barry.pollack@therapservices.net
(386) 212-3201

Last updated: 06/2017

Seniors, Students and Woodworking
Sharing Passions Across Ages

This workshop will discuss how the Pasco County Library has created a makerspace (a location within the library that provides tools and materials) and how they staffed it using seniors who teach their passions for creative skills such as woodworking, jewelry making, sewing and many others. This workshop will show how the library created the space, its purpose, how we recruited for it and best practices we've learned along the way.

PRESENTER: Sean McGarvey, Library Administrator, Pasco County Library System, Hudson, FL

FACILITATOR: Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC

Care Coaching the Alzheimer’s Caregiver
Using an Evidenced Based Approach

A person with Alzheimer’s may live as long as 20 years after diagnosis. The RCI REACH (Resources Enhancing Alzheimer’s Caregiver Health), an evidenced based program, was developed at the Rosalyn Carter Institute for Caregiving at Georgia Southwestern University for the purpose of equipping caregivers for the caregiving journey. RCI REACH is an approach that assigns a care coach to a caregiver over a six month period to teach tools and empower the caregiver to manage the care of a loved one with less negative impact on their health by managing high stress situations effectively and for the long term. The session will review the Alzheimer’s Association Florida Gulf Coast Chapter’s experience delivering services under the program, focusing on program structure, delivery and outcomes.

PRESENTERS: Emily Reese, REACH Program Specialist, Alzheimer’s Association Florida Gulf Coast Chapter, Bonita Springs, FL and Chris Wilcox, Program Specialist, Alzheimer’s Association, Lakeland, FL

FACILITATOR: Kristina Jalazo, Director of Elder & Disabled Services Department, Gulf Coast Jewish Family & Community Services, Clearwater, FL
Impacts of the Opioid Crisis

The impacts of the opioid crisis touch every sphere of society, especially the sandwich generation responsible for caring for aging parents while also raising a young child or financially supporting a grown child. This workshop provides an overview of the opioid epidemic and equips attendees with information they need to recognize the signs and symptoms of opioid abuse. This is an issue without boundaries, and can affect a teenager or young adult as well as an older parent recovering from surgery or struggling with chronic pain. Experts will also share treatment and intervention strategies.

PRESENTERS: Valerie Westhead, MD, Chief Medical Officer, Aspire Health Partners, Orlando, FL; Shannon Robinson, MSN, RN, Senior Vice President of Medical Operations, Aspire Health Partners, Orlando, FL; and Wendy Bailey, MS Pharm, MBA, VP Pharmacy Operations, Sunshine Health

FACILITATOR: Kathleen Rice, RPh, MBA, AAASWFL Board Vice-Chair, Sanibel, FL

What is FRAX and How Can I Use It?

Nearly 10 million people in the United States have osteoporosis. In fact, 1 out of every 2 women and 1 out of every 4 men older than 50 years of age will have an osteoporosis-related fracture in his or her lifetime. (Peterson ML et al. J Geri PT 2011). Unfortunately, many fractures occur in those who have not yet been diagnosed with osteoporosis but instead with osteopenia, a state of lower than normal bone density that often precedes osteoporosis. This workshop includes a discussion of who is at risk for poor bone health, The Fracture Risk Assessment Tool or FRAX, and the most recent evidence suggesting how FRAX can be utilized by health care providers and in the community to assist primary care providers in identifying those in need of further assessment and/or treatment for poor bone health.

PRESENTER: Jacqueline Osborne, DPT, Physical Therapist - Geriatric Physical Therapy Residency Coordinator, Brooks Institute of Higher Learning, Brooks Rehabilitation, Jacksonville, FL

FACILITATOR: Ann Thompson, Member Services, Advent Christian Village, Dowling Park, FL

“How To Have Your Legal Affairs In Order and Then Get On With Your Life”

An overview of legal documents which individuals need to have in place in order to avoid the unnecessary complexity and expense of guardianship and probate. The workshop will cover advance care directives (durable powers of attorney, health care surrogate designation, living wills, DNR’s, etc.) as well as Last Will(s) and Testament and living trusts. There will be an overview of long term care insurance, Medicaid, and Veterans Benefits, as a means of financing services at home or in a residential setting; and the presentation will include practical ideas for incapacity and estate planning.

PRESENTER: Arlene Lakin, Attorney, Arlene Lakin, Esq., Margate, FL

FACILITATOR: Andrea Busada, Director, Broward County Elderly & Veteran’s Services, Oakland Park, FL

Memory Loss and Research

Learn about causes, risk factors and ground breaking research opportunities for Memory Loss and Alzheimer’s Disease.

PRESENTER: Marieke Cajal, PhD, Neuroscience Recruitment Manager, Compass Research, Orlando, FL

FACILITATOR: Richard Tucker, PhD, Professor Emeritus, University of Central Florida, New Smyrna Beach, FL

Age-Friendly Communities and the Role of Partnerships

This workshop will present information about the AARP Network of Age-Friendly Communities and how partnerships at the community and state level are playing an integral role in this initiative. Hear from communities already in the AARP Network of Age-Friendly Communities, Sarasota County and the City of Tallahassee, and how they are collaborating with community partners. Learn more about the Safe Mobility for Life Coalition and how they are working to increase the number of lifelong communities.

PRESENTERS: Laura Cantwell, Associate State Director, AARP Florida, St. Petersburg, FL; Kathy Black, PhD, The Patterson Foundation Initiative Consultant, Age Friendly Sarasota, Hartford Geriatric Social Work Faculty Scholar, Professor, College of Liberal Arts and Social Sciences, Sarasota, FL; Sheila Salyer, Manager, Tallahassee Senior Services, Tallahassee, FL; and Gail Holley, Safe Mobility for Life Program and Research Manager, Florida Department of Transportation, Tallahassee, FL

FACILITATOR: Jason Martino, Director of Planning, Emergency Coordinating Officer, Area Agency on Aging of Pinellas & Pasco, St. Petersburg, FL

Boomers & Beyond: Planning for the Future of Senior Centers

In late 2016, the Friendship Centers commissioned six blind focus studies for Boomers aged 50-70 in Sarasota County as part of strategic planning. The focus groups explored things like perception, interests, communication, and price points in the senior activities market. This session will share the process and findings of those focus groups as well as the Friendship Centers’ plans for the future.

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

FACILITATOR: Sally Marvin, President, Florida Association of Senior Centers, St. Petersburg, FL

Concurrent Workshops

3:30 PM – 5:00 PM

Memory Loss and Research Boca VII

Age-Friendly Communities and the Role of Partnerships Boca VI

Boomers & Beyond: Planning for the Future of Senior Centers Barbados

What is FRAX and How Can I Use It? Boca VI

“How To Have Your Legal Affairs In Order and Then Get On With Your Life” Boca II

Impacts of the Opioid Crisis Boca V
“It takes the loneliness away”: An Innovative Model of Care for Social Isolation

Inside every lonely adult is a kid eating lunch by herself on a bench.” The Globe and Mail writes that social isolation is a looming crisis. Studies indicate one out of two residents in long-term care report feeling lonely, despite our best efforts and recreation calendars filled with programs. A growing body of research documents the effectiveness of peer support in community services but these groups are rare within residential senior care. The presenters will describe an innovative peer support approach using two programs as an example called the Java Music Club and Java Memory Care, along with evaluations of their implementation in organizations within Canada and the US. The session format will include a program demonstration, video and interactive discussions, along with implementation processes and research results. Attendees will leave with a takeaway strategy on how to engage residents and volunteers in helping reduce these critical levels of loneliness.

**PRESENTERS:** Kristine Theurer, Founder, President, Java Group Programs, Inc., Toronto, Ontario; and Dayne DuVall, Director, U.S. Operations, Java Group Programs, Inc., Ft. Lauderdale, FL

**FACILITATOR:** Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC

Detrimental Effects of Untreated Hearing Loss

Research indicates that individuals with hearing loss wait an average of seven to ten years before seeking treatment with hearing devices. Many of these individuals are unaware of the detrimental effects of untreated hearing loss. This seminar will outline various research studies and discuss how our physical, cognitive, and social well-being are at risk when we leave hearing loss untreated. Specifically, an increased risk of auditory deprivation, cortical reorganization, cognitive decline and dementia, fatigue, falls, and hospitalizations are a few of the factors highlighted. The seminar concludes with a review of research on patient satisfaction with hearing devices and suggestions on how to reduce the risk of untreated hearing loss.

**PRESENTER:** Lyndsey Nalu, Audiologist, Florida Telecommunications Relay, Inc., (FTRI), Tallahassee, FL

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

Fun Brain Fitness

Neuroplasticity is a capacity that is not lost, not even in the process of aging nor neurodegenerative deterioration. Fun Brain Fitness is a holistic approach specifically aimed to promote neuroplasticity through structural, chemical, and functional stimulation of the brain that involves both the movement of the body in space and the movement of thinking and happy thoughts. Fun Brain Fitness provides novel stimulation to produce favorable modifications in the brain of anyone with or without cognitive impairments. During a Fun Brain Fitness session participants have the opportunity to exercise concentration, short term memory, improvisation, aerobics and cardio. This is done through a win-win combination of laughter yoga, brain exercises, singing and dancing resulting in an engaging, physical activity routine for all ages.

**PRESENTER:** Erika Ruiz, Cognitive Fitness Facilitator, AARP, Doral, FL

**FACILITATOR:** Kristina Jalazo, Director of Elder & Disabled Services Department, Gulf Coast Jewish Family & Community Services, Clearwater, FL

Counteract Ageism Through Intergenerational Programming

Brain Fitness Clubs (BFC) provide opportunities for community-dwelling individuals diagnosed with Mild Cognitive Impairment and early dementia to engage in activities that stimulate the mind, body and spirit. Since 2007, the BFC at the First United Methodist Church of Winter Park has integrated a varied and robust intergenerational components with students from the University of Central Florida - Orlando, Rollins College – Winter Park, and Stetson University – DeLand. Graduate and undergraduate students as well as BFC members have benefited in many ways from these opportunities. Age stereotypes exist, from both the perspective of the older adult and the student; the health care professions are at risk of educating insufficient numbers to meet increasing needs. In addition, older adults are often subjected to program settings that are elder-specific. This presentation will explore the intergenerational benefits experienced at a BFC program site and identify recommendations for generating successful intergenerational opportunities.

**PRESENTERS:** Peggy Bargmann, Executive Director, Brain Fitness Club, Apopka, FL and Dawn Roe, Associate Professor of Art, Department Co-Chair, Rollins College, Winter Park, FL

**FACILITATOR:** Mary Lou Donaldson, Executive Director, TLC Caregivers, Pensacola, FL
Using Technology to Collaborate and Demonstrate: Managing Projects & Presenting Results  
Boca VIII

This workshop will demonstrate how to use the following tools to increase the efficiency and impact of presentations and reports:

- Venngage is an online design application that allows the user to create infographics, maps, graphs, and other images for use in presentations and reports.
- People Graph from Microsoft Excel also allows for the creation of aesthetically pleasing graphs and callouts.
- Workflowy is an online organization tool and application that assists with project management, providing a simple and interactive interface of nested lists and tags.

**PRESENTER:** Caitlyn Walsh, Research Coordinator, Evaluation Unit, Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL

**FACILITATOR:** George Popovich, COO, CARES – Community Aging & Retirement Services, Hudson, FL

FSU Claude Pepper Center Advocacy through Policy and Research  
Hibiscus

The Claude Pepper Center (CPC) at FSU uses information, data, videography and advocacy 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 and persons with disabilities. This workshop will describe the major policy, research and advocacy efforts of the CPC. 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. Alternative residential options will be reviewed, including limited low income ALFs, the Program of All-Inclusive Care for the Elderly (PACE), the Green House Project and recent videos on related topics.

**PRESENTERS:** Larry Polivka, PhD, Executive Director, FSU Claude Pepper Center, Tallahassee, FL; and LuMarie Polivka-West, MSP, Sr. Research Associate, Tallahassee, FL

**FACILITATOR:** LuMarie Polivka-West, MSP, Sr. Research Associate, Tallahassee, FL

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**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**

Co-sponsored by: In the pursuit of health

**Continent**

Caribbean V-VII

**WIN A $50 VISA GIFT CARD!**

In your tote you will find a ‘Passport of Exhibitors’ card. On Tuesday, August 29th registered conference attendees are encouraged to visit every booth and to get their passport stamped with an owl sticker. Drop the completed card at the conference registration desk by 4:15 PM, August 29th. A winner will be selected at 4:30 PM and their name posted at the registration desk. Do not need to be present to win.
General Session

Without a crystal ball we cannot predict what Washington, D.C. has planned for health care – including Medicaid. There have been several drafts of legislation and more predictions and recommendations than we have time for. Robert Blancato will provide a brief overview of what is happening and the top 10 things we need to know now.

Beth Kidder with the Agency for Health Care Administration will provide a brief background of the Medicaid program in Florida and provide some scenarios that are being prepared for given the changes in Washington. Potential policy directions and what aging services providers need to know will also be discussed.

For the third part of our session today, Joe Tankersley will talk about *Re-imagining the Future of Aging in Florida*. As the population grows older, many experts are concerned that we are unprepared for our Graying Future. He sees a different possibility. One where emerging technologies, cultural shifts, and individual empowerment offer a unique opportunity to reimagine the future of aging. This new future will be bright, bold, and diverse. Creating it starts by changing the stories we tell ourselves about what it means to grow older and to serve an older population.

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: Dr. Paul Minotty

Presentation of the FCOA Advocacy Award: Karen Deigl, President/CEO, Senior Resource Association

Acceptance of the FCOA Advocacy Award: Representative Erin Grall

Federal Update: Robert Blancato, President, Matz, Blancato & Associates

Medicaid in Florida: Beth Kidder, Deputy Secretary, Division of Medicaid, Florida Agency for Health Care Administration

Plenary Speaker: Joe Tankersley, Unique Visions, Inc.

Sponsored by: Humana

WE MADE A

BOLD GOAL

Achieving better health in our community is not easy but by working together, we know great things are ahead of us when our health is ready for them.

Let’s make more Healthy Days together.
## Concurrent Workshops

### 10:00 AM – 10:45 AM

**Refreshment Break**

**Caribbean IV-VII**

### 10:45 AM – 11:45 AM

<table>
<thead>
<tr>
<th>Workshop Title</th>
<th>Room</th>
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<tbody>
<tr>
<td><strong>Inside Washington</strong></td>
<td>Hibiscus</td>
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<td>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 new administration, the new approaches to health care and budget reform and other issues affecting mature Americans, including the Affordable Care Act; Medicare Part D; funding the Older Americans Act; Medicare and Social Security. Come join the discussion.</td>
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<tr>
<td><strong>The Dementia Care and Cure Initiative</strong></td>
<td>Boca VII</td>
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<td>This workshop will provide updates on the Dementia Care and Cure Initiative (DCCI), as it was first announced at the FCOA Conference by Secretary Verghese in 2015. In April 2016, the Department announced the City of Tallahassee and Leon County as the Pilot Community. Since the announcement, there has been significant progress made in Tallahassee and Leon County towards a more dementia friendly community. In the coming months, the Department of Elder Affairs will be expanding DCCI to several other communities statewide including Sarasota, Ft. Myers, Jacksonville, and Pensacola. This presentation will provide updates from each community as this initiative continues to grow.</td>
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<td><strong>Win-Win-WIN!! Cultivating Successful Corporate Partnerships</strong></td>
<td>Boca VI</td>
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<td>Participants will learn how to create a corporate partnership program for their organization that best aligns with their fundraising goals and the marketing desires of prospective companies. A package of materials to create a corporate partner program will be shared as will ideas to integrate corporate colleagues into your organization and retain their fundraising dollars.</td>
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<tr>
<td><strong>Fitness-to-Drive Screening Measure®: A Valid and Reliable Screening Tool for Caregivers</strong></td>
<td>Boca V</td>
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<td>Over the next ten years, it is estimated that older adults (65 years of age or older) will represent the fastest growing segment of the Floridian population. As a result of this projected growth, there is a mounting need to support older drivers and their caregivers by recognizing the driver’s fitness to drive. The Fitness-to-Drive Screening measure® (FTDS) is a free online screening tool that identifies at-risk older drivers. Based on responses given by proxy raters (e.g., family, friends, healthcare professionals) on the 54 driving-related items, the tool classifies the driver as either an at risk, routine, or accomplished driver. The tool also provides classification-specific resources and recommendations and a key form highlighting areas of challenge for the driver. The FTDS provides proxy raters and healthcare professionals such as occupational therapists the strategies and resources for making decisions related to continued driving, referral to driver rehabilitation, or driving cessation.</td>
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<td><strong>Vitamin D in Household Food Supplies in Homebound Adults</strong></td>
<td>Boca IV</td>
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<td>Presenter will describe the study of home food supplies conducted in 5 states with emphasis on her role of nutritional evaluation. The homebound status of the senior who lives alone presents unique challenges for meeting nutritional needs. Vitamin D deficiency has become a global issue. It is typically obtained from sunshine, and is an important consideration to maintain calcium status and bone mass. The study identified major sources of vitamin D in this population.</td>
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**Speaker Information:**

**Inside Washington**
- **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:** Ken Thomas, Regional Volunteer Director, AARP, Boca Raton, FL

**Win-Win-WIN!! Cultivating Successful Corporate Partnerships**
- **Presenter:** Marty Katz, VP Development & Marketing, The Friendship Centers, Sarasota, FL
- **Facilitator:** Tourea Robinson, Director of Development, Aging True, Jacksonville, FL

**Vitamin D in Household Food Supplies in Homebound Adults**
- **Presenter:** Nancy Lashway, Consultant, Rutgers University, Boynton Beach, FL
- **Facilitator:** Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC

**The Dementia Care and Cure Initiative**
- **Presenter:** Catherine Anne Avery, RN, LNC, Chief, Bureau of Elder Rights, Florida Department of Elder Affairs, Tallahassee, FL
- **Facilitator:** Jeff Johnson, State Director, AARP Florida, St. Petersburg, FL

**Fitness-to-Drive Screening Measure®: A Valid and Reliable Screening Tool for Caregivers**
- **Presenter:** Sherrilene Classen, PhD, Professor and Chair, Department of Occupational Therapy, College of Public Health and Health Professions, University of Florida, Gainesville, FL
- **Facilitator:** Nancy Green-Irwin, VP of Contract Services, Friendship Centers, Ft. Myers, FL
Using One’s Social History to Improve Quality of Care Boca II

An interactive discussion surrounding how to develop a social history, apply it to develop a personalized care plan to ultimately ensure those suffering with Alzheimer’s or dementia receive the highest quality of care in order to live their best life possible. We will address how telling one's life story and focusing on what is still preserved, versus what is lost, can help influence meaningful activities that give those with Alzheimer’s a life worth living. We’ll use a real-life example and encourage the audience to help write a social history, that they can then use in conjunction with the medical care plan developed by the nurse or case manager.

PRESENTER: Scott Greenberg, Chief Executive Officer, ComForcare Senior Services, Palm Beach Gardens, FL

FACILITATOR: George Popovich, COO, CARES – Community Aging & Retirement Services, Hudson, FL

Best Practices in Senior Center Programming Boca III

The panel will discuss strategies for recruiting new participants, as many senior centers now serve multiple generations. Look at the trends - which programs are phasing out, as new ones are getting started. Hear about how local agencies are being utilized as resources in the community to better serve the whole population, through partnerships with neighbors on activities and events.

PRESENTERS: Kristy Carter, Assistant Program Supervisor, City of Tallahassee, Senior Center, Tallahassee, FL; Sue Richerson, Program Manager, St. Johns County Council on Aging, St. Augustine, FL; Tatiana Fortune, Director, Golden Gate Senior Center, Naples, FL and Angela Vazquez, Assistant Director, Southwest Social Services Programs, Miami, FL.

FACILITATOR: Jemith Rosa, President & CEO, CARES – Community Aging & Retirement Services, Hudson, FL

Fighting Elder Financial Exploitation through Community Networks Boca I

There is a growing consensus among community stakeholders, experts and practitioners that multidisciplinary community collaboration improves detection, response and the prosecution of elder financial exploitation. Join us to discuss the findings of our recent study of 23 community collaborative organizations. We will discuss their successes and challenges in a number of areas including activities, membership, funding and sustainability. We will discuss recent activities of elder financial protection networks in Florida and engage the audience to share their experiences and perceptions of the need for networks in their communities.

PRESENTERS: Tamara Sieckman, Outreach Coordinator, Consumer Financial Protection Bureau Office for Older Americans, Washington, DC; and Sarah Halsell, Legal Services Developer, Florida Department of Elder Affairs, Tallahassee, FL.

FACILITATOR: Kathleen Rice, RPh, MBA, AAASWFL Board Vice-Chair, Sanibel, FL

Home Based Primary Care and Medical Foster Care Boca VIII

Care is available in the community for veterans for whom clinic and ambulatory care is no longer effective. The Tampa Home Based Primary Care service provides longitudinal safe and effective care to Veterans in their homes, including private homes, assisted living facilities and smaller family care homes. The interdisciplinary team is made up of physicians, social workers, dieticians, pharmacists, nurses, psychologists, and kinesiotherapists to provide interdisciplinary care in keeping with the veteran's health care values. For veterans who require nursing home level of care, medical foster care is available through individuals and families in the community. The foster home furnishes a homelike setting, allowing the home based primary care team to provide excellent medical care that is cost effective and is consistently rated at the top of patient satisfaction scales. These care programs have parallels with the Independence at Home Demonstration projects. Opportunities for community partnerships will be explored.

PRESENTER: June Leland, MD, Medical Director Home Based Primary Care, James A Haley VA, New Port Richey, FL.

FACILITATOR: Mary Lou Donaldson, Executive Director, TLC Caregivers, Pensacola, FL.

How Music & Technology Are Elevating Cognitive Care

Andy Tubman
Certified Music Therapist, Co-Founder and Chief of Therapeutics & Music at SingFit

FLORIDA CONFERENCE ON AGING
TUES. 8/29
4:00PM
The plenary presentation will be given by Certified music therapist Andy Tubman and will look at the current state of how music and technology are changing the way we approach cognitive programming to improve the lives of people 65 plus. Mr. Tubman will take the audience on an informative and experiential journey utilizing video recordings, slides and live singing!

Presiding: Charlie Robinson, FCOA President-Elect
Presentation of the 2017 Quality Senior Living Awards: Dave Lynn, Special Consumer Services Manager, FPL
Introduction of Luncheon Speaker: Jeff Johnson, State Director, AARP Florida
Luncheon Speaker: Andy Tubman, Founder of Integrative Music Therapy Services and Co-Founder of Musical Health Technologies, creators of SingFit PRIME

Dr. Carter Osterbind Outstanding FCOA Member Award
Jeff Johnson, St. Petersburg
Nominated by: Abby Walters, AARP Florida, Vero Beach
Susan Ponder-Stansel, Community Hospice and Palliative Care, Jacksonville

Abby Walters’ nomination stated: As the State Director of Florida AARP, Jeff has led an effort by hundreds of AARP volunteers and 21 staff to broaden issues important to older Floridians to elected officials at the federal, state and local level; opinion leaders; the news media and community organizations; the nonprofit sector and businesses statewide. Jeff believes creating positive social change for older Floridians begins with building consensus for change among a broad range of stakeholders. Through his leadership, that consensus is emerging. A few examples of approach are: Sixteen Florida communities are now members of the AARP-World Health Organization Network of Age-Friendly Communities, up from three members in 2015. For example, Social Security, which is responsible for nearly half of all income for Floridians over age 65, pumps $5.6 billion per month into the state's economy, creating tens of thousands of jobs in health care, construction, retail, and other sectors. He emerged as a leader for organizations ranging from Leadership Florida to the Florida Council on Aging. Candidates for office at the federal, state and local level have begun to acknowledge the importance of the Longevity Economy, and the profound contributions of older Floridians to community organizations, volunteer service, faith communities and in other ways. Jeff believes that AARP (and all Floridians 50-plus) has neither permanent enemies nor permanent friends but rather enduring principles. He works with all leaders and groups on behalf of the 50-plus in Florida, adhering to enduring principles of fairness, respect and dignity.

Susan Ponder-Stansel also nominated Jeff. Her comments included: Jeff Johnson is an outstanding example of how an excellent Board member should conduct himself: he liberally contributes his time, talent, and treasure, to support and further the work of FCOA. Jeff generously brings the many assets of AARP to benefit FCOA: sponsorships, ideas, and nationally recognized speakers to our events. He is one of our most successful and effective Board members for recruiting new FCOA members and promoting both FCOA and the causes and issues we support to business and community leaders throughout Florida. His commitment to older adults is evident in the way he rolls up his sleeves and works alongside our management staff and Board to make sure we achieve our goals, particularly in advocacy and education. Jeff’s contributions to FCOA Board service in many ways mirror those of Dr. Carter Osterbind’s in our early decades. He has made lasting contributions to our work.
Public Service Award
Lester Cypher, Port Richey
Nominated by: Gabriel Papadopoulos, Elderly Nutrition Division, Pasco Co Public Services, Port Richey

Lester Cypher is the founder and CEO of The Volunteer Way in Pasco County. Mr. Cypher, 80, has dedicated the last 40 years providing community services to the homeless, poor and elderly. The Volunteer Way helps financially insecure individuals meet their basic needs by providing food, personal items, resources and hope to improve their lives. Mr. Cypher’s organization started out with one needy family asking for food. Today, The Volunteer Way of Pasco County assists an average of 23,000 needy individuals and families a month with nutritional meals to supplement their food budgets. For many years, Mr. Cypher has partnered with Pasco County Elderly Nutrition to help feed seniors in Pasco County. The Volunteer Way never turns anyone away. Currently, they host a “WaWa Wednesday” in which seniors enjoy sandwiches and other food items at no cost. Mr. Cypher started as a volunteer of Shepherd’s Cupboard in 1992. With his help, within six months they were feeding over 200 hot meals and giving out 5,000 pounds of food to the needy in Pasco County. As Shepherd’s Cupboard grew, Mr. Cypher started The Reaping of Harvest recycling program, which recycles food from supermarkets and other food handling businesses. From there, he started The Volunteer Way, a food bank, which receives U.S.D.A. Commodities. In 1999, Mr. Cypher started a program to assist low-income homebound elderly to assure them that they did not need to go without food in order to purchase medication. That program grew into the Brown Bag program which now brings 40 to 60 pounds of food to low-income homebound elderly each month. Along with the Brown Bag Program, and the meals provided by Pasco County Elderly Nutrition, the seniors of Pasco County have several options to access food due to the dedication of people like Mr. Cypher.

Service to Seniors by an Organization Award
St. Johns County Sheriff’s Office, St. Augustine
Nominated by: Rebecca Yanni, St. Johns County Council on Aging, St. Augustine

The St. Johns County Sheriff’s Office (SJSO) Community Affairs Unit is committed to serving the community and works closely with local residents through various initiatives and programs. The Safe-Trak and the Community and Advocacy Resources for the Elderly (C.A.R.E.) programs are two of their initiatives that help support seniors in St. Johns County. The Safe-Trak program is designed for seniors diagnosed with Alzheimer’s or other dementias. The program helps to facilitate the purchase, caregiver training and on-going maintenance of a radio frequency tracking device to assist in the recovery of the participant should they become lost. SJSO Deputies and other personnel are trained and certified to track through educational and practical components. The C.A.R.E. program provides several key services to our elderly population. Two SJSO staff members coordinate referrals for need-based services, facilitate connectivity with seniors and foster dialogue between law enforcement and social. Staff members, along with trained volunteers, provide weekly or bi-weekly home visitation for elderly individuals who have no local family or who live alone. Staff members respond to reports of elder abuse and exploitation, often preventing further harm to the individual. The Community Affairs Unit also provides crime prevention presentations at senior centers and senior facilities throughout the community. The Sheriff’s Office is an active member of SPIN, (Senior Providers Information Network) the local senior services networking group, and has been instrumental in helping organize initiatives that offer medical alert systems and home lock boxes for seniors living alone and at risk for falls. Sheriff’s Office staff time devoted to these programs is over 2,000 hours and volunteer hours total more than 1000 hours each year.

Senior Vision Media Award
Friendship Centers, Sarasota
Nominated by: Linda Joffee, Consultant, Longboat Key

Since 1973, the Friendship Centers has been a source of information and inspiration to hundreds of thousands of older adults and the community, providing programs, services and support to promote health, dignity and quality of life throughout the journey of aging. Twenty-six programs now dot the Southwest Florida landscape in five counties, ranging from award winning senior centers, health clinics, adult day programs, dining sites, case management and more. Communicating this array of programs and services requires a multi-format approach that includes traditional print, outreach and broadcast. But at the center of it all is the Friendship Centers’ website and social media platform. The eight-year-old website has recently undergone a complete rebuild and launched in June. The new website features better navigability, mobile optimization, larger and more expressive photos, interactive maps, blog, video capability, and brand new copy to engage baby boomers. In addition, a social media expert was hired to drive more visitors to the website, triggering quicker action for people seeking information, assistance and a response. Since 2016, Facebook posts have multiplied tenfold, and Twitter has been added in the mix with daily tweets. This platform, new within the last decade, has continually been developing over the years at the Friendship Centers as the organization recognized the need to reach a broader audience, support long-distance caregiving families and augment the more traditional communication outlets. Ultimately, the goal is to provide a dynamic hub for information, public education, and an elegant user interface. The newly designed website does all that and will help the Friendship Centers as it continues to innovate and evolve for the next 45 years.
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.
A Multifactorial Approach to Reducing Falls in the Brooks System of Care – the Impact on Residents in the Assisted Living Setting  
Boca I

Falls are a common adverse event that occurs in all ALF’s. Brooks Bartram Lakes and Green House have implemented a Fall and Injury Reduction program that has reduced the fall index in 1 year by nearly 3 points. Changing the staff culture from “residents have a right to fall” to “we have a responsibility to do everything we can” is the first step. The methods of assessment, selection of interventions, staff and resident education, communication strategies, and falls data will be discussed.

PRESENTERS: Sarah Kelley, Fall Prevention Specialist, Brooks Rehabilitation, Jacksonville, FL and Jill Bennett, ALF Activities Director, Brooks Rehabilitation, Jacksonville, FL

FACILITATOR: Christine Cauffield, PhD, Chief Executive Officer, Executive Vice President – SAM, LSF Health Systems, Inc., Jacksonville, FL

Tips on Ensuring Seniors Get Awarded Their Maximum SNAP Benefit  
Boca IV

In this session we will educate people on ways to help seniors get their maximum benefit award when applying for SNAP. We will review myths and common mistakes seniors, and those helping seniors, make when completing or renewing a SNAP application. We will discuss why some seniors only receive $16 a month, and identify potential deductions that may help them to increase their award. We will review senior specific barriers related to applying for and re-certifying their SNAP benefits. We will discuss ways to address these barriers and other challenges seniors face related to SNAP.

PRESENTERS: Ginnifer Barber, Nutrition Program Manager, Florida Department of Elder Affairs, Tallahassee, FL; and Dori Landsberg, Nutrition Special Project Coordinator, Florida Department of Elder Affairs, Tallahassee, FL

FACILITATOR: Randy Hunt, CEO, Senior Resource Alliance, Orlando, FL

Advanced Directives and Initiating the Hospice Discussion  
Boca VI

Advanced Care Planning and Initiating the Hospice Conversation– A lively discussion that addresses Advanced Directives and key considerations of Advanced Care Planning in regards to healthcare decisions. The presentation includes identifying barriers and successful techniques when initiating conversations regarding Hospice Care.

PRESENTER: Paula Loats, Clinical Educator/Liaison, Cornerstone Hospice & Palliative Care, Maitland, FL

FACILITATOR: Kenny Holt, Community Resource Educator, TLC Caregivers, Pensacola, FL

LGBT Elder Cultural Competency Training Program  
Boca II

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 needed assistance for fear of discrimination. This fear makes LGBT elders five times less likely than non-LGBT seniors to access services, therefore depriving them of the support they need. The 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: Jessica Tice, Research Coordinator, Evaluation Unit, Bureau of Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL

Best Practices for Client Data Management  
Boca III

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, Seniors First, Inc., Orlando, FL; Lisa Lewis, VP of Community Care Services, Council on Aging Volusia County, Daytona Beach, FL; and Craig Edmondson-Wood, Data Manager, Aging Matters in Brevard, Cocoa, FL

FACILITATOR: Jemith Rosa, President & CEO, CARES – Community Aging & Retirement Services, Hudson, FL
How to Make Concierge-Style Medicine a Reality for Low-to-Moderate Income Seniors  
**Boca V**  
High-quality health care is often beyond reach for those who need it most, especially low-income seniors managing multiple chronic conditions. This presentation will outline how primary care innovation can help seniors get the high-quality care they need and deserve. The presentation will outline the challenges in providing health care to this population that is value-based and demonstrate how ChenMed’s innovative, patient-centered approach in the Medicare Advantage market can overcome these challenges and result in better health outcomes. ChenMed operates in 9 U.S. markets, with 14 centers in Florida, and the presentation will detail how making investments in patients up-front leads to better medication adherence, more active chronic disease management, fewer hospital visits and readmissions, and overall more healthy days for patients. ChenMed patients have 38 percent fewer hospital days per year than the national average. The presentation will share data and patient case studies on the ChenMed value-based care model.  
**PRESENTER:** Jason Barker, South Florida Market President, ChenMed, Miami Gardens, FL  
**FACILITATOR:** Dianne Allen, MA DD, President, Visions Applied, St. Petersburg, FL

Navigating the Medicaid Maze: An Introduction to Benefits  
**Boca VIII**  
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, Sr. Trust Advisor, AGED, Inc., Longwood, FL  
**FACILITATOR:** Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL

Trends that Drive Programs in Senior Centers  
**Boca VII**  
We know we’re doing good work in Senior Centers – but how do we show others our accomplishments? This workshop reviews program and participant records and numbers that help demonstrate our success and guide and evaluate programming trends. Participants will learn how to use the data to write their Action Plan and produce reports to share with boards, funders, participants, and others. Examples of participant forms and standard practices and procedures will also be presented.  
**PRESENTERS:** Sheila Salyer, Senior Services Manager, Tallahassee Senior Center & Foundation, Tallahassee, FL; and Pat O’Connell, Program Director, St. Johns County Council on Aging, St. Augustine, FL  
**FACILITATOR:** Karen Ripper, President and CEO, The Council on Aging of Martin County at the Kane Center, Stuart, FL

The Politics of Aging and Public Policy  
**Hibiscus**  
The politics of aging and the future of aging public policy in a neoliberal political economy: In other words, what the hell is going on and why? The lecture and discussion will address the future of aging related policies and programs in an era of greatly increasing needs for services and publicly supported retirement security and shrinking resources at the federal level and in many states. The lecture will first describe these trends and then identify their sources over the last 40 years of demographic, political, policy and ideological changes. The lecture will conclude with how these are likely to play out over the next decade and what options the aging advocacy community may have in influencing their direction.  
**PRESENTER:** Larry Polivka, PhD, Executive Director, FSU Claude Pepper Center, Tallahassee, FL  
**FACILITATOR:** Richard Tucker, PhD, Professor Emeritus, University of Central Florida, New Smyrna Beach, FL

2:45 pm – 4:00 pm  
**Exhibit Hall Closing Reception**  
FCOA would like to take this opportunity to thank all of the Exhibitors for attending the 2017 Florida Conference on Aging. Don’t forget to stop by the silent auction and place your final bids!  
Co-sponsored by:  
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**TUESDAY**
**Concurrent Workshops**

**Do not head to the pool yet! Attendees of the 4:00 PM – 5:00 PM workshop sessions will be entered to win a $50 Publix gift card! Drawing at 5:15 PM. Winner MUST claim by 8:30 AM on August 30th or a new winner will be selected.**

**Differences in Satisfaction with Services Between Short and Long Term Clients at a Dementia-Specific Adult Day Center**

The purpose of this study was to explore the differences in satisfaction with adult day center services between short and long term clients. Content analysis of clinical notes and records of 40 clients of a dementia-specific adult day center was conducted. Four themes emerged from clients (N=15) who had been enrolled for one year or less: interest in program, appropriateness of program, adjustment to program, and communication regarding program. Three themes emerged from clients (N=25) who had been enrolled over a year: assurance, seeking support and assistance with decision-making beyond or outside of day center, and contentment. Comparing satisfaction with services between clients who have recently enrolled in an adult day center and clients who have been enrolled in an adult day center for an extended period of time can offer insight to adult day center staff on clients changing needs and satisfaction with services over time.

**PRESENTERS:** Elise Eifert, PhD, Assistant Professor, Florida Atlantic University, Boca Raton, FL; Barabara Curtis, Day Center Manager, Louis and Anne Green Memory and Wellness Center, Boca Raton, FL

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

**Nutrition for Older Adults**

One out of two older adults is at risk for malnutrition. Malnutrition increases comorbidities and leads to more complications, falls, and readmissions. During this workshop, we will review the evidence that shows nutrition care maximizes health outcomes and allows the frail and elderly to remain independent in their own homes.

**PRESENTERS:** Maureen Garner, Senior Marketing Manager, GA Foods, St. Petersburg, FL; and David Karpan, VP, Strategic Accounts, GA Foods, St. Petersburg, FL

**FACILITATOR:** Jocelyne Fliger, MSW, Director, Senior Volunteer Programs, Elder Care Services, Inc., Tallahassee, FL

**What is Guardianship? Who are Guardians? How Do I Avoid This?**

The presentation will explore the many aspects of Guardianship in Florida and dispel many of the misconceptions about guardians and the process. The risks, inadequacies and disadvantages of Guardianships and the legal process will be discussed. We will explore how (and why) do Guardianships happen? What is the legal process? How much does it cost? What is a “Guardianship”? How to become a registered Professional Guardian? How to avoid guardianships altogether by using less restrictive alternatives. Do these alternatives really work?

**PRESENTER:** Darby Jones, Professional Fiduciary, Professional Fiduciary Services, LLC, Tampa, FL

**FACILITATOR:** Ken Thomas, Regional Volunteer Director, AARP, Boca Raton, FL

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How Music and Technology Are Elevating Cognitive Care

Boca VI

By providing your residents or senior clients with regular, therapeutic, active-music-making opportunities, you can quantitatively improve their quality of life and health while creating a joyful, caring environment that is attractive to families and staff. Changing demographics combined with new regulations demand that providers offer a higher level of care. Yet, very few interventions can reliably improve the quality of life, health and social engagement of residents, especially for those with dementia. Active music-making is the exception to this rule. Certified music therapist Andy Tubman will reveal the science and business behind active music-making and how it can help providers meet the needs of a wide variety of residents, including those with dementia, Parkinson’s disease and low vision. Learn how music programs can provide better outcomes for residents, marketing opportunities, brand differentiation and help to retain staff by offering them training and more rigorous tools to care for their residents.

PRESENTER: Andrew Tubman, Chief Clinical Officer, SingFit, Los Angeles, CA

FACILITATOR: Andrea Busada, Director, Broward County Elderly & Veteran’s Services, Oakland Park, FL

Partnering up with your local University and Community Health Clinic

Boca V

Learn the benefits of this private-public collaboration among the AAA/ADRC, the local University and the local FQHC. Senior Connection Center (the AAA in Tampa, FL) has worked in partnership with the University of South Florida and the local FQHC to facilitate disabled adults, elders, and caregivers further access to home and community-based support through the use of a Health Resource and Services Administration (HRSA) Grant. The grant funded program, known as the Geriatrics Workforce Enhancement Program (GWEP) has also helped the AAA to educate new professionals in the medical field, exchange referrals with local community clinics, and gain further exposure among primary care physicians.

PRESENTERS: Zeke Barbosa, Information & Referral Manager, Senior Connection Center, Inc., Tampa, FL; Katie Parkinson, Chief Operating Officer, Tampa, FL; and Anne Wenders, Program Director, GWEP Program Manager, Tampa, FL

FACILITATOR: Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC

Here’s to our unsung heroes.

Every day, thousands of Floridians perform a great labor of love: caring for loved ones so they can live independently at home. These family caregivers are often on duty 24/7. Help us recognize these unsung heroes.

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“Personal Best” A Senior Games
Active Aging Communication Strategy  Hibiscus

Join an interactive panel discussion of the “Senior Games Movement’s” “Be Your Personal Best” wellness initiative to learn how the program was inspired, planned and implemented. A moderated forum will explore an alternative definition of “personal best.” Participants will integrate and apply this new definition for active aging.

**PRESENTERS:** Andrew Walker, Manager of Health & Wellness, National Senior Games Association, St. Petersburg, FL; Del Moon, Communications and Media Director, National Senior Games Association, Baton Rouge, LA; and Nick Gandy, Director of Communications, Florida Sports Foundation, Tallahassee, FL

**FACILITATOR:** Richard Tucker, PhD, Professor Emeritus, University of Central Florida, New Smyrna Beach, FL

Results and Application of Findings
From the 2016 Needs Assessment Survey  Boca VIII

The 2016 Needs Assessment Survey was a statewide survey that is used to assess the needs of Floridians age 60 and older. In addition to demographics, the results reveal attitudes and concerns about elders’ living situations, self-care limitations, nutrition, housing, healthcare, technology, mobility, transportation, and other matters. Results were compiled for analysis at the state level, with attention to significant changes since the survey was last conducted in 2010. This panel will briefly present these results and discuss the application of these findings and trends in our service network.

**PRESENTER:** Gaelyn West, Government Analyst II, Bureau of Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL

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

5:15 PM – 6:30 PM  Florida Association of Senior Centers Networking Meeting  Hibiscus

The Art of Living Longer  Boca I

The Art of Living Longer: Live Long, Live Well is an entertaining and engaging introduction to the Curriculum for Longevity and touches on the most important aspects of maintaining wellness into later years. The latest science of epigenetics proves that lifestyle choices – what we eat, how we move and the thoughts we think - matter more than the genetics with which we were born, a paradigm shift in the way we look at and think about health and well-being. Life is, in many ways, a blank canvas… our friends, hobbies, interests, the food we eat, how we move or don’t move, and so on are choices we make, much the way the artist chooses the subject, color and texture of a painting.

**PRESENTER:** Anne Goldberg, Savvy Senior, Savvy Senior Services, Tamarac, FL

**FACILITATOR:** Dianne Allen, MA DD, President, Visions Applied, St. Petersburg, FL

Law Enforcement Investigations: Protecting Seniors Through Community Services  Boca III

In modern society seniors are targeted more and more through a myriad of methods in efforts to defraud them of investments or take their identities for criminal purposes. Oftentimes the perpetrator is a family member or friend. No matter the offender, the victim remains the same - the senior. This workshop is designed to examine a law enforcement investigation from a community services approach and elaborate on how a senior who is the victim of a crime, or is a vulnerable target, can be protected by law enforcement while being provided civil community resources and expand upon how police interact with outside agencies to put these protective safeguards in place.

**PRESENTER:** Joel Quattlebaum, Senior Services Officer, City of Largo Police Department, Largo, FL

**FACILITATOR:** Kenny Holt, Community Resource Educator, TLC Caregivers, Pensacola, FL
**Wednesday, August 30**

**8:00 AM – 8:30 AM**  
**Refreshment Break**

**Banana Break**

**8:30 AM – 9:30 AM**  
**Concurrent Workshops**

### What happened? The 2017 Florida Legislature in Perspective  
**Hibiscus**

Join AARP Florida to learn about the deals reached and measures that fell short during the 2017 Legislative Session, and what’s in store for 2018. This workshop will provide a background on key legislative, budgetary and public policy issues including health care, long term care, utilities and consumer protections that are of interest to Floridians 50+.

**PRESENTERS:** Zayne Smith, Associate State Director of Advocacy, AARP Florida, St. Petersburg, FL; and Dorene Barker, Associate State Director of Advocacy, AARP Florida, Tallahassee, FL

**FACILITATOR:** Jemith Rosa, President & CEO, CARES – Community Aging & Retirement Services, Hudson, FL

### “Navigating Long-Term Care Insurance: Initiating and/or Managing Claims & Beyond”  
**Boca I**

This workshop is designed to educate long-term care professionals and advocates on how to properly read and understand long-term care insurance policies in order to help clients optimally manage their long-term care policy benefits, via a proactive care-management approach. The session will outline how to manage benefits, how to present a proper and legally sustainable claim, and how to deal with the denial of a claim. These points will be explained and further elaborated on in conjunction with various crucial insurance policy provisions, and how these provisions can and should be used to benefit the insureds. Moreover, we will discuss the trends in claims handling by long-term care insurance companies, and how to deal with claim reductions and denials.

**PRESENTER:** Steven Dunn, Attorney, Steven M. Dunn, PA, Bay Harbor Islands, FL

**FACILITATOR:** Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC

### Alzheimer’s Disease: Discovery, Development, and Current Research  
**Boca VII**

Alzheimer’s disease was first presented formally just over one hundred years ago, yet most of what we know about it is less than thirty years old. Why was little done about this terminal disease until recent times? Learn the history of Alzheimer’s disease. Discover what scientists have learned about the cause and effect of cell death. What are the current clinical trials and hopes of the scientists?

**PRESENTER:** Catherine Cruikshank, PhD, Director of Education, Alzheimer’s Association, Clearwater, FL

**FACILITATOR:** Charlie Robinson, Elder Law Attorney, Special Needs Lawyers, Clearwater, FL

### Connections: How Relationships Shape Boomer Addiction Recovery  
**Boca VI**

Relationships are catalysts for change: Baby Boomers are more apt to agree to enter substance use disorder treatment when relationships with family and loved ones are threatened or damaged. Clinical experience has shown that holistic treatment that integrates a family/relationship component in generational treatment is more likely to be successful in preventing relapse. The complex profile of the Boomer addict includes generational factors and personal history, a prevalence of comorbidities that include physical, mental and emotional disorders, and growing opioid dependence. Holistic, individual treatment begins with assessment and engagement, and addresses the family in supportive psycho-education as a strong link toward recovery of the individual and the development of a healthy family system. Case studies illustrate overcoming challenges.

**PRESENTER:** John Dyben, PhD, Clinical Fellow, Origins Behavioral HealthCare, West Palm Beach, FL

**FACILITATOR:** Christine Cauffield, PhD, Chief Executive Officer, Executive Vice President – SAM, LSF Health Systems, Inc., Jacksonville, FL
Emergency Home Energy Assistance for the Elderly Program (EHEAP) Boca III

The EHEAP workshop will educate participants on program objectives, contract specifics, and eligibility requirements. During this session we will identify outreach best practices; define program benefits; give examples of application intake/processing and eligible/ineligible applicants; express the rights and responsibilities of applicants; discuss verification and documentation; review income eligibility and annual household income calculation; identify required notices and appeals; discuss interagency and vendor relations; and review reporting requirements.

**PRESENTER:** Judy Bowers, Contract Manager, Florida Department of Elder Affairs, Tallahassee, FL

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

Yikes! You want me to evaluate my senior center programs? Boca VIII

Do you ever struggle with proving how effective your Senior Center programs are? Or how much of a difference your center makes in the lives of your participants? If you seek grant funding, chances are the application will require some evidence. Program evaluation can help you prove your program effectiveness and document the impact of the programs on your participants. This session will give you the tools you need to conduct your evaluation including an Excel file for data entry with built in formulas for automatic calculations. We will also share best practices in senior center evaluations.

**PRESENTER:** Laurie Koburger, Special Projects Coordinator, Tallahassee Senior Center, Tallahassee, FL

**FACILITATOR:** Sally Marvin, President, Florida Association of Senior Centers, St. Petersburg, FL

How Care Giving Impacts The Caregiver Boca IV

The workshop will explore care giving and its impacts on the caregiver. The goal of the workshop is to educate both current & future caregivers to the realities of care giving while providing perspectives and strategies to help them best care for their loved ones whiles simultaneously caring for themselves. Topics will include: 1) What does it mean to be a caregiver to the elderly? 2) Who makes a good caregiver? 3) How caregiving Impacts caregiver's: health, finances, career and relationships (professional, familial, romantic) 4) benefits to the caregiver of care giving.

**PRESENTER:** Derrick McDaniel, Professional Speaker/Consultant, Mr. Eldercare 101, South Orange, NJ

**FACILITATOR:** Kenny Holt, Community Resource Educator, TLC Caregivers, Pensacola, FL

Navigating Around the “Business” of Aging in America Boca V

The “Business” or costs of aging in place is an important factor in assisting older clients to be able to afford the care that may be needed later in retirement and beyond. Attendees will learn the basics on choosing primary care physicians, what Medicare and Medicaid programs pay for, and the role that insurance policies play in creating more care options. Attendees will learn the different types of health care providers that currently exist, how to access and receive benefits, and what government programs are available to a client wishing to age in place.

**PRESENTER:** Karyn Rizzo, Author, Elite Marketing & Consulting, Seminole, FL

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

Care Plan Your Way to Success Boca II

The care planning process should not be thought of as a requirement to check off a list. Instead, a thorough care planning process and specific care plan can be the difference between success and failure in aging care. As more care gets shifted away from acute care settings and medical providers, aging services providers must increasingly be concerned about expectations, communication and proactive risk management, to survive and thrive. This session will teach how to implement an enhanced care planning process for greater success and how to engage community partners, including Elder Law attorneys. Participants will understand why and how the care plan plays a vital role in improving operations and how to build an innovative care plan into Standard Operating Procedures for all disciplines included in the individual’s long term care plan. Attendees will get information and resources they can take away for immediate implementation. This knowledge can: improve client care, reduce inefficiencies and risk and enhance collaboration between all professionals involved.

**PRESENTER:** Linda Chamberlain, JD, Elder Law Attorney, Founder, EasyLiving, LLC, Clearwater, FL

**FACILITATOR:** George Popovich, COO, CARES – Community Aging & Retirement Services, Hudson, FL
**Meeting the Needs of Persons with Early Stage Dementia: A Holistic Approach**  
**Boca VII**

For years, the Alzheimer’s Association and other organizations have touted the importance of early detection of Alzheimer’s disease and other forms of dementia. The result of this work has been an increase in the number of persons diagnosed earlier in the disease process. These people want (and deserve) activities tailored not only to their high level of cognitive ability but also to their individual preferences. Faced with this challenge, we have redefined educational and support programming available to persons with early stage dementia living in our chapter area. This workshop will present the baseline statistics, the approaches taken so far in this shift in programming, lessons learned, and plans for the future of early stage education and engagement. Particular attention will be paid to artistic engagement, community partnerships, the importance of co-educating caregivers (traditional and non-traditional), and outreach to physicians as well as other professionals involved in the person’s care.

**PRESENTER:** David Huckabee, Director of Programs, Alzheimer’s Association, Central and North Florida Chapter, Gainesville, FL

**FACILITATOR:** Mary Lou Donaldson, Executive Director, TLC Caregivers, Pensacola, FL

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**Why Ask That?**  
**DOEA Responds to 701b Questions**  
**Boca III**

This presentation will provide insight into why certain questions are asked on the DOEA Comprehensive Assessment instrument. A review of the evidence based research used and input for questions requested from community partners will be given to provide the rational used when selecting questions for the assessment.

**PRESENTERS:** Carol Klauer, RN, CARES Program, Florida Department of Elder Affairs, Tallahassee, FL; and Jessica Tice, Research Coordinator, Evaluation Unit, Bureau of Planning and Evaluation, Florida Department of Elder Affairs, Tallahassee, FL

**FACILITATOR:** Andrea Busada, Director, Broward County Elderly & Veteran’s Services, Oakland Park, FL

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**“AMPing” up Florida – New Outcomes, Programs and Funding Opportunities for the Aging Mastery Program**  
**Boca II**

Developed by the National Council on Aging (NCOA), Aging Mastery Program (AMP) is a fun, engaging and education/behavior change program. AMP encourages mastery—developing sustainable behaviors that lead to improved health, stronger financial security, overall well-being and advanced planning. In this session, NCOA and key Florida partners will highlight new developments that are spurring rapid program growth across, including: evidence-based program status, caregiver and faith-based AMP programs, promising pilots with health plans and a new in-home AMP product. We will also share our vision and strategies for rapid statewide growth.

**PRESENTERS:** James Firman, EdD, President & CEO, National Council on Aging, Arlington, VA; and Hayoung Kye, Program Specialist, Evaluation and Project Management, Aging Mastery Program, National Council on Aging, Arlington, VA

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

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**“A Critical Imprint on Family Caregiving: Working to Enhance Respite Care in Florida”**  
**Boca V**

This session will discuss both the critical need and the limited availability of respite care as a source of intermittent relief for family caregivers. The need to educate families and the general public about respite care, as well as the various and creative ways in which it may be provided, will be described. The changing needs of caregivers for respite care across the lifespan will also be examined. Finally, a new and dynamic statewide program – the Florida Lifespan Respite Alliance or FLRA – will be presented. Ways in which attendees may participate in or refer families to benefit from the current and future activities of the FLRA (including a new federal, aging and cross-disability grant project with the Florida Department of Elder Affairs) will be detailed.

**PRESENTERS:** Kasey Cunningham, FLRA Program Coordinator, Florida Lifespan Respite Alliance, Tallahassee, FL; and Jean Sherman, EdD, RN, Pembroke Pines, FL

**FACILITATOR:** Rosalyn Roker, MBA, MA, Doctoral Student, University of South Florida, School of Aging Studies, Tampa, FL
7 Simple Steps to Get Back on Track after a Setback  
**Boca IV**

Setbacks impact everyone. This workshop presents 7 steps to help participants deal effectively with setbacks and to help guide through life setbacks. The 7 steps are applied to the 5 overarching types of setbacks including accomplishment, prediction, method, recognition and more. The 7 steps are presented with specific strategies for dealing with health, accident, addiction and relationship setbacks. Elders can be particularly impacted by setbacks if their support system is less than optimal. These 7 steps offer promise for a plan to help each person as well as family and care givers. Resilience, perseverance and compassion as necessary traits are presented and explored using recent case studies. There will also be time for Q&A.

**PRESENTER:** Dianne Allen, MA DD, President, Visions Applied, St. Petersburg, FL

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

Florida Resources to Help Older Adults Stay Safe and Mobile  
**Boca VIII**

This interactive workshop will present information on the safety and mobility resources available from the Safe Mobility for Life Coalition. Specific resources that will be discussed include: CarFit, Florida’s Guide for Aging Drivers, You Hold the Keys Workshops, FLsams.org, and FindaRide. Attendees will also have the opportunity to provide feedback on the transportation needs and concerns of aging road users (drivers, passengers, pedestrians, bicyclists, transit-riders) within their communities.

**PRESENTERS:** Gail M. Holley, Safe Mobility for Life Program Manager, Florida Department of Transportation, Tallahassee, FL; Stephanie Smith, Public Affairs, Uber, Miami, FL and Fran Carlin-Rogers, Senior Transportation Consultant/CarFit Instructor, Orlando, FL

**FACILITATOR:** Ken Thomas, Regional Volunteer Director, AARP, Boca Raton, FL

Navigation Consternation  
**Boca I**

Although we all work with elders, we sometimes know only our own niche: indigent or rich retirees, those with dementia or those who are independent, those who have Medicare and a primary care physician vs older adults who haven’t seen a doctor in decades. This session seeks to round out our knowledge, because our neighbors, colleagues and friends expect us to know the full range of services for all older adults – and they seek our advice all the time!

**PRESENTERS:** Pam Wiener, PhD, Director, Guardianship Program, Alpert Jewish Family and Children’s Services, West Palm Beach, FL; and Kelly Wilson, Owner, Tailored Senior Care, West Palm Beach, FL

**FACILITATOR:** Jocelyne Fliger, MSW, Director, Senior Volunteer Programs, Elder Care Services, Inc., Tallahassee, FL

Access from AT&T  
**Boca VI**

The Access program from AT&T provides a low cost option for home internet access to low-income households where AT&T offers wireline home internet services. You are eligible if at least one person in your household participates in the U.S. Supplemental Nutrition Assistance Program (SNAP), and at least one of the Access from AT&T internet speed tiers is available at the address where you live. Plus, there’s NO commitment, NO deposit, and NO installation fee.

**PRESENTER:** MaryRose Sirianni, External Affairs Manager, AT&T Florida, Tallahassee, FL

**FACILITATOR:** Yolanda A. Rodriguez, Advisor, Group Operations, CSN: Community, State and National Affairs, AARP, Washington, DC


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**Closing Session and Luncheon**

The Florida Department of Elder Affairs (DOEA) Secretary Jeff Bragg will share his vision of DOEA and Florida’s Aging Network.

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

**Presentation of FASC Award:** Sally Marvin, President, Florida Association of Senior Centers

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

**Installation of FCOA Board & Officers:** Margaret Lynn Duggar

**Introduction of Secretary Bragg:** Randy Hunt, CEO, Senior Resource Alliance

**Plenary Address:** Jeff Bragg, Secretary, Florida Department of Elder Affairs

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