

CONFERENCE PROGRAM



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MONDAY, AUGUST 7, 2023

- 11:00 AM - 12:30 PM** FASP Board Meeting.....Blue Spring
- 1:00 PM - 2:30 PM** FCOA Board MeetingRainbow Spring
- 2:00 PM - 5:30 PM** Networking Nook..... Plaza International Foyer
- 2:00 PM - 6:00 PM** Registration Desk Open..... Plaza International Foyer
- 3:00 PM - 4:30 PM** eCIRTS Update.....Blue Spring
- 3:30 PM - 5:00 PM** The New Old School Emerging Models of Home-Based Acute Care..... Rainbow Spring
- 3:00 PM - 6:00 PM** Exhibit Hall Setup..... Plaza International D-G
- 5:00 PM - 6:00 PM** Let’s Talk about Social Security..... Blue Spring

TUESDAY, AUGUST 8, 2023

- 7:00 AM - 5:30 PM** Registration Desk Open.....Plaza International Foyer
- 7:00 AM - 10:00 AM** Exhibit Hall Setup.....Plaza International D-G
- 8:30 AM - 5:00 PM** Networking Nook.....Plaza International Foyer
- 9:00 AM - 10:30 AM** Opening Session.....Plaza International H-K
- 10:30 AM - 2:30 PM** Vaccination Station.....Plaza International Foyer
- 10:30 AM -11:00 AM** Refreshment Break/Exhibit Hall.....Plaza International D-G
- 11:15 AM -12:15 PM** Concurrent Workshops
 - Tales from Tallahassee: The 2023 Florida Legislative Session ReviewBlue Spring
 - An Overview of Trauma-Informed Care When Working With Older Adults..... Columbia 34
 - A Hidden Workforce: The Growing Demand on Family Caregivers as the U.S. Population Ages..... Columbia 35
 - Partnerships to Improve Quality Outcomes for Seniors..... Columbia 36
 - Words Matter: Eliminating Antiquated Deficit-Based Vocabulary..... Discovery 44
 - Energy Affordability for Florida Seniors..... Discovery 45
 - Congregate Dining- It’s More than Just a Meal.....Discovery 47
 - UPLIFT Florida Network: Creating Communities of Belonging..... Discovery 48
 - Does Your Client Qualify for Social Security Disability?.....Challenger 38-39
 - End of Life Doulas: Providing Solace and Guidance For Families....Challenger 40-42
- 12:15 PM -2:00 PM** QSLA Luncheon.....Plaza International H-K
- 2:00 PM - 2:30 PM** Dessert & Coffee in Exhibit Hall.....Plaza International D-G
- 2:45 PM - 3:45 PM** Concurrent Workshops
 - The Dramas and Traumas of Senior Care: A New Neuro-Informed Approach... Blue Spring
 - Project Connect: Using Technology to Create a New Era of Senior Socialization...Columbia 34
 - The Opioid Public Health Emergency and Older Adults.....Columbia 36
 - Seniors and Cell Phones.....Discovery 43
 - Best Practices: A Review of the Marion County Co-Responder Program....Discovery 44
 - Caring for Communities: Innovative Statewide Outreach for Persons Living with Dementia and Their Caregivers Discovery 45
 - A New Normal: Implementing New Ideas to Skyrocket Attendance.....Discovery 47
 - Reopening Congregate Meal Sites: A National Survey of the Nutrition Provider Network.....Discovery 48
 - Advancing Housing Options for Older Adults in Your Community.....Challenger 38-39
 - Death, Dying and Psychedelics.....Challenger 40-42
- 4:00 PM - 5:00 PM** Concurrent Workshops
 - New Research Updates from the Florida Policy Exchange Center on Aging at USF.....Blue Spring
 - Dementia – it is Not a Person’s Name..... Columbia 34
 - How to Create and Deliver an Effective Digital Advance Care Planning Service.....Columbia 35
 - The Impact of Culture on the Community Caregiving among Minorities..... Columbia 36
 - Adult Protective Services Overview for Professionals..... Discovery 43
 - Tell Your Story: Social Media & Branding..... Discovery 44



EVENT SCHEDULE





Consumer-Directed Care as a Solution to Long Term Care Workforce Shortages.....Discovery 45
 Ways to Fund Senior Center Activities.....Discovery 47
 A Nutrition Facelift: Creating Appealing Congregate Meal Menus.....Discovery 48
 Advancing Your Career in Aging at Any AgeChallenger 38-39
 Emergency Operations Planning.....Challenger 40-42
5:00 PM - 7:00 PM Grand Reception in Exhibit Hall.....Plaza International D-G

WEDNESDAY, AUGUST 9, 2023

7:00 AM - 3:00 PM Registration Desk Open..... Plaza International Foyer
7:30 AM - 8:30 AM Continental Breakfast.....Plaza International D-G
8:00 AM - 12:00 PM Vaccination Station.....Plaza International Foyer
8:00 AM - 2:00 PM Networking Nook.....Plaza International Foyer
8:30 AM - 10:15 AM Plenary Session.....Plaza International H-K
10:15 AM - 10:45 AM Refreshment Break Plaza International D-G
10:45 AM - 11:45 AM Concurrent Workshops
 Partnerships to Improve Quality Outcomes for Seniors.....Columbia 34
 Substance Use Disorders: An Overview for Health Care Professionals.....Columbia 36
 Seniors - How to Avoid Becoming Victims of Investment Fraud.....Discovery 43
 Senior Housing Advocacy: Tiny Solutions for a Massive Housing Crisis....Discovery 44
 Your Key to Success: Volunteers..... Discovery 47
 Walking in the Shoes of the Wanderer..... Discovery 48
 Inside Washington..... Challenger 38-39
 Where Are My Keys? Chorale..... Challenger 40-41
11:45 AM - 1:15 PM Luncheon.....Plaza International H-K
1:15 PM - 1:45 PM Dessert & Closing Exhibit Hall Reception.....Plaza International D-G
2:00 PM -3:00 PM Concurrent Workshops
 Evaluating a Fall Prevention Program for Older Adults..... Columbia 34
 Optimizing Care Management for Members Living with Dementia.....Columbia 36
 The Power of Data to Impact Capacity and Strategy.....Discovery 43
 Creating a Caregiver’s Support Partners’ Atmosphere.....Discovery 44
 Senior Center Program Collaborations: Integrated Learning for Lifelong Learners....Discovery 47
 FFAST - Using AT For Greater Independence..... Discovery 48
 Tips and Tools to Effectively Improve Older Adult’s Access to Healthy Nutrition....Challenger 38-39
 So You Think You Know About the PACE Model of Care? I Bet You Don’t!...Challenger 40-41

3:10 PM Publix Gift Cards Drawing at the Registration Desk, Plaza International Foyer

Thank you for attending the 2023 Florida Conference on Aging.

Please visit <https://tinyurl.com/2023fcoa> to complete the conference evaluation.

Have a Safe Trip Home!



EVENT SCHEDULE

Additional Scheduling Information

Plaza International Foyer

UnitedHealthcare invites attendees to take a break, charge your devices and get to know your fellow conference-goers!



Hours:



Tuesday, August 8th, 8:30 AM - 5:00 PM
Wednesday, August 9th, 8:00 AM - 2:00 PM

Exhibit Hall Schedule

Monday, August 7th

3:00 PM - 6:00 PM Booth Set-Up

Tuesday, August 8th

7:00 AM - 10:00 AM Booth Set-Up
10:30 AM - 11:00 AM Refreshment Break in Hall
2:00 PM - 2:30 PM Refreshment Break in Hall
5:00 PM - 7:00 PM Opening Reception in Hall

Wednesday, August 9th

7:30 AM - 8:30 AM Continental Breakfast in Hall
10:15 AM - 10:45 AM Refreshment Break in Hall
1:15 PM - 1:45 PM Closing Reception in Hall



Conference Phone App

Get alerts, meet fellow conference attendees and follow all the action using the Whova App!

Here are the steps:

1. Download the app
2. Create account using your registration email
3. Set a password
4. You should be automatically connected to the conference. If not, search for Florida Conference on Aging

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<https://whova.com/pages/whova-app-user-guide/>

Continuing Education



Florida Conference on Aging attendees can receive up to 6 Continuing Education Credits

Florida Hospice & Palliative Care Association is a recognized continuing education provider for the following: Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling (#50-722, 03/31/2025), Florida Board of Nursing (#50-722, 10/31/2024), Florida Board of Nursing - Certified Nursing Assistants (#50-722)

Professional Headshots Plaza International Foyer



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Times vary

Visit the Phoenix Pro Management Photo Desk to book an appointment.

Limited appointments available.
Pre-registered guests have priority.

Vaccination Station Plaza International Foyer

Walgreens pharmacists will be administering vaccinations. Please bring your insurance card. If a co-pay is required, Walgreens can accept a check or credit card as payment.

HOURS:

Tuesday, August 8th- 10:30 AM - 2:30 PM

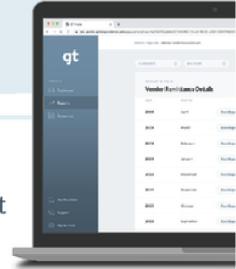
Wednesday, August 9th - 8:00 AM - 12:00 PM





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Track Information

Technology and Innovation Track

- Project Connect: Using Technology to Create a New Era of Senior Socialization (p. 18)
- Seniors and Cell Phones (p. 16)
- How to Create and Deliver an Effective Digital Advance Care Planning Service (p. 23)
- FFAST - Using AT for Greater Independence (p. 31)
- The Power of Data to Impact Capacity and Strategy (p. 31)

Nutrition and Hunger Track

- A Nutrition Facelift: Creating Appealing Congregate Meal Menus (p. 19)
- Tips and Tools to Effectively Improve Older Adult's Access to Healthy Nutrition (p. 37)
- Reopening Congregate Meal Sites: A National Survey of the Nutrition Provider Network (p. 17)
- Congregate Dining- It's More Than Just a Meal (p. 12)

Senior Center Track

- Congregate Dining- It's More Than Just a Meal (p. 12)
- A New Normal: Implementing New Ideas to Skyrocket Attendance (p. 16)
- Ways to Fund Senior Center Activities (p. 23)
- Your Key to Success: Volunteers (p. 27)
- Senior Center Program Collaborations: Integrated Learning for Lifelong Learners (p. 30)



Continuing Education/Social Work Track

- The New Old School: Emerging Models of Home-Based Acute Care (p.8)
- Caring for Communities: Innovative Statewide Outreach for Persons Living with Dementia and Their Caregivers (p.)
- The Dramas and Traumas of Senior Care: A New Neuro-Informed Approach to Understand Our Clients, Our Employees, Our Worksites and Ourselves (p. 18)
- An Overview of Trauma-Informed Care When Working With Older Adults (p. 12)
- The Opioid Public Health Emergency and Older Adults (p. 17)
- The Impact of Culture on the Community Caregiving among Minorities (p. 21)
- Substance Use Disorders: An Overview for Health Care Professionals (p. 26)
- Optimizing Care Management for Members Living with Dementia (p. 31)

End of Life Track

- How to Create and Deliver an Effective Digital Advance Care Planning Service (p. 23)
- End of Life Doulas: Providing Solace and Guidance For Families (p. 10)
- Death, Dying and Psychedelics (p. 17)





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* Initial deliveries will have a variety of meals based on dietary preferences.



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Monday, August 7, 2023



3:00 PM - 4:30 PM

Blue Spring

eCIRTS Update

MONDAY



This session will provide insight into the Enterprise Client Information and Registration Tracking System (eCIRTS) project. You will hear from the team at WellSky that is building out the solution.

PRESENTERS: Keith Ewell, VP of Solution Architecture, WellSky, Overland Park, KS; Jennifer Buck, Sr. Project Manager, WellSky, Overland Park, KS; Jon Yeaton, Director, Information Technology, Florida Department of Elder Affairs, Tallahassee, FL and Amit Bokey, eCIRTS Project Manager, Florida Department of Elder Affairs, Tallahassee, FL

FACILITATOR: Jemith Rosa, MPA, President & CEO, CARES of Pasco, Hudson, FL

3:30 PM - 5:00 PM

Rainbow Spring



The New Old School: Emerging Models of Home-Based Acute Care

How is acute care moving out of the hospital and into the home? This session uses patient stories to describe the technological, clinical, workforce, and payment dynamics driving home-based medical care. We will explore evolving models across the continuum, including telehealth-enabled forward triage, age-friendly emergency care, "hospital at home", and skilled rehab at home.

PRESENTERS: Adam Perry, MD, Physician Fellow, John A. Hartford Foundation Health and Aging Policy Program, Naples FL and Rocky Samuel, MD, MBA, Chief Clinical Officer, MedArrive, Tampa, FL

FACILITATOR: Susan Ponder-Stansel, MSW, President/CEO, Alivia Care, Jacksonville, FL

5:00 PM - 6:00 PM

Blue Spring

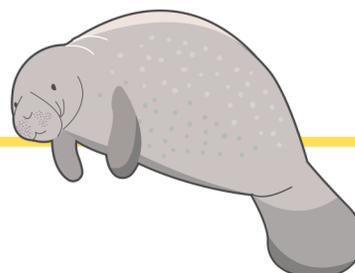


Let's Talk About Social Security!

You worked hard for your Social Security. It's your money, so it's only fair for you to get everything you earned. Join us for an interactive discussion about the future of Social Security. This unique discussion will focus on:

- Feelings - we want to hear your thoughts on social security
- Facts - we will provide data and resources for you to have and share
- Fixes - we look forward to hearing your ideas on how to "fix" social security

AARP has been fighting for 60 years – and will continue to lead the charge – to protect and save Social Security for current and future generations. While the program remains secure today, it needs changes to ensure that current future generations get the Social Security they've earned.



Tuesday, August 8, 2023

8:00 AM - 9:00 AM

Plaza International D-G

Professional Head Shots

Sponsored by:



Phoenix Pro Management invites you to stop by their table near the registration desk and in the Expo Hall to sign up for an appointment to get your professional head shot. Attendees are encouraged to pre-register.

9:00 AM - 10:30 AM

Plaza International H-K

Conference Opening Plenary Session

Using Health Care Innovation to Personalize the Consumer Experience for Seniors

Consumer expectations are rising. From shopping to health care, today's seniors want a personalized experience. Camille Harrison, Executive VP, Medicare and Chief Innovation and Experience Officer will talk about using the voice of the customer to see how innovative solutions, including the use of artificial intelligence, can help create a unique experience to support whole health.

Presiding: Teresa Barton, MBA, CEO, Aging True, FCOA President

Message from the Florida Department of Elder Affairs:

Michelle Branham, Secretary, Florida Department of Elder Affairs

Introduction of Speaker: Alisha Pieraccini, VP, Medicare Product Strategy & Development, Florida Blue

Keynote Address: Camille Harrison, Executive Vice President, Medicare and Chief Innovation and Experience Officer, Florida Blue Medicare

Closing Remarks: Teresa Barton



Michelle Branham



Camille Harrison

Session Sponsored by:



MEDICARE

10:30 AM - 11:00 AM

Plaza International D-G

Refreshment Break in the Exhibit Hall

Sponsored by:



11:15 AM - 12:15 PM

Concurrent Workshops

UPLIFT Florida Network: Creating Communities of Belonging Discovery 48

Imagine a statewide network of “villages” offering hyper-local support and social engagement to older adults wanting to age in community. This workshop will describe the village model which uses a combination of paid staff, volunteers, and community-based partnerships to create social networks and expand social capital among older adults and younger generations to support emotional, intellectual, and physical health. Panelists will explore how villages work synergistically with other community resources to enhance capacity to meet the needs of older Floridians. As the hub of current and future villages, UPLIFT Florida Network is the vehicle in which “villages help villages” to sustainably scale the model across the state.

PRESENTERS: Cynthia Ayris Kemp, Board President, UPLIFT Florida Network, Sarasota, FL; Cathy Lieblich, Board President, Neighbors Network, Orlando, FL; and Sue Berger, Aging System Policy Coordinator, Sarasota County Government, Sarasota, FL

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

End of Life Doulas: Providing Solace and Guidance At A Critical Time For Families and Their Loved Ones Challenger 40-42

One of the most stressful and vulnerable times for families is when a loved one has been diagnosed with a terminal illness or is in the active stages of dying, but it doesn't have to be scary or intimidating any longer. End of Life Doulas offer a beautiful partnership with hospice to bridge the emotional and spiritual gap, enabling families and their loved ones to navigate a peaceful and comforting path to the end of life.

PRESENTER: Kelly Collins, Certified End of Life Doula and Owner, Soul Bridge Partners, Delray Beach, FL

FACILITATOR: Anika Coney, MPA, Section Manager, Adult Day Services, Hillsborough County Aging Services, Tampa, FL

**Tales from Tallahassee: The 2023 Florida Legislative Session Review Blue Spring**

Join AARP Florida for an interactive discussion about the 2023 Legislative Session. This workshop will provide a background on key legislative, budgetary and public policy issues including nursing homes, health care, long term care, affordable housing, utilities and consumer protections that are of interest to Floridians 50+.

PRESENTER: Zayne Smith, Director of Advocacy, AARP Florida, Bradenton, FL

FACILITATOR: Karen Deigl, MBA, President & CEO, Senior Resource Association, Vero Beach, FL

A Hidden Workforce: The Growing Demand on Family Caregivers as the US Population Ages Columbia 35

The U.S. population is older than it has ever been, the pool of professional support is shrinking (provider shortage, stretched social programs), and as a result, the demand on family caregivers is getting more extreme. For those people who find themselves filling this role as part of a hidden workforce, the invaluable care that's provided is often at the expense of the family caregiver. Caring for someone else can have such a profound impact on one's mental, physical, and financial health. For these reasons, caring for the caregiver is an important way to preserve this workforce.

PRESENTERS: Samantha Chafin, MBA, Senior Director, Behavioral Health Strategy & Operational Integration, Florida Blue, Jacksonville, FL and Perry Mimms, Program Manager, Carallel, Lake Forest, IL

FACILITATOR: Mary Wernentin, Supportive Aging Services Director, Senior Friendship Centers, Fort Myers, FL

Partnerships to Improve Quality Outcomes for Seniors Columbia 36

This presentation will cover basic definitions of quality in healthcare, how quality outcomes are measured and the impact of quality improvement initiatives on the health and well-being of Seniors. The panel hopes to engage workshop participants in discussion around opportunities for collaboration and partnerships to improve quality of life and health outcomes for Seniors.

PRESENTERS: Horacio Soberon-Ferrer, PhD, VP Actuarial Services and Analytics, Florida Community Care, Miami, FL and Grace Sub Laban, VP of Quality Improvement, Florida Community Care, Miami, FL

FACILITATOR: Horacio Soberon-Ferrer, PhD, VP Actuarial Services and Analytics, Florida Community Care, Miami, FL



Simply a GREAT TEAM.

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Energy Affordability for Florida Seniors Discovery 45

Join AARP State President Ken Thomas for a panel discussion with Duke Energy and Florida Power & Light to learn more about the resources available to seniors to help save money and become more energy efficient. From home improvement incentives to billing options and assistance programs, we'll cover what you need to know if you or someone you know is having trouble paying for housing or utility expenses due to financial hardships.

PRESENTERS: Ken Thomas, State President, AARP Florida, Ft. Lauderdale, FL; Michele Cavallo, Principal Regional Customer Experience Lead, Duke Energy, St. Petersburg, FL; and Laura Bayona, Sr. Business Specialist, Special Consumer Services, Florida Power & Light, Naples, FL

FACILITATOR: Sarah Schwirian, Director, Public Affairs Strategy & Advocacy, Duke Energy Florida, St. Petersburg, FL

Does Your Client Qualify for Social Security Disability? Challenger 38-39

This training explores the differences between the two main Social Security Disability programs – Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Attendees will learn how disability benefits are determined, what the differences between SSI and SSDI are, how and when each type of benefit comes into play, and what happens when SSI is converted to SSDI.

PRESENTER: Sharon Reich, Senior Trust Advisor, AGED, Inc., Longwood, FL

FACILITATOR: Lisa Bretz, MSW, Executive Director, Advantage Aging Solutions, Tallahassee, FL

Congregate Dining- It's More than Just a Meal

Discovery 47

As seniors' nutritional and social needs and expectations change, aging services organizations must explore innovative methods to attract and retain congregate meal participants. In this session, we will explore what Hillsborough County is doing to continue to meet the needs of our growing older population.

PRESENTERS: Lori Radice, General Manager, Hillsborough County Aging Services, Tampa, FL and Frances Duran Brea, General Manager, Hillsborough County Aging Services, Tampa, FL

FACILITATOR: Andrea Marsh, COO, Bay County Council on Aging, Panama City, FL



An Overview of Trauma-Informed Care When Working With Older Adults Columbia 34



This presentation will provide a brief overview of trauma and its impact among the older adult population including older adults residing in long-term care settings. Attendees will gain a better understanding of trauma, the effects of trauma among older adults, and the importance of using a trauma-informed, person-centered approach in treatment and care planning. Those who work with older adults will learn how to appropriately, effectively, recognize and respond to the individual needs, care and services of those with trauma history. Lastly, strategies for a more trauma-informed approach to care will also be reviewed in the presentation.

PRESENTER: Sharon K. Sykes, LCSW, Clinical Provider Trainer, Sunshine Health, Tallahassee, FL

FACILITATOR: Donna Melogy, MBA, VP Case Management Long Term Care, Sunshine Health, Jacksonville, FL

Words Matter: Eliminating Antiquated Deficit-Based Vocabulary and Associated Stigma

Discovery 44

Patients; behaviors; elopements; and similar words still proliferate the nomenclature of elder care, as do the stigmas associated with such terms. In order to truly change our perceptions of those whom we serve, we must start by changing the words we use in reference to them. This workshop will take participants through a study of traditional 'elderspeak', determine why it is harmful through a discussion of psycholinguistic theory, and provide alternatives to help participants develop more positive, person-centered word choices.

PRESENTER: Melanie Perry, MS, CDP, CADDCT, CMDCP, Home Office Memory Care Coordinator, Primrose Retirement Communities, Wesley Chapel, FL

FACILITATOR: Erin McLeod, President & CEO, Senior Friendship Centers, Sarasota, FL



At Florida Power & Light Company we are **working together with the communities we serve** to make Florida an even better place to raise a family and do business.

FPL is proud to support the **2023 FCOA Annual Conference** and the mission of the Florida Council On Aging

#FPLCares

CHANGING THE CURRENT.



12:15 PM - 2:00 PM

Plaza International H-K

FPL/FCOA Quality Senior Living Awards Luncheon

David Von Drehle is a columnist for The Washington Post, where he writes about national affairs and politics from a home base in the Midwest. He joined The Washington Post in 2017 after a decade at Time, where he wrote more than sixty cover stories as editor-at-large. He is the author of a number of books, including the award-winning bestseller Triangle: The Fire That Changed America. Today, he will share stories and lessons learned about his conversations with his neighbor Charlie from his latest, The Book of Charlie. Get your copy at the conference registration desk. Mr. Von Drehle will sign books directly after this session.



David Von Drehle

Presiding: Jeff Johnson, State Director, AARP Florida, FCOA President-Elect

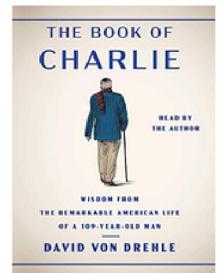
Presentation of the 2023 Quality Senior Living Awards:

Andrea Flowers, Business Specialist, Special Consumer Services, Florida Power & Light

Introduction of Speaker: Josefina Carbonell, President, Florida Community Care

Luncheon Speaker: David Von Drehle, Author

Closing Remarks: Jeff Johnson



Co-Sponsored by:



Public Service Award

SAGES Theater, Inc.

Nominated by: Jane Muhrlin, Seminole, FL



SAGES Theater, Inc. in Pinellas County, FL, presents "Plays with a Purpose," showcasing positive aging and involving older actors in meaningful roles. Written by Linda Goldman, these plays address important topics with care and accuracy. Successful productions like "Denying Gravity" and "Phoney Baloney" tackle falls prevention and scams. Currently, "Memory Lane" explores dementia's complexities with humor and relatable stories. Audience feedback shapes the plays to provide meaningful resources for caregivers. Christine Hamacher, the Artistic & Executive Director, leads the team's dedicated efforts to enrich seniors' lives through thought-provoking, educational, and engaging performances. SAGES Theater, Inc.'s work fosters socialization and makes a positive impact on older adults and families.



TUESDAY

Senior Vision Media Award

Janice Martin, Homosassa Springs, FL
Nominated by: Janice Martin, Homosassa Springs, FL



Janice Martin, an FCOA member from Homosassa Springs, Florida, has had a remarkable career in senior living, working as an Activities Assistant and Director in skilled nursing homes and assisted living communities. In August 2021, she founded Senior Liaison of Central Florida, Inc. to assist families in finding the ideal senior living options based on individual care needs, finances, and preferences. Her company's mission emphasizes compassion and integrity. As an educator, Janice recognized the need for information and wrote "The Complete Guide to Assisted Living," a highly acclaimed book offering practical insights and support for families and industry professionals. Her work has been invaluable in helping seniors and their loved ones navigate senior living decisions. "The Complete Guide to Assisted Living" is available on Amazon.com in both paperback and eBook.

Public Service Award

Janie Bennett, HPH Hospice, Pasco County, FL
Nominated by: Tom Diaz, Chapters Health System, Temple Terrace, FL



Janie Bennett, a dedicated Volunteer Coordinator at HPH Hospice in Pasco County, Florida, has made a profound impact on the senior community. She and her husband volunteer to serve the homeless on weekends and run a community group called "How to Make Our Angels," providing comfort to hospice patients and their families. Janie's team supports veterans at Pasco Operation Stand Down, holds monthly Valor Cafes, and secures retired U.S. flags for pinning ceremonies. She has 75 active volunteers and excels in fundraising, securing a \$50,000 grant for Chapters Health Foundation. Janie's humility and passion for her work make her an exceptional asset to HPH Hospice and to seniors in her community.

Service to Seniors by an Organization Award

Florida Blue Foundation, Jacksonville, FL
Nominated by: Susan Wildes, Florida Blue Foundation, Jacksonville, FL

Florida Blue Foundation supports healthy communities by making grants, building coalitions, and embracing solutions that create a meaningful impact in communities, including the aging/senior population. Over the past five years, the Foundation has invested more than \$5 million in senior/aging related programs, addressing mental well-being, loneliness, nutrition, and more. Through partnerships with senior-serving organizations such as FCOA, over 10,000 seniors have directly benefited from the Foundation's initiatives. Additionally, the Foundation provides learning opportunities like the annual Community Health Symposium and Sapphire Awards, which address critical issues such as senior isolation and loneliness. The Sapphire Award has been presented to senior-serving programs, organizations, and individuals since the launch of the awards program in 2005.



TUESDAY



Dr. Carter Osterbind Outstanding FCOA Member Award

Florida Blue

Nominated by: Susan Ponder-Stansel, Alivia Care, Jacksonville, FL and
Teresa Barton, Aging True, Jacksonville, FL



Since the early 1980's, Florida Blue has demonstrated their commitment to statewide service and support of the Florida Council on Aging. Through financial contributions, board leadership, and ongoing guidance and assistance, this company has had a profound impact on the lives of older adults in Florida. For over four decades, Florida Blue has provided hundreds of thousands of dollars of continuous funding for educational conferences, activities, and crucial initiatives that directly benefit older adults in our state. Florida Blue's representatives have actively participated in board responsibilities, conference activities, and provided strategic guidance to further the goals and objectives of FCOA. Florida Blue's corporate leaders have consistently gone above and beyond in their dedication to FCOA and older adults in Florida.

TUESDAY

2:00 PM - 2:30 PM

Plaza International D-G

Dessert Break in the Exhibit Hall

Co-Sponsored by:



2:45 PM - 3:45 PM

Concurrent Workshops

A New Normal: Implementing New Ideas to Skyrocket Attendance
Discovery 47



This session will discuss activities implementing customer service concepts, team building, new activities, outreach, providing resources, and networking with other entities to increase attendance at each center.

PRESENTERS: Jordan French, Program Coordinator, Pasco County Senior Services, Land O'Lakes, FL and Karen Deem, Senior Center Coordinator, Pasco County Senior Services, Land O'Lakes, FL

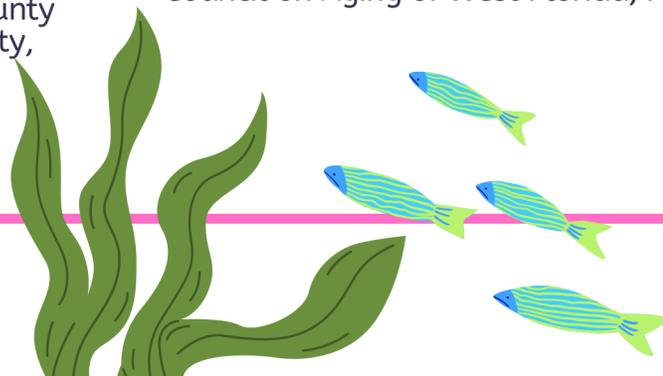
FACILITATOR: Cathy Pearson, Assistant County Administrator, Public Services, Pasco County, Port Richey, FL

Seniors and Cell Phones
Discovery 43

The session will be an introduction to age-related hearing loss, current technologies that are available, and the associated barriers to entry for the senior market. Then we will explore how leveraging smartphones and emerging technologies has become a gamechanger and what the future holds.

PRESENTER: Jon Gray, Business Manager, CaptionMate LLC, Chattanooga, TN

FACILITATOR: Josh Newby, President/CEO, Council on Aging of West Florida, Pensacola, FL



Reopening Congregate Meal Sites: A National Survey of the Nutrition Provider Network
Discovery 48

The National Association of Nutrition and Aging Services Programs (NANASP) worked with the federal Nutrition and Aging Resource Center to survey hundreds of nutrition providers and AAAs nationwide in fall 2022 on congregate meal site reopening practices. Through these surveys, smaller focus groups, and individual interviews, NANASP has compiled a report that summarizes best practices for congregate programs to consider as they operate post-pandemic. This session will provide an overview of the report and a summary of the analysis, discuss the future of congregate nutrition programs, and detail best practices for local providers moving forward.

PRESENTER: Robert Blancato, Executive Director, National Association of Nutrition and Aging Services Programs, Washington, DC
FACILITATOR: Darrell Drummond, President/CEO, Council on Aging of St. Lucie County, Port St. Lucie, FL

Death, Dying and Psychedelics
Challenger 40-42

The presentation will cover the use of psilocybin and ketamine therapy for individuals with terminal diagnoses. It will include the history, research, overview of the neuro-science, benefits and health contra-indications for each, as well as the importance of a multi-disciplinary care team that includes end-of-life professionals and family members.

PRESENTER: Christine Caldwell, Founder, End of Life Psychedelic Care, Sarasota, FL
FACILITATOR: Morgan Lyle, Strategic Marketing Innovations, Sun City Center, FL

Advancing Housing Options for Older Adults in Your Community
Challenger 38-39



Learn about how to promote housing options for older adults in your community. Discover best practices that advance affordable, accessible and innovative housing opportunities that can be replicated across Florida.

PRESENTERS: Laura Cantwell, Associate State Director of Advocacy and Livable Communities, AARP Florida, St. Petersburg, FL; Paul Lewis, FAICP, Chief Planning Manager, City of Orlando, Orlando, FL; and Margaret (Mimi) Reggentin, AICP, Age-Friendly Coordinator, City of Orlando, Orlando, FL

FACILITATOR: Laura Cantwell, Associate State Director of Advocacy and Livable Communities, AARP Florida, St. Petersburg, FL

The Opioid Public Health Emergency and Older Adults
Columbia 36



A review and update of the impact of the Opioid Public Health Crisis on the health and wellbeing of older adults, and the management of their healthcare.

PRESENTER: Marc G. Kaprow, DO, MHA, FACOI, Medical Director, Simply Healthcare, Miami, FL
FACILITATOR: Ruth Nickens, RN, BS, Health, Wellness & Fitness Program Coordinator, Tallahassee Senior Services & Foundation, Tallahassee, FL



TUESDAY

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Caring for Communities: Innovative Statewide Outreach for Persons Living with Dementia and Their Caregivers Discovery 45



In 2019, Florida became the only state to assign Alzheimer's and Related Dementias its own separate priority on the State Health Improvement Plan. This includes strengthening the capacity to address Alzheimer's in Florida and be a comprehensive information source with federal, state and local resources. In this session, Humana Healthy Horizons in Florida will provide a data snapshot of the benefits of our statewide approach to strategically addressing the benefits of early detection, early diagnosis, brain health, and risk reduction. Join us as we approach the conversation from the perspective of a community partner and show how Humana Healthy Horizons utilizes resources in Florida communities to find innovative solutions for Medicaid members.

PRESENTERS: Cyrena Baugh, MA, Community Engagement Lead, Humana Healthy Horizons in Florida, Tampa, FL; Avra Carpousis-Bowers, MD, MBA, CPE, Medical Director of Long-Term Care, Humana Healthy Horizons in Florida, Fort Myers, FL; and Mary Gause, RN, CCM, Director of Case Management LTC, Humana Healthy Horizons in Florida, Tampa, FL

FACILITATOR: Andrea Marsh, COO, Bay County Council on Aging, Panama City, FL

Best Practices: A Review of the Marion County Co-Responder Program Discovery 44

This highly affective model allows community resources to work together effectively, reduce duplication of services, and provide better quality of care to the individuals being served. This model can be replicated and has been proven effective in reducing the interaction with high utilizers of emergency services, diverting from unnecessary Baker Acts, hospital admissions, and inappropriate incarcerations. Further, this model allows for the continuation and education of those servicing the community.

PRESENTERS: Briana Kelley, PhD, Human Services Counselor, Marion Senior Services, Ocala, FL; Jennifer Martinez, Executive Director, Marion Senior Services, Ocala, FL; Vicki Harper, Human Services Case Manager, Marion Senior Services, Ocala, FL; and J. Chris Hickman, Captain, Ocala Fire Rescue, Ocala, FL

FACILITATOR: Jennifer Martinez, Executive Director, Marion Senior Services, Ocala, FL



The Dramas and Traumas of Senior Care: A New Neuro-Informed Approach to Understand Our Clients, Our Employees, Our Worksites and Ourselves Blue Spring



The workforce issues of today are different than we've ever faced before. Current senior care budgetary constraints cannot sustain the upheavals and staffing challenges that exist. We must look at our clients, caregivers, and professionals alike, through a neurological lens as being human beings, not human doings. We also must avoid fostering toxic worksites as employee retention is more challenging than ever. The impact of stress on a person's and agency's physical, emotional and mental well-being is well documented. Learn from Dr. "Jamie" Huysman, a nationally recognized author and trauma-certified psychologist and licensed clinical social worker and WellMed's Chief Compassion Officer, how to keep your innovators, your staffing, your health and your sanity.

PRESENTER: James Huysman, PsyD, LCSW, CFT, Chief Compassion Officer, WellMed Medical Management/Optum, Fort Lauderdale, FL

FACILITATOR: Christine Cauffield, PhD, VP Substance Abuse and Mental Health Services, LSF Health Systems, Jacksonville, FL

Project Connect: Using Technology to Create a New Era of Senior Socialization Columbia 34

Through American Rescue Plan funding, Seniors First, Inc.'s Project Connect is using technology to connect Orange County seniors in exciting new ways. Our Meals on Wheels clients are receiving senior-friendly Claris Companion tablets that allow them to join virtual social events with other seniors, video chat with family and friends, and much more. At our Neighborhood Lunch congregate dining sites, Meta Quest virtual reality headsets are allowing seniors to visit cities around the globe, play games, and do things they never dreamed possible. We will share our successes and challenges from this innovative program, demonstrate the devices, and provide insight that will help you explore how technology could enhance your senior programs.

PRESENTERS: Tristan Ruby, MPH, Vice President of Nutrition Services, Seniors First, Inc., Orlando, FL; Ron Landon, MBA, Vice President of Home Care and Guardianship, Seniors First, Inc., Orlando, FL; and Kelly Fiori, MLIS, Special Projects Manager, Seniors First, Inc., Orlando, FL

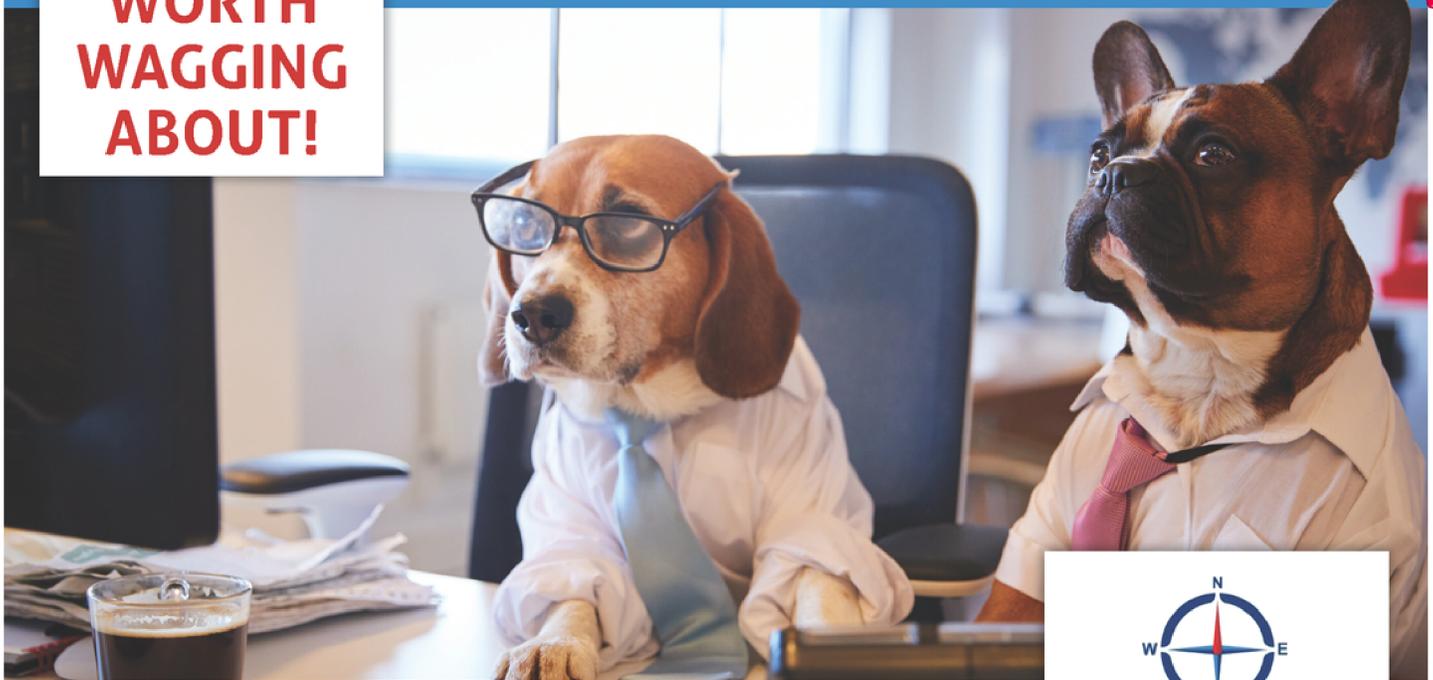
FACILITATOR: Brad Shapiro, VP Long Term Care, Sunshine Health, Plantation, FL



TUESDAY

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4:00 PM - 5:00 PM

Concurrent Workshops

**Consumer-Directed Care as a Solution to Long Term Care Workforce Shortages
Discovery 45**

Consumer direction is a person-centered option for in-home care that places the individual in control of who provides their personal care and when. While this option has been around for decades, the continuing nursing home and home care workforce shortages resulting from the COVID-19 are mandating more reliance on these self-directed options. Consumer-directed options also provide a solution to the unpaid caregiver economic and emotional strains of long-term support. The session will provide an overview of the participant directed model, availability in Florida and how the model can ease strains on the direct care worker supply and unpaid caregiver economic hardship.

PRESENTERS: Mark Altieri, MA, Vice President, Growth and Development, Public Partnerships, Boston, MA and Suzanne Crisp, MSW, Senior Policy Director, Public Partnerships, Boston, MA

FACILITATOR: Michelle Cyr, Senior State & Community Manager, AARP Florida, St. Petersburg, FL

**A Nutrition Facelift: Creating Appealing Congregate Meal Menus to Align with the Changing Dietary Preferences and Health Goals of the Younger Aging Population
Discovery 48**

This presentation reviews how to align consumer attitudes, trends, nutritional needs of the aging population and regulations set forth from Older Americans Act for congregate meals. We will highlight how changing the menu to meet the needs of this population can lead to successful engagement and improved nutritional intakes. By improving healthy choices and meeting client preferences, we can positively impact the overall nutritional status and quality of life of congregate meal program participants.

PRESENTERS: Kim Brenkus, Vice President Patient Experience and Clinical Services, Metz Culinary Management, Dallas, PA; Myra Vergani, MS, RDN, LDN, CDCES, Corporate Clinical Support Dietitian, Metz Culinary Management, Dallas, PA; and Amanda Hinz; Vice President of Contracted Programs, Senior Friendship Centers, Sarasota, FL

FACILITATOR: Amanda Hinz; Vice President of Contracted Programs, Senior Friendship Centers, Sarasota, FL





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The Impact of Culture on the Community Caregiving among Minorities



Columbia 36

Over fifty percent of family caregivers are Black or Hispanic yet less than twenty percent access services and supports for themselves and their loved ones. Black Americans have reported that they do not trust the medical arena when it comes to research and approximately 62% believe that research is biased against people of color. Exploring these characteristics and how to engage with these populations will be the primary focus. A secondary focus is presenting community resource options that support family caregivers.

PRESENTERS: Cecile Comrie, MSW, Account Manager, Public Partnerships LLC, Plantation, FL and Lessep Duncan, PhD, Human Services Supervisor, Broward County Elderly and Veterans Services, Plantation, FL

FACILITATOR: Andrea Busada, Director, Broward County Elderly and Veterans Services, Plantation, FL

Dementia – It is Not a Person’s Name

Columbia 34

The definition of quality of life is different and deeply personal. Research shows that a number of factors in our environment influence our quality of life. If we learn how to manage those factors, we can better care for those with dementia. As we wait for a cure for Alzheimer’s Disease and related forms of dementia, quality of life does not need to be diminished. This session will cover how we can create a person-first environment that stimulates the brain, fosters positive well-being, and may slow down the signs and symptoms of dementia. Dementia should not be viewed as the end of life, just a different way of living.

PRESENTERS: Joshua J. Freitas, PhD(c), MEd, BC-Ded, Chief Research Officer, CERTUS Institute, Longwood, FL and Theodosia Heiserman Director of Education & Training, CERTUS Senior Living, Tavares, FL

FACILITATOR: Morgan Lyle, Strategic Marketing Innovations, Sun City Center, FL

Emergency Operations Planning

Challenger 40-42

This session will discuss the following: All-Hazard Emergency Planning; Continuity of Operations Plan (COOP); Staff Training and Expectations; Internal and External Communications; and Mutual Aid Agreements.

PRESENTER: Carolyn H. Bluhm, Emergency Operations Planning, CERT Ministry, Inc., Mulberry, FL

FACILITATOR: Laura Bayona, Special Consumer Services, Customer Advocacy, Florida Power & Light, Naples, FL

Advancing Your Career in Aging at Any Age Challenger 38-39



Propel your work in aging by learning sage advice and other helpful considerations in our interactive session with current and former FCOA board members poised to inspire your practice at any stage and age in your career. The session will be moderated by an emerging leader in the field of aging and to address a range of opportunities serving older adults.

PRESENTERS: Cassidy Doyle, Doctoral Student, USF School of Aging Studies, Tampa, FL; Erin McLeod, President/CEO, Senior Friendship Centers, Sarasota, FL; Jeff Johnson, State Director, AARP Florida, St. Petersburg, FL; Alisha Pieraccini, VP, Medicare Product Strategy & Development, Florida Blue Medicare, Jacksonville, FL; and Katrina L. Davenport, MS, Director, Social Services, City of Miramar, Miramar, FL

FACILITATOR: Laura Cantwell, Associate State Director of Advocacy and Livable Communities, AARP Florida, St. Petersburg, FL

Adult Protective Services Overview for Professionals Discovery 43

The goals for this session are to increase your awareness of the mandatory reporting requirements, provide an overview of Florida Adult Protective Services, and improve communication between you as professionals, the Florida Abuse Hotline and other APS professionals.

PRESENTER: Adam Hogberg, Regional Program Supervisor, DCF/Adult Protective Services, Panama City, FL

FACILITATOR: Cassandra Anthony, Case Manager, Hillsborough County Aging Services, Tampa, FL

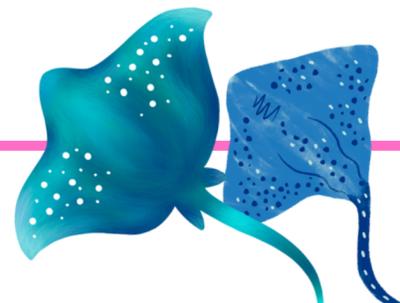
Tell Your Story: Social Media & Branding Discovery 44

Sharing how senior living communities and other senior resources can utilize their social media presence in a variety of ways. How understanding different audiences with different posts can work to help connect authentically in a way to brand, grow their communities and connect with their families.

PRESENTER: Darleen Mahoney, National Digital Sales Director, SeniorLivingGuide.com, Sterling VA

FACILITATOR: Lori Radice, Manager, Nutrition & Wellness, Hillsborough County Aging Services, Tampa, FL

TUESDAY



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How to Create and Deliver an Effective Digital Advance Care Planning Service
Columbia 35

Advance care planning (ACP) supports person-centered coordinated health care, promotes autonomy and independence, and helps preserve dignity. People who engage in ACP are more likely to receive health care that aligns with their values and preferences even when they are too sick to speak for themselves.

Unfortunately, only about 1/3 of adults have legally documented their advance care plans. This session addresses common pitfalls when implementing ACP programs and how organizations can leverage technology through digital ACP to deliver effective, comprehensive ACP services that align with the goals of many private, state, and federal programs and initiatives.



PRESENTER: Steve Jackson, CEO, Honor My Decisions, Sarasota, FL

FACILITATOR: Karen Ripper, RN, President and Chief Executive Officer, The Council on Aging of Martin County at the Kane Center, Stuart, FL

Ways to Fund Senior Center Activities
Discovery 47

In the words of former Senior Center Director Jay Morgan, “If you’ve seen one Senior Center, you’ve seen one Senior Center.” The same is true for how Centers are funded, particularly how participants pay for activities and classes. This session will present a variety of ways different Centers across Florida charge or cover costs of the programs offered at Senior Centers. Hear from your colleagues and share your methods for supporting programs during this interactive workshop.

PRESENTER: Sheila Salyer, Senior Services Manager, Tallahassee Senior Services, Tallahassee, FL

FACILITATOR: Karen Deigl, MBA, President & CEO, Senior Resource Association, Vero Beach, FL

New Research Updates from the Florida Policy Exchange Center on Aging at USF Blue Spring

This session describes research from USF’s Florida Policy Exchange Center on Aging and Center for Microbiome Research on helping older adults prepare for disasters, manage their chronic conditions, and improve their brain health. Researchers will describe research with caregivers of individuals with dementia that was used to develop new educational materials to improve disaster preparedness; will share a redesigned caregiver education website developed under an industry-academic partnership between Sunshine Health and USF; and will present research on how the microbes living in our intestine impact brain health and the importance of eating the right foods.

PRESENTERS: Lindsay Peterson, Research Assistant Professor, School of Aging Studies, University of South Florida, Tampa, FL; Hongdao Meng, Associate Professor, School of Aging Studies, University of South Florida, Tampa, FL; and Hariom Yadav, Director, Associate Professor, USF Center for Microbiome Research, Microbiomes Institute, Tampa, FL

FACILITATOR: Andrea Marsh, COO, Bay County Council on Aging, Panama City, FL

TUESDAY



5:00 PM - 7:00 PM

Plaza International D-G

Exhibit Hall Reception

Enjoy innovative exhibits and network with friends and colleagues. Be sure to visit the Silent Auction and place your bids on some amazing items!

TUESDAY

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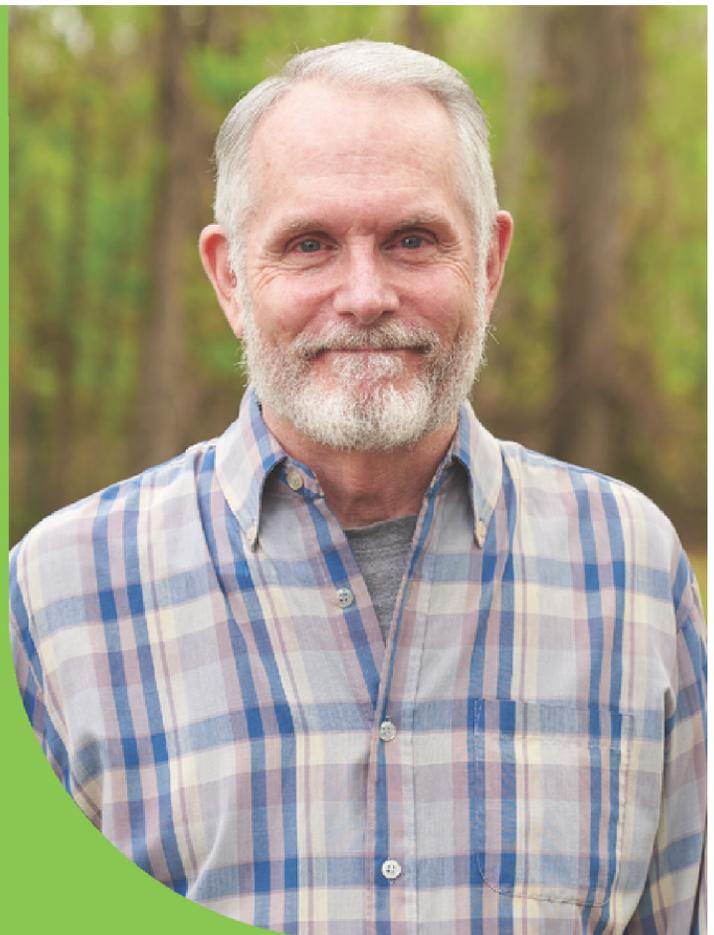
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Wednesday, August 9, 2023

7:30 AM - 8:30 AM Plaza International D-G
Continental Breakfast in the Exhibit Hall

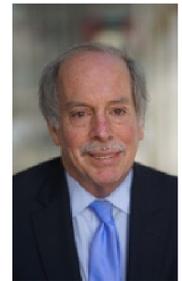
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8:30 AM - 10:15 AM Plaza International H-K
Plenary Session

FCOA welcomes back Robert 'Bob' Blancato, President, Matz, Blancato & Associates with his infamous presentation "10 in 10 - What is happening in D.C. that you need to know."

Dr. Sara Zeff Geber, 2018 recipient of the "Influencers in Aging" designation by PBS' Next Avenue, is an author and professional speaker on retirement and aging. She has developed a niche specialty working with "Solo Agers," people who have no children or who are aging alone. With her speaking and writing, Sara has been raising awareness of Solo Agers for the past 10 years. She believes Solo Agers have unique needs in later life that warrant greater foresight and a more robust approach to planning. Dr. Geber's book *Essential Retirement Planning for Solo Agers: A Retirement and Aging Roadmap for Single and Childless Adults* will be for sale at the conference registration desk and the author will sign books after this session.



Robert Blancato



Dr. Sara Zeff Geber

Presiding: Darrell Drummond, CEO, Council on Aging of St. Lucie, FASP President
Presentation of the Humana Best Direct Service Employee Award:

Dr. Avra Carpousis-Bowers, LTC Medical Director with Humana Healthy Horizons and Darrell Drummond

Introduction of Robert Blancato: Darrell Drummond

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

Introduction of Dr. Sara Zeff Geber: Dr. Avra Carpousis-Bowers

Plenary Speaker: Dr. Sara Zeff Geber, Author

Closing Remarks: Darrell Drummond

Session Sponsored by:



WEDNESDAY

10:15 AM - 10:45 AM Plaza International D-G
Refreshment Break in the Exhibit Hall

Enjoy a coffee break with exhibitors, place your FINAL bids in the silent auction and don't forget to complete the exhibit hall passport contest for a chance to win one of two \$50 gift cards!



10:45 AM - 11:45 PM

Concurrent Workshops

Substance Use Disorders: An Overview for Health Care Professionals
Columbia 36

The purpose of this presentation is to educate health care and aging professionals, including those that work in long-term care settings, on substance use disorders. This training also encourages screening for substance use as a standard of care in order to support integrated care and whole person health. Attendees will learn about common symptoms, risk factors, screening tools, and evidence-based treatment options for substance use disorders. This training will also review prevention strategies as well as provide an opportunity to put into practice some of the information and skills discussed in the workshop, in addition to, considerations for older adults and the impact of substance use on this population.

PRESENTER: Elena De Cardenas LMHC, CDP, CCTP, CMDCP, Senior Trainer, Sunshine Health, Fernandina Beach, FL

FACILITATOR: Heather Kirwan, MSW, Director of Planning and Programs, Advantage Aging Solutions, Tallahassee, FL

Senior Housing Advocacy: Tiny Solutions for a Massive Housing Crisis
Discovery 44

With rising inflation and dwindling housing stock, attainable housing is becoming a huge challenge for older adults on fixed incomes. In 2022, Council on Aging of West Florida was awarded an AARP Community Challenge Grant for \$50,000 to tackle a housing project. The plan was to outfit two 8'x16' tiny home units for two seniors in need and use the project as a catalyst for wider conversations about progressive housing solutions that could benefit seniors. This session will illustrate our experience navigating the housing advocacy space and detail how other agencies can use their resources to employ their own housing advocacy efforts.

PRESENTERS: Emily Echevarria, Marketing & Communications Director, Council on Aging of West Florida, Pensacola, FL and Josh Newby, CEO/President, Council on Aging of West Florida, Pensacola, FL

FACILITATOR: Laura Cantwell, Associate State Director of Advocacy and Livable Communities, AARP Florida, St. Petersburg, FL

Inside Washington
Challenger 38-39

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.

PRESENTER: Robert Blancato, President, Matz, Blancato & Associates, Washington, D.C.

FACILITATOR: Mark Gibbons, President/CEO, RetireSafe, Washington, D.C.

Walking in the Shoes of the Wanderer
Discovery 48

Is your client or patient really wandering or is there meaning behind the behavior? Strategize with us to support the safety and the needs of individuals living with cognitive change.

PRESENTERS: Nettie Harper, Co-Founder, Inspired Memory Care, Inc., New York, NY and Kelly Gilligan, Co-Founder, Inspired Memory Care, Inc., New York, NY

FACILITATOR: Christopher C. Turner, Associate State Director for Community Outreach, AARP Florida, Tallahassee, FL

Where Are My Keys? Chorale
Challenger 40-41

Where Are My Keys? Chorale is a singing/choral group that was designed for individuals diagnosed with a form of memory loss and their care partner. It is a nine-week program with practices with songbooks and a performance on week nine. This group partners with Key Chorale of Sarasota to help conduct this beautiful program.

PRESENTERS: Katie Scott, Supportive Services Coordinator, JFCS of the Suncoast, Inc., Sarasota, FL; Joseph Caulkins, Artistic Director, Key Chorale, Sarasota, FL; and Ellen Schaller, Community Outreach Specialist, Key Chorale, Sarasota, FL

FACILITATOR: Karen Deigl, MBA, President & CEO, Senior Resource Association, Vero Beach, FL

Seniors - How to Avoid Becoming Victims of Investment Fraud
Discovery 44

The Miami Regional Office of the U.S. Securities and Exchange Commission (SEC) will present on how seniors can avoid becoming victims of investment fraud. The presentation will include an overview of the SEC, strategies for smart investing, tips to avoid fraud and planning for diminished capacity. This presentation will promote our mission to protect investors, maintain fair, orderly and efficient markets and facilitate capital formation. Attendees will also learn what the SEC does and how they protect investors; how to look out for red flags of fraud in order to avoid becoming a victim of investment fraud; know where to call if they suspect that they have been offered an investment that may be fraudulent; and be aware of our website www.investor.gov which has releases and investor alerts about current fraudulent schemes.

PRESENTER: Lisa Trueba Roberts, Chief, Attorney Advisor, U.S. Securities and Exchange Commission, Miami, FL

FACILITATOR: Denise Gammonley, PhD, LCSW, FGSA, Professor of Social Work, College of Health Professions and Sciences, Academic Health Sciences Center, University of Central Florida, Orlando, FL

WEDNESDAY

**Your Key to Success: Volunteers
Discovery 47**

Volunteers are a valuable piece of any successfully run senior center. We will discuss how volunteers can grow and expand your programming, how to engage different types of volunteers, and how to recruit, manage, and retain your volunteers. You will learn how volunteers can be utilized as ambassadors for your organization and advocates for your mission. You will come away with tools and resources to effectively increase the impact of volunteers in order to support your senior centers.

PRESENTERS: Jenny Macias, BA, Senior Programs Manager, Senior Friendship Centers, Sarasota, FL and Julie Ann Barowski, BS, Volunteer & Outreach Coordinator, Senior Friendship Centers, Sarasota, FL

FACILITATOR: Andrea Marsh, COO, Bay County Council on Aging, Panama City, FL



**Partnerships to Improve Quality Outcomes for Seniors
Columbia 34**

This presentation will cover basic definitions of quality in healthcare, how quality outcomes are measured and the impact of quality improvement initiatives on the health and well-being of seniors. The panel hopes to engage workshop participants in discussion around opportunities for collaboration and partnerships to improve quality of life and health outcomes for seniors.

PRESENTERS: Horacio Soberon-Ferrer, PhD, VP Actuarial Services and Analytics, Florida Community Care, Miami, FL and Grace Sub Laban, VP of Quality Improvement, Florida Community Care, Miami, FL

FACILITATOR: Horacio Soberon-Ferrer, PhD, VP Actuarial Services and Analytics, Florida Community Care, Miami, FL



WEDNESDAY



**You earned your Social Security.
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11:45 AM - 1:15 PM

Plaza International H-K

General Session & Luncheon

Laurie Orlov is the founder of Aging in Place Technology Watch, a market research firm that provides thought leadership, analysis, and guidance about technologies and related services that enable older adults to remain longer in their home of choice as they age. Today, she will talk to us about trends and opportunities in age-related technology with a focus on how artificial intelligence is being used now and predictions of how it might be used in the future.



Laurie Orlov

Presiding: Teresa Barton, FCOA President

Introduction of the Speaker: Lee Bowers, Senior VP, Medicare, LTC, and Network, Sunshine Health

Plenary Speaker: Laurie Orlov, Founder, Aging and Health Technology Watch

Closing Remarks & Announcements: Teresa Barton

WEDNESDAY

Session & Luncheon
Co-Sponsored by:



1:15 PM - 1:45 PM

Plaza International D-G

Dessert and Closing Reception in the Exhibit Hall

Co-Sponsored by:



STAY FOR THE FINAL WORKSHOPS!
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We are giving away \$300 in Publix Gift Cards

- All attendees to the 2:00 PM Workshops will each receive a ticket that will be entered into a drawing to win one of four \$50 Publix gift cards. Drawing will be at the registration desk at 3:10 PM. Must be present to win.
- Attendees who complete the overall conference evaluation <https://tinyurl.com/2023fcoa> will be eligible to win one of two \$50 Publix gift cards. Winners chosen using a random number generator on 9/1/2023. Winners will be notified and mailed the gift cards to their preferred address.



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WEDNESDAY



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2:00 PM - 3:00 PM

Concurrent Workshops

**Senior Center Program Collaborations:
Integrated Learning for Lifelong
Learners**



Discovery 47

At the Tallahassee Senior Center (TSC), we have very extensive programs in art, health, wellness, fitness, and lifelong learning. Previously, the coordinators developed programs exclusively for their separate areas of interest. However, we have found that collaboration and integrating programming from different areas enhances participant interest and increases opportunities for lifelong learning. For example, at the TSC we've done urban hikes where participants view outdoor art and learn about the artists behind these creations. Learn how easy it is to coordinate activities that touch on physical, intellectual, and aesthetic areas of interest and wellbeing of seniors.

PRESENTERS: Maureen Haberfeld, Lifelong Learning Coordinator, Tallahassee Senior Center, Tallahassee, FL and Ruth Nickens Health and Wellness Coordinator, Tallahassee Senior Center, Tallahassee, FL

FACILITATOR: Ruth Nickens Health and Wellness Coordinator, Tallahassee Senior Center, Tallahassee, FL

**So You Think You Know About the PACE Model of Care? I Bet You Don't!
Challenger 40-41**

What is the PACE model of care? What is not the PACE model of care? The Program of All-Inclusive Care for the Elderly (PACE) is one of the fastest growing care models in Florida for its flexibility and care team approach.

PRESENTER: Matt Hudson, Executive Director, Florida PACE Providers Association, Tallahassee, FL

FACILITATOR: Tim Conroy, National Vice President, Government and Healthcare Partnerships, Moms Meals, Roswell, GA

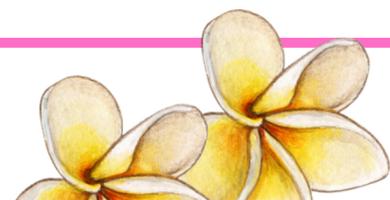
**Creating a Caregiver's Support Partners' Atmosphere
Discovery 44**

Caregiver support services is a well needed resource and may include: caregiver support groups, workshops, and regular meetings.

These can be an excellent resource for care partners to receive information, resources, and strategies specific to caring for someone.

PRESENTERS: Angie Toledo, Case Management, Hillsborough County Aging Services, Tampa, FL

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



FAAST - Using AT for Greater Independence Discovery 48

FAAST is the state assistive technology (AT) program. Services including device demonstrations, trainings and a financial loan program, are offered to the disability and aging population throughout the state. Services are available in person at our network of demonstration centers or virtually so that all Floridians have the opportunity to gain the independence they deserve.

PRESENTER: Eric Reed, Interim Executive Director, FAAST, Inc., Tallahassee, FL
FACILITATOR: Dionne Polite, Director of State Operations, AARP Florida, Miami, FL

Tips and Tools to Effectively Improve Older Adult's Access to Healthy Nutrition Challenger 38-39

This workshop will highlight how two aging services agencies implemented a technology solution to improve client engagement with healthy nutrition programs while saving staff time. The technology divide among older adults made it difficult to reach clients via scalable methods like emails. Both agencies partnered with Blooming Health to send personalized program communications to older adults via text messages, voice calls, or email, and in 26 languages. This simple intervention helped them meet clients where they are and engage them with healthy nutrition programs and services. Emergency broadcasts to announce program changes and weather updates helped reduce the stress and anxiety for staff in managing these situations. Automated program reminders helped increase older adults' attendance at food pantries, nutrition programs, and overall community participation by 300%. Staff saved at least 2 hours/day. A majority of older adult clients reported positive satisfaction with the communication solution since it helps them stay updated on events, programs, and meal deliveries.

PRESENTER: Kavitha Gnanasambandan, Co-founder and Chief Commercial Officer, Blooming Health, Inc., New York, NY
FACILITATOR: Jemith Rosa, MPA, President & CEO, CAPES of Pasco, Hudson, FL

The Power of Data to Impact Capacity and Strategy Discovery 43

Data is a catalyst for informing strategic planning, business decisions, evidence-based practices, and articulating impact. Community services organizations are at a pivotal moment in terms of cultivating opportunities to ensure ongoing growth. Attendees will explore the "Power of Data" and learn innovative strategies to support their efforts in building capacity and infrastructure to strengthen their business operations and management practices. As such, interoperability is a powerful, yet complicated capability that directly strengthens your data management capabilities. Data integration helps organizations respond to this vulnerable population and the unprecedented demand for services while increased operational costs are at an all-time high. Attendees will discover approaches to leverage data to inform new strategic partnerships, innovative collaborations, and to develop programming that aligns with the social determinants of health.

PRESENTERS: Greg Prosser, Vice President Product Strategy, CaseWorthy, Inc., Cocoa, FL and Anita Frankhauser, Nutrition Director, Neighborly Care Network, Clearwater, FL
FACILITATOR: Denise Gammonley, PhD, LCSW, FGSA, Professor of Social Work, College of Health Professions and Sciences, Academic Health Sciences Center, University of Central Florida, Orlando, FL

Optimizing Care Management for Members Living with Dementia Columbia 36



This presentation will demonstrate how we implemented a two-tier training and certification program that supports care management staff who work with members living with Alzheimer's disease, other related dementias, and their families. Centers for Medicare and Medicaid Services require that Dementia Care Specialists should have an understanding and skills in the following areas: 1) global features of dementia, 2) symptoms and disease progression, 3) ability to manage challenging behaviors and communication problems, 4) contributors to caregiver stress and how to manage caregiver needs, and 5) ability to refer members and caregivers to community resources.

PRESENTER: GeVonne C. O'Neil, MS, RN, Senior Learning Consultant, Centene Corporation, Sanford, FL
FACILITATOR: Lisa Bretz, MSW, Executive Director, Advantage Aging Solutions, Tallahassee, FL

WEDNESDAY





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**Evaluating a Fall Prevention Program for Older Adults
Columbia 34**

The Falls Prevention Program is a free service offered by DOH-Seminole to reduce the incidence of older adult falls to improve quality of life. Program participants are identified via public outreach, emergency medical services, assisted living facilities (ALF), non-healthcare facilities, or by phone or virtual encounters. The program includes three home visits to: 1. Educate to increase knowledge about fall prevention; 2. Assess to identify modifiable risk factors; and 3. Intervene using effective clinical and community strategies.

PRESENTERS: Paula Koehler, Office of Health Promotion and Education Manager, DOH-Seminole, Sanford, FL; Colleen Lewis, Fall Prevention Program Coordinator, DOH-Seminole, Sanford, FL; and Enid Santiago, Supervisor, Community Integrated Mobile Health Services, DOH-Seminole, Sanford, FL

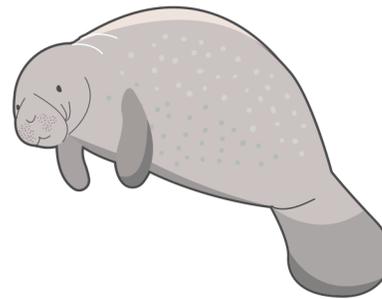
FACILITATOR: Paula Koehler, Office of Health Promotion and Education Manager, DOH-Seminole, Sanford, FL

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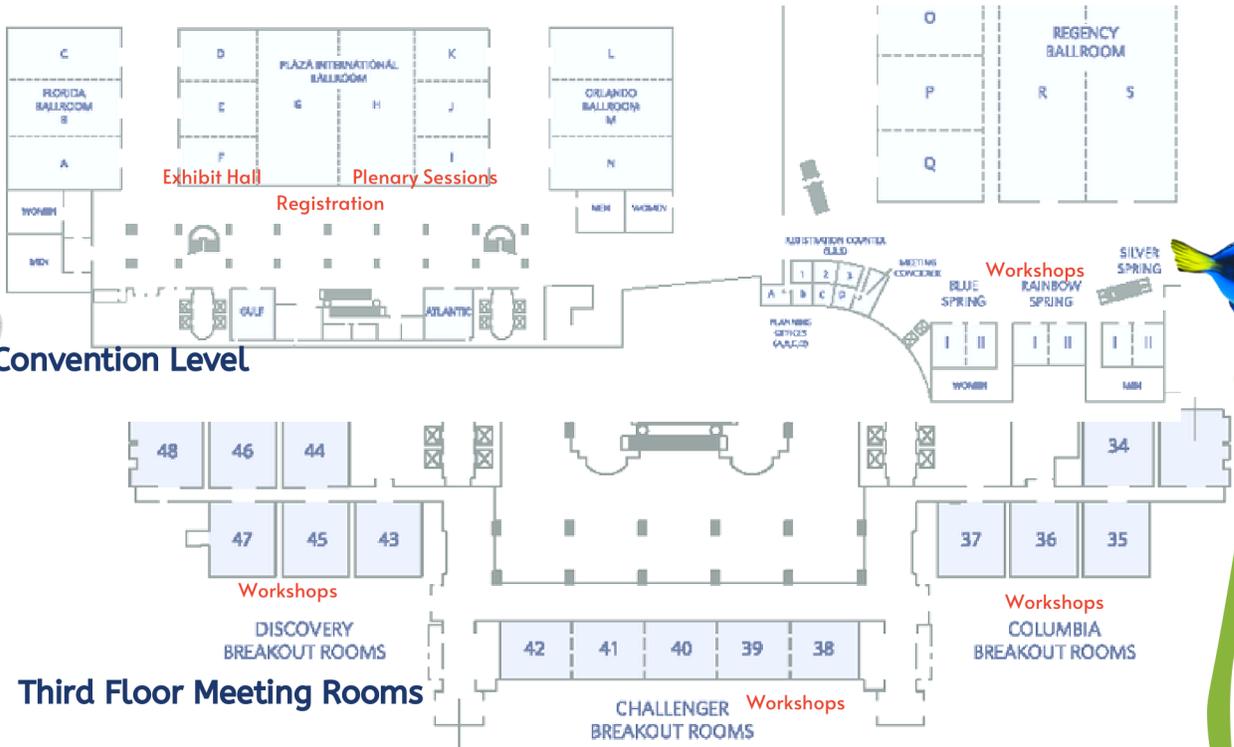
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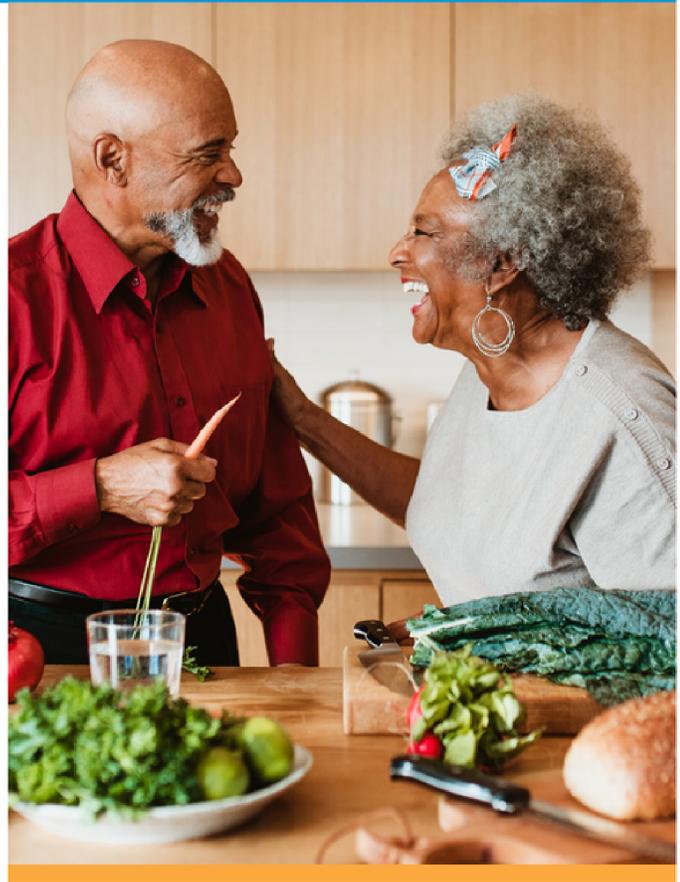
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