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SUNDAY, AUGUST 2, 2026

3:00 PM - 6:00 PM Registration Desk Open.....Plaza International Foyer
7:00 PM - 8:45 PM Silver Screamer Film Screening.....Orlando Ballroom L

MONDAY, AUGUST 3, 2026

7:30 AM - 5:30 PM Registration Desk Open.....Plaza International Foyer
8:00 AM - 11:30 AM Exhibit Hall Setup.....Plaza International D-G
8:30 AM - 10:00 AM Senior Center Intensive (Separate Fee Applies).....Discovery 48
9:00 AM - 10:00 AM The Future of Aging Services Starts with Connection.....Blue Spring
10:00 AM - 2:00 PM Vaccination Station.....Plaza International Foyer
10:30 AM - 12:30 PM Opening Session & Refreshments.....Plaza International H-K
12:30 PM - 1:30 PM Exhibit Hall Salute to Seniors Culinary Competition.....Plaza International D-G
1:30 PM - 2:30 PM Concurrent Workshops
 Inclusion Starts at the Table: The Purple Dining Model for Age and Cognitive Inclusive Communities..Columbia 34
 From Message to Momentum: Strategic Communications That Drive Results.....Columbia 35
 The Collaboration Advantage: Enhancing Supports for Older Adults Together.....Columbia 36
 Protecting Key Family Information from AI-Driven Fraud.....Columbia 37
 Hospice 101: Compassionate Care at Life's Most Important Moment.....Discovery 44
 What Popped in Tallahassee? 2026 Legislative Highlights.....Discovery 45
 Top 10 Traits of THE BEST Senior Center Directors.....Discovery 46
 Strategic Management Capacity Building for Nonprofits in Florida's Aging NetworkDiscovery 47
 Meet the Village People Contributing to Livable Communities in Florida.....Discovery 48
2:45 PM - 3:45 PM Concurrent Workshops
 From Model to Measurable Impact: A Collaborative Approach to Dementia and Caregiver Counseling...Columbia 34
 Message Mapping for Aging Advocacy: Crafting Clear, Consistent Messages That Move
 Policy and Public Opinion.....Columbia 35
 Smart Home Innovations for Independent Living.....Columbia 36
 Using Your Resources: An Analytics-Based Approach to Life Enrichment in Senior Living.....Columbia 37
 Advancing End-of-Life Care in Skilled Nursing: Hospice Integration and Physician Engagement.....Discovery 44
 Serving a Growing and Diverse Older Adult Population: Lessons from Florida Nutrition Programs....Discovery 45
 Redefine Aging: Thrive at Any Age!.....Discovery 46
 Target Zero.....Discovery 48
4:00 PM - 5:00 PM Concurrent Workshops
 Beyond Absorbency: Incontinence Products Impact on Health Outcomes and Dignity.....Columbia 34
 How Seniors Can Avoid Becoming Victims of Investment Fraud.....Columbia 36
 Exploring Advance Care Planning (ACP).....Columbia 37
 Developing Effective Caregiver Support Services: A Look at What Works.....Discovery 44
 Act Up! Health, Safety & Connection Through Theater.....Discovery 45
 From Seat-Fillers to Strategic Partners: Building Boards That Advance Your Mission.....Discovery 47
 Your Home, Your Choice: A Framework for Housing Decisions.....Discovery 48
5:00 PM - 7:00 PM Grand Opening Reception in Exhibit Hall.....Plaza International D-G
6:30 PM Florida Association of Senior Centers Networking Meeting.....Skyline Tower 2 Floor 27

TUESDAY, AUGUST 4, 2026

7:30 AM - 5:30 PM Registration Desk Open.....Plaza International Foyer
7:45 AM - 9:00 AM Continental Breakfast in the Exhibit Hall.....Plaza International D-G
9:00 AM - 10:30 AM Plenary Session.....Plaza International H-K
10:00 AM - 2:00 PM Vaccination Station.....Plaza International Foyer
10:30 AM - 11:15 AM Refreshment Break in Exhibit Hall.....Plaza International D-G

EVENT SCHEDULE

EVENT SCHEDULE

TUESDAY, AUGUST 4, 2026 (Continued)

11:15 AM - 12:15 PM Concurrent Workshops

Happy Brains Need Conversation.....	Columbia 34
Invisible Until It's Too Late: How Aging Services Can Effectively Serve Deaf Older Adults.....	Columbia 36
Sustaining Family Caregivers: A Data-Driven Approach to Reducing Burnout and Preserving Care at Home.....	Columbia 37
From Participants to Partners: The Blueprint for Creating Vibrant Senior Living Communities..	Discovery 43
Guiding an Improved Dementia Experience (GUIDE) Model.....	Discovery 44
Responding with Compassion: Ocala/Marion Mobile Integrated Health Team.....	Discovery 45
New & Engaging Program Ideas for Senior Centers	Discovery 46
Systemic factors influencing financial well-being in older age.....	Discovery 47
What's Next in Aging: Early-Career Perspectives on a Changing Field.....	Discovery 48

12:30 PM – 2:00 PM Quality Senior Living Awards Luncheon.....Plaza International H-K

2:15 PM - 3:15 PM Concurrent Workshops

Treating the Symptoms of Dementia Non-Pharmacologically: Lifestyle Medicine, Environment, and Evidence-Informed Care.....	Columbia 34
Bringing Nutrition to Life: Mobile Cooking Demonstrations & Interactive Education/Fitness for Healthy Aging.....	Columbia 36
Aging in Place Without Crisis: A Team-Based Approach to Safety, Care, Legal Planning, and Funding..	Columbia 37
Know Us Before You Need Us: Full Life Care for Earlier Access and Better Organization.....	Discovery 44
Demand for EMS Service Among Older Adults: Challenges and Community-based Solutions.....	Discovery 45
Surveys on the Cheap.....	Discovery 46
From Spinning to Winning: How We Saved Social Services.....	Discovery 47

3:15 PM - 4:15 PM Closing Reception in the Exhibit Hall.....Plaza International D-G

4:15 PM - 5:15 PM Concurrent Workshops

Building an Intergenerational Dementia-Friendly Florida: Supporting Families Through Education, Advocacy, and Connection.....	Columbia 34
How AAA Southwest Florida Uses AI to Improve Client Access and Reduces Staff Burden.....	Columbia 36
Bridging Care and Compliance: Innovative Budgeting Tools for the AAA Provider Network.....	Columbia 37
Creating Partnerships to Improve Transportation Safety in Your Community.....	Discovery 43
The Conversations That Matter Most: Communicating with Older Adults at End of Life.....	Discovery 44
Toxic Worksite: Virtual Resilience Development for Healthcare Workers.....	Discovery 45
Independence Through Home Modifications.....	Discovery 46
Exploring the State of Senior Emotional Health in FL: Data Trends and Best Practices.....	Discovery 48

5:30 PM - 6:30 PM Young Professionals Networking Meeting.....Skyline Tower 2 Floor 27

WEDNESDAY, AUGUST 5, 2026

7:30 AM - 12:00 PM Registration Desk Open.....Plaza International Foyer

8:00 AM - 9:00 AM Networking Breakfast & Aging Technology Table Tops.....Plaza International H-K

9:00 AM - 10:15 AM Aging & Technology Micro Presentations.....Plaza International H-K

10:15 AM - 10:45 AM Break - Room Check Out - Luggage Storage at FCOA Desk Or Bell Stand

10:45 AM - 11:45 AM Concurrent Workshops

AI: Impact on Aging and Fraud.....	Columbia 34
Family Communication Excellence Infrastructure Through the BEACON Framework..	Columbia 35
Protecting Key Family Information from AI-Driven Fraud.....	Discovery 45
The Evolution of Age Tech: What's Next for Safe, Independent Living.....	Discovery 44
Leveraging CCE Program to Expand Technology Access for Older Adults.....	Discovery 47

11:45 AM - 1:30 PM Aging & Technology Luncheon/Closing Session.....Plaza International H-K

Thank you for attending the 2026 Florida Conference on Aging.

Additional Scheduling Information

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.

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



Sponsored by:



Exhibit Hall Schedule

Located in Plaza D-G

List of exhibitors and map on page 34

Monday, August 3rd

- 8:00 AM - 11:30 AM Booth Set-Up
- 12:30 PM - 1:30 PM Salute to Seniors Culinary Event
- 5:00 PM - 7:00 PM Expo Hall Grand Reception

Tuesday, August 4th

- 7:45 AM - 9:00 AM Continental Breakfast
- 10:30 AM - 11:15 AM Refreshment Break in Hall
- 3:15 PM - 4:15 PM Closing Reception
- 4:15 PM Tear Down

Young Professionals Networking Meeting

Join fellow attendees at the Young Professionals Networking Meeting. Whether you are early in your career, or a mid-career mentor, come by and visit the dirty soda bar and get to know your peers better! Meet us in Tower 2, Floor 27 Skyline Room.

Hours: Tuesday, August 4th, 5:30 PM - 6:30 PM



Co-Sponsored by:



Vaccination Station

Plaza International Foyer

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

HOURS:

Monday, August 3rd - 10:00 AM - 2:00 PM

Tuesday, August 4th - 10:00 AM - 2:00 PM



Track Information

AARP Florida Track



- Meet the Village People Contributing to Livable Communities in Florida (p.10)
- AI: Impact on Aging and Fraud (p. 30)
- What Popped in Tallahassee? 2026 Legislative Highlights (p.11)
- What's Next in Aging: Early-Career Perspectives on a Changing Field (p.19)
- Your Home, Your Choice: A Framework for Housing Decisions (p. 15)



Senior Center Track

- New And Engaging Program Ideas for Senior Centers That Maximize Impact While Minimizing Cost (p. 20)
- Top 10 Traits of THE BEST Senior Center Directors (p. 11)
- Redefine Aging: Thrive at Any Age! (p.13)
- Bringing Nutrition to Life: Mobile Cooking Demonstrations & Interactive Education/Fitness for Healthy Aging (p. 24)
- Surveys on the Cheap (p. 25)



End of Life Track

- Know Us Before You Need Us: Full Life Care for Earlier Access and Better Outcomes.(p. 24)
- The Conversations That Matter Most: Communicating with Older Adults at End of Life (p. 27)
- Advancing End-of-Life Care in Skilled Nursing: Hospice Integration and Physician Engagement (p. 13)
- Exploring Advance Care Planning (ACP) (p.15)
- Developing Effective Caregiver Support Services: A Look at What Works (p. 16)
- Hospice 101 (p. 11)



Care Management

- Sustaining Family Caregivers: A Data-Driven Approach to Reducing Burnout and Preserving Care at Home (p.19)
- Bridging Care and Compliance: Innovative Budgeting Tools for the AAA Provider Network (p. 26)
- Aging in Place Without Crisis: A Team-Based Approach to Safety, Care, Legal Planning, and Funding (p. 24)
- Exploring Advance Care Planning (p. 15)

Offering up to

**12
hours**

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- Alzheimer's Disease Initiative Designated Agency (Miami-Dade and Broward counties)

Visit our **booth #104** or
unitedhomecare.com to learn more.

Sunday, August 2, 2026



FCOA is pleased to present a complimentary showing of Silver Screammers at 7:00 PM in room Orlando L.

Silver Screammers is a heartwarming and spine-tingling documentary that follows a group of spirited older adults as they embark on an extraordinary adventure far outside their comfort zones: creating a horror film.

This award-winning documentary film is available for bookings for your next event or fundraiser throughout 2026/27. Reach out to director Sean Cisterna to book the film for your community seancisterna@gmail.com

Bring your own drinks and snacks. All guests are welcome. This film will be screened with English subtitles.

MONDAY

Monday, August 3, 2026

8:30 AM – 10:00 AM

Discovery 48

The AI-Enhanced Senior Center: Strategic Implementation of Generative AI for Organizational Growth

Pre-Conference Intensive - Separate Registration Fee Applies

Generative AI is transforming the landscape of public and nonprofit administration. This intensive, led by Dr. Angela White-Jones and experts from the UCF School of Public Administration, provides a high-level roadmap for Florida's senior center professionals to modernize their operations. The session moves beyond the "hype" to explore practical applications: from automating complex administrative reporting and marketing to enhancing program design and grant-seeking narratives. Attendees will learn how to integrate these tools into their specific organizational structures—whether municipal or nonprofit—to increase efficiency, rebrand their centers for a new generation, and remain competitive in a digital-first world.



PRESENTERS: Angela White-Jones, PhD, Associate Lecturer, School of Public Administration Director, Master of Nonprofit Management Program, Center for Public & Nonprofit Management, University of Central Florida, Orlando, FL

FACILITATOR: Jenny Macias, Director of Program Initiatives, Senior Friendship Centers, President, Florida Association of Senior Centers, Sarasota, FL

9:00 AM – 10:00 AM

Blue Spring

The Future of Aging Services Starts with Connection

Pre-Conference Intensive – No Registration Fee Applies

What happens when aging organizations move beyond disconnected systems and start building around the full needs of the people they serve? Hosted by CaseWorthy, this interactive panel brings together leaders doing exactly that. During this session, actual CaseWorthy customers will share candid, real-world lessons from the front lines of growth, change, and service transformation. This is not a product demo. It's a practical conversation about what aging organizations are facing right now: rising demand, more complex client needs, staffing challenges, disconnected programs, and growing pressure to prove outcomes. Together, the panel will explore how organizations are rethinking care coordination, building more connected systems, and where emerging technologies like AI may fit into the future of service delivery. Walk away with real strategies, honest lessons, and a clearer picture of what's next for aging services.



PRESENTERS: Greg Prosser, SVP Partnerships & Alliances, CaseWorthy, Cocoa, FL; Laura Garrett, EVP, Council on Aging of West Florida, Pensacola, FL; Anita Frankhauser Cihlar, Nutrition Director, Neighborly Senior Care Network, St. Petersburg, FL and Cassey Stratton, Vice President of Marketing, CaseWorthy, Merritt Island, FL



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Monday, August 3, 2025**10:30 AM - 12:30 PM****Plaza International H-K****Conference Opening Plenary Session & Refreshments**

This morning's session will be kicked off with a message from Robert Beck of PinPoint Results about the 2026 Legislative Session and how the aging network fared in the budget. Then, Beck will provide a glimpse at the projected budget challenges for the years to come and what strategies would best support education of the political leadership about aging programs.



Robert Beck

Neuroscientist Dr. Ben Rein will present the science of social interaction by revealing how modern life is challenging our ancient instincts. Spending time with others impacts the body and mind on a cellular level. Biological factors are at play in our interactions with others. Whether it is small talk with a stranger or deep conversation with friends and family, Dr. Rein will share how we can leverage the knowledge about the neuroscience of connection to our advantage as we seek happiness and health. Attendees will walk away from this presentation with strategies on how we can strengthen our brain health through connection. Books are for sale at the registration desk and a book signing will take place at the conclusion of the session.



Ben Rein, PhD

Presiding: Erin McLeod, President/CEO, Senior Friendship Centers, FCOA President

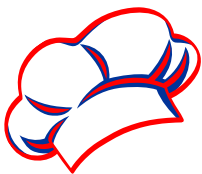
Advocacy Message: Robert Beck, Partner, PinPoint Results

Introduction of Speaker: Nicole Weaver, Sr. Director of Medicare Growth Enablement, Florida Blue Medicare

Keynote Address: Ben Rein, PhD, Neuroscientist and Author

Presentation of ACS/FASP Award: Sandy Hettinger, CEO, Advanced Care Solutions

Closing Remarks: Erin McLeod

CO-SPONSORED BY:**12:30 PM - 1:30 PM****Plaza International D-G****Salute to Senior Nutrition & Walk About Lunch**

Calling all attendees! Walk the exhibit hall and sample offerings from DOEA approved catering companies serving Florida! The red hat on the exhibit map is where you will find one or more delicious samples of a current menu item or a menu item in development.

Scan the QR code at each table you sample from, or use the card you collected at the door, and provide valuable feedback. Staff will tally the information and recognize those chefs who are stepping up to the challenge of creating nutritious AND delicious senior meals.

Participating Catering Vendors**CO SPONSORED BY:**

1:30 PM – 2:30 PM

Concurrent Workshops

Meet the Village People Contributing to Livable Communities in Florida 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 national village model which connects people to each other and organizations that support the livable community concept. Panelists from three Florida villages will share insights into how villages support the social, emotional, and physical wellbeing of older adults using a combination of paid staff, volunteers, and community-based partnerships.

Frequently asked questions about village development, operations, and collaboration will be covered and an overview of UPLIFT Florida Network will be discussed.

PRESENTERS: Sue Berger, PhD, Aging System Coordinator, Sarasota County Government, Sarasota, FL; Cathy Liebllich, Board President, Neighbors Network, Maitland, FL; Karen Carlson, Director of Strategic Exploration and Innovation, Foundation for a Healthier West Orange, Winter Garden, FL; and Barbara Shearer, Board President, Neighbors Network of Lee County, Estero, FL

From Message to Momentum: Strategic Communications That Drive Results Columbia 35

This session explores how intentional communications and strategic planning help organizations stay focused, aligned, and effective in a crowded and fast-moving environment. Participants will learn how to connect mission, priorities, audiences, and messaging into a clear communications roadmap that supports both daily operations and long-term goals. The session emphasizes practical planning, message discipline, and coordinated execution across teams. Attendees leave with a flexible framework they can adapt to guide campaigns, initiatives, and organizational decision-making.

PRESENTER: Jacob Winge, Senior Director, Business Development & Strategy, TLC Marketing and Creative Services, Bonita Beach, FL



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The Collaboration Advantage: Enhancing Supports for Older Adults Together

Columbia 36

This session will highlight how the aging network can expand community impact by partnering with UF/IFAS Extension. Participants will explore shared goals, evidence-based programs, and practical steps for launching collaborations. Real examples, common challenges, and actionable tools will guide attendees in co-creating sustainable, community-centered initiatives that enhance services for older adults and caregivers and integrates intergenerational programs.

PRESENTERS: Lisa Bretz, MSW, Executive Director, Advantage Aging Solution, Tallahassee, FL and Camille Lewis, PhD, County Extension Director, University of Florida, Monticello, FL

Hospice 101: Compassionate Care at Life's Most Important Moment

Discovery 44

This session will address Hospice myths and questions with a clear, compassionate introduction to how hospice care works and why it matters. The philosophy behind hospice prioritizes comfort, dignity, and quality of life for people with serious or terminal illnesses, while also explaining the roles of the interdisciplinary care team, including nurses, social workers, chaplains, aides, and volunteers. The speaker will explore core topics such as pain and symptoms management, communication with patients and families, emotional and spiritual support, and the ethical principles that guide end-of-life care. The course also outlines what hospice services include, how eligibility is determined, and how families are supported before and after a patient's passing. Hospice is a holistic, person-centered approach that honors both the patient's wishes and the family's needs.

PRESENTER: Claudia Beureuse, RN, BSN, Area Vice President Business Development, Haven Hospice, Jacksonville, FL

Protecting Key Family Information from AI-Driven Fraud

Columbia 37

Fraud and identity theft are accelerating in the age of AI—making it more important than ever to protect your family's most sensitive information. As we share critical details with family members, friends, and trusted advisors, it's essential to ensure everything remains secure, organized, and accessible when it matters most. In this workshop, you'll learn practical steps to organize, safeguard, and control access to important documents, accounts, and personal information. We'll also cover how to provide trusted individuals with the right access at the right time—without increasing your risk. Finally, you'll learn how to ensure your key family information is securely and seamlessly passed on to loved ones in the future, so nothing important is lost.

PRESENTER: Glenn Shimkus, Co-founder and CEO, Prsidio, Naples FL

What Popped in Tallahassee??? 2026 Legislative Highlights

Discovery 45

Come grab your popcorn and join us for an engaging recap of the 2026 Florida Legislative Session. This session highlights the biggest policy wins, notable setbacks, and the issues that didn't quite pop, while breaking down what these outcomes mean for older Floridians and the organizations that serve them. Leave with a clearer understanding of how decisions made in Tallahassee impact communities across the state and what to watch for next in the advocacy landscape.

PRESENTERS: Chante` Jones, Associate State Director of Advocacy, AARP Florida, Tallahassee, FL and Karen Murillo, Associate State Director of Advocacy, AARP Florida, Tallahassee, FL

Strategic Management Capacity Building for Nonprofits in Florida's Aging Network

Discovery 47

There will be two parts to this workshop. In the first part, concepts and practices of strategic management capacity building for nonprofits in Florida's Aging Network. The second part of the workshop will be an interactive session for participants to ask questions, seek clarifications, share their experiences and best practices in strategic management capacity building in their nonprofits. An activity sheet will be provided for participants to practice some elements of the strategic capacity building process.

PRESENTER: Muthusami Kumaran, PhD, Associate Professor of Nonprofit Management, Department of Family, Youth & Community Sciences, University of Florida, Gainesville, FL

Inclusion Starts at the Table: The Purple Dining Model for Age and Cognitive Inclusive Communities

Columbia 34

Mealtimes shape identity, dignity, and well-being, yet too often prioritize efficiency over connection. Explore the Purple Dining Program, a five-senses, age- and dementia-inclusive model transforming dining across care and community settings. Participants will gain practical, evidence-informed strategies that enhance autonomy, safety, engagement, and quality outcomes starting at the table.

PRESENTERS: Jennifer Costello, RN, BSN, CDP, CADDCT, Co-Founder, Aging Advocate, Oldsmar, FL and Stacy Gad, MOT/L, CDP, CADDCT, CMDCP, Co-Founder, Aging Advocate, Oldsmar, FL

Top 10 Traits of THE BEST Senior Center Directors

Discovery 46

Are you ready? Is your center ready? Senior centers are entering a decade of dramatic change. Funding structures are shifting, older adults are more technologically savvy, and program expectations are evolving rapidly. This session explores the ten essential traits directors must develop to remain relevant and sustainable. Participants will leave with a leadership roadmap designed for the next generation of aging services.

PRESENTER: Michael Lippert, Sales Director - Central U.S., MySeniorCenter, Lexington, KY



MONDAY



Florida Blue 

MEDICARE

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2:45 PM - 3:45 PM

Concurrent Workshops

Smart Home Innovations for Independent Living Columbia 36

Assistive technology and smart home solutions play a critical role in supporting older adults who want to age in place safely and independently. Smart home tools such as environmental controls, alerting and notification systems, remote supports, and smart scheduling can reduce risk, increase convenience, and enhance quality of life. This workshop highlights FFAST's hands-on approach to smart home education through in-person demonstration tours, take-home starter kits, and virtual smart home tours. Participants will learn how these interactive learning opportunities help individuals better understand, trial, and adopt smart home technology to support aging in place and reduce reliance on outside assistance.

PRESENTER: Kailey Medlock, Training & Community Development Director, Florida Alliance for Assistive Services & Technology (FAAST), Tallahassee, FL

From Model To Measurable Impact... Dementia and Caregiver Counseling Columbia 34

Explore an innovative model that integrates individual mental health counseling into existing dementia caregiver support services, including caregiver support groups and adult day programs. Caregivers of individuals living with dementia often experience significant emotional strain, including anticipatory grief, role changes, depression, anxiety, and social isolation, yet many traditional support services do not address caregivers' individual mental health needs. This session will highlight how our organization identified gaps in caregiver support and developed a collaborative approach that embeds counseling services within established caregiver programs. Participants will learn how interdisciplinary collaboration between program staff, support group facilitators, and mental health professionals can create accessible pathways to counseling for caregivers experiencing emotional distress. The presentation will discuss implementation strategies, referral processes, early outcomes, and lessons learned from launching the program.

PRESENTERS: Joni Ricker, Director of Adult Day Services, Senior Friendship Centers, Sarasota, FL; Evan Farrar, Caregiver Resource Manager, Senior Friendship Centers, Sarasota, FL; Michael Cochrane, Support Group Facilitator, Senior Friendship Centers, Sarasota, FL

Advancing End-of-Life Care in Skilled Nursing: Hospice Integration and Physician Engagement Discovery 44



As Florida's skilled nursing facilities navigate rising expectations around person-centered care, advance care planning and hospice integration are becoming essential components of quality outcomes. Led by Thomas Swope, a 30-year hospice professional, this session will explore practical strategies for embedding end-of-life planning into SNF operations, with a focus on strengthening physician engagement, interdisciplinary collaboration, and aligning hospice services with managed care models to better support residents and families through compassionate, coordinated care.

PRESENTER: Thomas Swope, Executive Director, Hospice Care, Independent Living Systems, Miami, FL

Target Zero - Reducing Fatalities and Serious Injuries for Aging Road Users Discovery 48

This panel discussion will reveal the latest data showing the precise driver actions of aging road users that are leading to fatalities and serious injuries within the nine-county region of FDOT District 5, a microcosm for the entire State of Florida.

PRESENTERS: Loreen Bobo, PE, Safety Administrator, Office of Safety, Florida Department of Transportation, Deland, FL and Laura Streed, Director of Outreach and Engagement, AARP Florida, St. Petersburg, FL

Redefine Aging: Thrive at Any Age! Discovery 46



Entering the "senior" category carries a stigma, but it doesn't have to! Aging is a mindset, not a limitation and those of us who work with this population can shape how others view this population. From aging alone, to aging with cognitive decline, let's talk about what thriving looks like, at any age!

PRESENTER: Marisa Luizzi, Chief Program Officer, Baker Senior Center, Naples, FL

Using Your Resources: An Analytics-based approach to Life Enrichment in Senior Living Columbia 37

For too long, life enrichment leaders have relied on intuition or single metrics like attendance to define program success. This session introduces a practical, analytics-based approach to life enrichment, showing how everyday data can be used to better understand resident engagement and program impact. Attendees will gain actionable strategies to align programs with resident interests, maximize existing resources, and clearly communicate the value of life enrichment without the need for advanced technical skills.

PRESENTER: Melanie Perry, National Director of Resident Experience, Sonida Senior Living, Wesley Chapel, FL

Message Mapping for Aging Advocacy: Crafting Clear, Consistent Messages That Move Policy and Public Opinion Columbia 35

This advocacy-focused session equips aging leaders with a practical framework for delivering clear, consistent messages that resonate with policymakers, partners, media, and the public. Participants learn how to use message mapping to simplify complex aging issues, align internal and external advocates, and confidently address tough questions. The session emphasizes connecting policy goals to real community impact through disciplined messaging. Attendees leave with tools and templates they can immediately apply in legislative meetings, coalition work, and public-facing advocacy efforts.

PRESENTER: Jacob Winge, Senior Director, Business Development & Strategy, TLC Marketing and Creative Services, Bonita Beach, FL

MONDAY

Let Hospice Help

To learn more about hospice or find a hospice near you, call our hospice helpline or visit LetHospiceHelp.org

Florida Hospice & Palliative Care ASSOCIATION

Phone 800-282-6560

Website LetHospiceHelp.org

Serving a Growing and Diverse Older Adult Population: Lessons from Florida Nutrition Programs

Discovery 45

Florida's older adult population continues to grow and diversify, creating new demands on senior nutrition programs across the state. This panel brings together Florida program directors to share how they are adapting services to meet rising demand while addressing cultural preferences, language needs, geographic differences, and seasonal population shifts. Panelists will discuss real-world decisions related to capacity planning, service models, and long-term sustainability. The conversation will highlight practical strategies that balance growth with quality and dignity in meal service. A service provider will offer operational perspective to support the program-led discussion. Attendees will leave with peer-driven insights that can be applied within their own communities.

PRESENTERS: Tristin Perry, Director of Marketing, TRIO Community Meals, Lutherville Timonium, MD; Jocelyne Fliger, MSW, CEO/President, Elder Care Services, Inc., Tallahassee, FL; Karen Deigl, MHA, President & CEO, Senior Resource Association, Inc., Vero Beach, FL and Scott Ball, TRIO Community Meals, Flowood, MS

4:00 PM - 5:00 PM

Concurrent Workshops

Act Up! Health, Safety & Connection Through Theater

Discovery 45

Senior centers and age-friendly communities seeking modern, scalable ways to boost participation, strengthen safety outcomes, and deepen social engagement will discover how live theater can transform traditional education through the SAGES Theater Plays with Purpose model, using relatable storytelling to illuminate fall prevention and scam awareness while improving retention, reducing stigma, and increasing community involvement. This session showcases accessible delivery formats such as film screenings, staged readings, and full productions; highlights AARP's role as a national partner with trusted follow-up resources; and equips participants with practical tools for program adoption, partnership development, and enhancing social, emotional, and mental well-being through creative aging strategies.

PRESENTER: Christine Hamacher, Artistic & Executive Director, SAGES Theater, St. Petersburg, FL



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Beyond Absorbency: The Critical Role of Incontinence Product Selection in Health Outcomes, Cost Reduction, and Patient Dignity Columbia 34

This workshop explores how proper incontinence product selection and education directly impacts health outcomes, prevents falls, skin integrity, and mental well-being among older adults. Participants will gain practical knowledge to guide caregivers and care managers in choosing appropriate products that enhance dignity, reduce complications, and improve quality of life.

PRESENTERS: Sophia Diez, RN, Director of Business Expansion, Sunshine Pharmacy and Supplies, Miami, FL and Tania Goitia CEO, Sunshine Pharmacy and Supplies, Miami, FL

How Seniors Can Avoid Becoming Victims of Investment Fraud Columbia 36

This presentation will include discussion of the work of the SEC and how we protect investors. We will discuss common scams especially scams targeting seniors (romance/relationship scams) and then the steps people can take to avoid becoming victims.

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

Your Home, Your Choice: A Framework for Housing Decisions Discovery 48



Where we live shapes how we age, yet housing choices can feel complex for older adults and those who support them. This session explores the full range of living options and offers a thoughtful framework to guide decision-making. After discussion, and with new information in tow, attendees will better navigate choices, understand policy realities, and support independence aligned with individual goals.

PRESENTERS: Jovita Woodrich, MSW, Associate State Director of Outreach and Engagement, AARP Florida, Tallahassee, FL and Laura Streed, Director of Outreach and Engagement, AARP Florida, St. Petersburg, FL

Exploring Advance Care Planning (ACP) Columbia 37



Advance Care Planning is a topic that touches the heart of what it means to care for others. It's about honoring people's wishes, values, and dignity, especially during times when they may be most vulnerable. Whether direct care staff, a community member, a nurse, social worker, case manager, or part of a long-term care facility or adult day care team, your role in these conversations is incredibly meaningful. This presentation is to empower those who work with or support adults with the essential knowledge, communication strategies, and practical tools needed to effectively guide and support advance care planning. Advance Care Planning is deeply influenced by personal experiences, beliefs, traditions, and values which shape how individuals perceive illness, death, decision making and family roles. Recognizing each individual's perspective helps to ensure care is aligned with their values and preferences. You'll be invited to reflect on your own experiences and values throughout the session and consider how they shape your approach to care conversations.

PRESENTER: Sharon Sykes, Senior Clinical Provider Trainer, Sunshine Health, Tallahassee, FL

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Developing Effective Caregiver Support Services: A Look at What Works
Discovery 44



Unpaid caregivers provide the majority of care for older adults and they play a major role in key decisions such as treatment and care during a serious illness; advanced care planning, and living arrangements. Caregiver breakdown is a significant factor in nursing home placement or potentially preventable hospitalizations. Many of us have caregiver support programs or services but they tend to be general and do not always meet the needs of caregivers who are struggling with burnout or caregiver burden. This workshop will focus on ideas to strengthen and focus caregiver assessment, services, and tools to add value and improve caregiver outcomes.

PRESENTER: Susan Ponder-Stansel, MSW,
President & CEO, Alivia Care, Inc., Jacksonville, FL

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From Seat-Fillers to Strategic Partners: Building Boards That Advance Your Mission
Discovery 47

Leaders of aging services don't need boards that simply meet requirements. They need partners who actively advance the mission, strengthen strategy, and show up in the community. Drawing on real-world conversations with nonprofit CEOs, we'll look at how to intentionally recruit board members who bring the right mix of skills, connections, and commitment to older adults. We'll talk about practical ways to set clear expectations, clarify roles, and move board members from passive oversight to meaningful engagement. Common challenges will also be covered, such as uneven participation, blurred governance boundaries, and conflicts of interest (and how to reset the relationship when things aren't working). This session is designed for leaders who want a board that truly supports their work, not one that needs constant prodding between meetings. You'll leave with ideas they can apply right away to build a board that works alongside them as strategic, visible champions for your organization.

PRESENTER: Corinne LaRoche, CPA, Partner, James Moore & Co., Gainesville, FL

5:00 PM - 7:00 PM

Plaza International D-G

Grand Opening Reception in the Exhibit Hall

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7:45 AM - 9:00 AM

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Continental Breakfast in the Exhibit Hall

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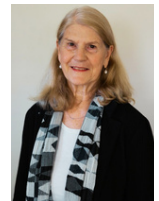
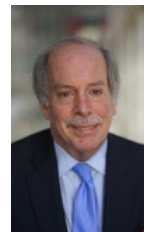
9:00 AM - 10:30 AM

Plaza International H-K

Plenary Session

The Florida Council on Aging welcomes Robert Blancato to update us on policy issues and politics and the Older Americans Act Reauthorization status. Funding streams are changing, but so are the ways we communicate, advocate and support aging with dignity and respect in our communities. Learn about hot topics and trends that might be seen after Congress returns in September.

Older adults face growing financial challenges—but for women, the long-term impact of caregiving, wage gaps and workplace barriers can significantly shape economic security later in life. Judith Kozlowski will explore in her presentation: how unpaid caregiving affects lifetime earnings and retirement security; the role of wage disparities and workplace policies; the increasing pressure of housing costs, including rent and property taxes; and practical policy solutions that could meaningfully improve financial stability for older adults and their families. This session will provide a clearer understanding of the systemic factors influencing financial well-being in older age—and what can be done to address them.



Presiding: Josh Newby, CEO, Council on Aging of West Florida, FASP President
Presentation of the Humana Best Direct Service Employee & Humana Senior Volunteer of the Year Awards: Natalia Aresu, Medicaid Regional President, Humana Healthy Horizons in Florida, Tampa, FL

Introduction of Robert Blancato: Josh Newby
Introduction of Plenary Speaker: Natalia Aresu

Plenary Speaker: Judith Kozlowski

Closing Remarks: Josh Newby

Judith Kozlowski

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Plaza International D-G

Refreshment Break in the Exhibit Hall

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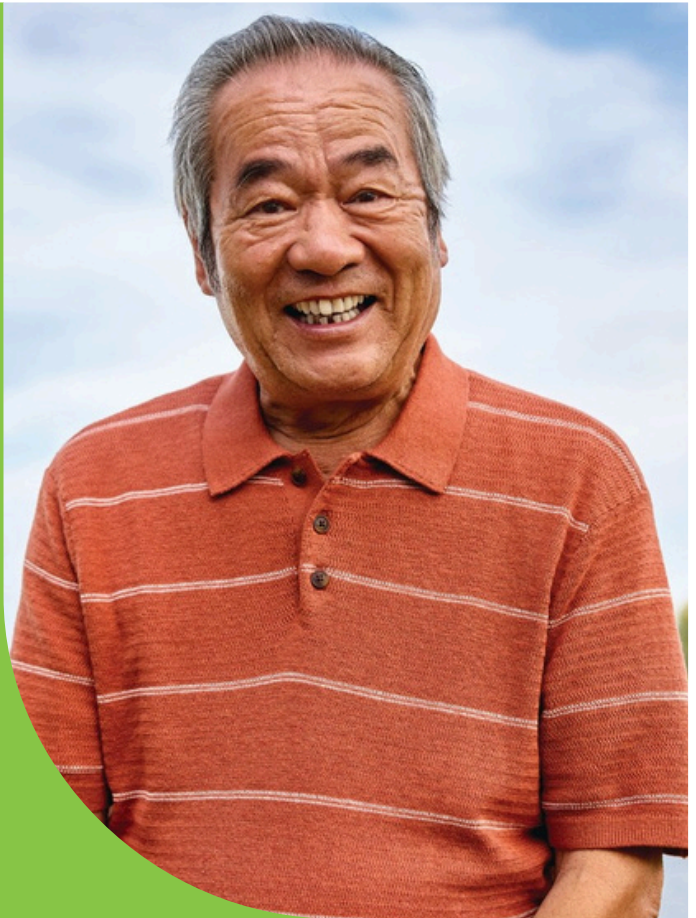
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11:15 AM - 12:15 PM

Concurrent Workshops

From Participants to Partners: The Blueprint for Creating Vibrant Senior Living Communities Discovery 43

This session explores a transformative model for senior living that shifts residents from passive recipients of care to active architects of their own community. Attendees will learn how resident-led committees serve as a powerful engine for health motivation, empowering individuals to take personal ownership of their physical and mental well-being. By placing the steering wheel in the hands of the residents, programs see a natural surge in activity participation driven by peer-to-peer encouragement rather than staff mandate. We will detail practical strategies for fostering a deep sense of community pride, ensuring residents feel a lasting stake in the place they call home. Finally, the session provides a blueprint for building strategic partnerships with local service providers to amplify these resident-led efforts through external expertise and resources.

PRESENTERS: Maria Medley, Quality Assurance Director, SPM, Birmingham, AL and Cielo Schneider, Service Coordinator, SPM, Birmingham, AL

Invisible Until It's Too Late: How Aging Services Can Effectively Serve Deaf Older Adults Columbia 36

Deaf older adults are often overlooked in aging services until a crisis occurs—resulting in preventable health, safety, and communication failures. This interactive workshop examines why Deaf seniors remain largely invisible in aging systems and how service providers can address gaps in access, safety, and inclusion. Participants will gain a better understanding of Deaf culture, communication needs, and common system barriers impacting healthcare, emergency preparedness, and aging-in-place services. The session will share practical, real-world strategies aging agencies can implement immediately to improve communication access, service delivery, and technology use. Case examples and promising practices will highlight inclusive approaches that benefit both Deaf seniors and the broader older adult population. Time will be reserved for participant discussion, questions, and resource sharing.

PRESENTER: Sherri Collins, Executive Director, Deaf Seniors of America, St. Augustine, FL

Sustaining Family Caregivers: A Data-Driven Approach to Reducing Burnout and Preserving Care at Home Columbia 37



Family caregivers are the backbone of our long-term care system, yet many experience high levels of stress that increase the likelihood of crisis and care disruption. This session will explore a structured, evidence-based approach to identifying caregiver burnout risk and aligning interventions to strengthen caregiver stability and preserve care at home. Presenters will examine real-world implementation within Florida Area Agencies on Aging and community-based organizations, including how standardized caregiver screening can improve prioritization, documentation, and measurable outcomes. Participants will learn how risk stratification models can enhance care planning and support program sustainability. Attendees will leave with actionable steps to enhance caregiver sustainability within their own communities.

PRESENTER: Chelsea Gilchrist, MGS, Deputy Director, Strategic Partnerships and Business Development, TCARE, Arlington, VA; Abigail Costly, MSW, Direct Programs Manager, ElderSource, Jacksonville, FL; and Sierra Tollar, ADRC Technology and Caregiver Support Specialist, Senior Connection Center, Tampa, FL

What's Next in Aging: Early-Career Perspectives on a Changing Field Discovery 48



As the need for innovation and expertise in aging grows, the perspectives of those entering the profession are critical to the field's strength. The session centers students and young professionals to explore evolving career paths, emerging trends and new expertise. A valuable opportunity for colleagues, educators, and leaders to hear from individuals redefining the future of aging.

PRESENTERS: Jovita Woodrich, MSW, Associate State Director of Outreach and Engagement, AARP Florida, Tallahassee, FL and Anna Robinson, University of South Florida, Tampa, FL

Guiding an Improved Dementia Experience (GUIDE) Model

Discovery 44

Dementia is a family disease, with family caregivers playing a critical role in the health and well-being of people living with cognitive impairment. This session will provide an overview of the Centers for Medicare & Medicaid Services (CMS) Guiding an Improved Dementia Experience (GUIDE) Model and explore how caregiver-centered, interdisciplinary care can improve outcomes while helping individuals remain safely at home. Using Isaac Health's nationally recognized virtual memory clinic as an example, attendees will learn how specialized dementia care, care navigation, caregiver education, and partnerships with community-based organizations work together to support both patients and their care partners. Participants will leave with practical insights into implementing collaborative dementia care and leveraging community resources to better serve families affected by dementia.

PRESENTER: Melissa Rowley, Director Payor Partnerships, Isaac Health, Chicago, IL

Happy Brains Need Conversation Columbia 34

In an increasingly digital world, the simple act of conversation remains our most potent tool for well-being. This workshop explores how meaningful dialogue serves as a workout for the brain, sharpening cognitive function and enhancing long-term mental health. Participants will discover the direct link between verbal engagement and increased happiness, as well as its vital role in dismantling social isolation. Beyond the science, we will provide actionable strategies to help you navigate awkward silences and build deeper rapport with others. Join us to learn why finding your voice is the key to a more connected life. Whether you are an introvert or a social butterfly, you will leave with practical tips to master the art of the exchange.

PRESENTER: Jocelyne Fliger, MSW, CEO, Elder Care Services, Inc., Tallahassee, FL

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Responding with Compassion: Ocala/Marion Mobile Integrated Health Team Discovery 45

The Ocala–Marion Mobile Integrated Health Team is a collaborative, community-based initiative designed to improve outcomes for vulnerable older adults and high-risk residents through proactive, interdisciplinary intervention. The program integrates EMS, behavioral health, aging services, medical providers, and social service organizations to identify unmet needs, reduce avoidable emergency utilization, address behavioral health concerns, mitigate caregiver burnout, self-neglect, exploitation concerns, housing instability, and support aging in place. Services emphasize rapid response, home-based assessment, care coordination, resource navigation, dementia support, and social determinants of health intervention. The model focuses on delivering the right care at the right time while reducing unnecessary hospitalizations and improving quality of life. This session will be interactive in reviewing best practices while also identifying stakeholders in attendee's communities.

PRESENTERS: Briana Kelley, Director of Human Services, Marion Senior Services, Ocala, FL; Rachael Seets, Marion County Fire Rescue, Ocala, FL; Captain Chris Hickman, EMS Captain, Ocala Fire Rescue, Ocala, FL and Darby Ryan, Human Services, Marion Senior Services, Ocala, FL

New And Engaging Program Ideas for Senior Centers That Maximize Impact While Minimizing Cost Discovery 46



Unlock the potential of your Senior Center by cultivating high-impact, low-cost partnerships that address the needs of the seniors. This session provides a practical roadmap for establishing essential services, such as on-site food pantries and referrals to pet food programs, by aligning with regional non-profits to combat food insecurity for both seniors and their companions. We will explore how to launch a donation-driven "Senior Store". Additionally, discover creative ways to enrich your activity calendar through library collaborations and secure vital support for holiday meals and gift programs.

PRESENTERS: Mary Ann Stahl, Program Coordinator, Pasco County Senior Services, Port Richey, FL; and Marisa Valladares, Program Coordinator, Pasco County Senior Services, Port Richey, FL

Systemic Factors Influencing Financial Well-Being in Older Age Discovery 47

Financial security in older age is imperative when it comes to being able to navigate your own plan for retirement, caregiving and health. If you could not get enough or our plenary speaker, stop by this session for a deeper dive!

PRESENTER: Judith Kozlowski, Consultant



***FCOA, Thank You for Building
a Better Future for Florida's Seniors***

12:30 PM - 2:00 PM

Plaza International H-K

FPL/FCOA Quality Senior Living Awards & Luncheon

Jeremy Bloom developed the Wish of a Lifetime program by combining personal inspiration from his family, perspective gained from international travel, and formal business preparation. While traveling globally with the U.S. Ski Team, Bloom noticed that many international cultures placed a massive emphasis on respecting and caring for the elderly. For instance, during a World Cup event in Japan, he watched a crowded bus collectively stand up to ensure an elderly woman was comfortably seated. Deeply attached to his own grandparents, particularly his grandmother, Bloom wanted to bring this deep cultural reverence for older generations back to the United States. The program began by granting its first wish to a mother traveling to visit her sick daughter in Arizona in 2008. To scale the program's structural capacity, Bloom steadily grew its donor network, launched the nationwide Cupid Crew initiative in 2012, and ultimately secured a major charitable affiliation with AARP in 2020 to reach seniors on a massive national scale. Book signing at the conclusion of the session.



Jeremy Bloom

Presiding: Carlos Martinez, CEO, United HomeCare, FCOA President-Elect

Presentation of the 2026 Quality Senior Living Awards: Francine Freitas, Senior Communications Strategist for Customer Service Communications, Florida Power & Light

Introduction of Speaker: Josefina Carbonell, Chief Advocacy Officer, Independent Living Systems

Luncheon Speaker: Jeremy Bloom, Founder, Wish of a Lifetime

Closing Remarks: Carlos Martinez

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Dr. Carter Osterbind Outstanding FCOA Member Award

Robert Beck, Tallahassee, FL

Nominated by: Josefina Carbonell, Florida Community Care and Elizabeth Lugo, The Volen Center



Robert Beck

For more than three decades, Robert Beck has been a steadfast advocate at the state level, working on behalf of aging service providers and the seniors who depend on them. Through his role with PinPoint Results located in Tallahassee, he has served as a trusted advisor and voice during Florida's legislative sessions, consistently ensuring that the needs of older adults remain visible and understood in complex policy discussions. His expertise is widely recognized throughout the aging network. He brings a deep understanding of the policy, funding, and operational challenges facing aging services and translates that knowledge into clear, actionable insight.

TUESDAY

Public Service Award

Kelley Hunte, Tampa, FL

Nominated by: Lindsey May, Seniors in Service



Kelley Hunte

As an AmeriCorps Seniors RSVP Volunteer with Seniors in Service in Tampa, Kelley Hunte meets critical needs in her community by showing up where support is hardest to find. Over the past year, she has completed 96 trips totaling 3,176 miles, often dedicating an entire day each week to ensuring veterans can attend essential medical appointments. Kelley's commitment to service extends beyond the road. As the managing force behind the Senior Hotline, she has become a steady voice ensuring older adults in the community have somewhere to turn when they need information, support, or simply someone who will listen.

Service to Seniors by an Organization Award

Community Cooperative, Ft. Myers, FL

Nominated by: Stefanie Ink, Community Cooperative



Community Cooperative

Community Cooperative began partnering with Florida Power & Light (FPL) in 2016 on improving the safety and well-being for disadvantaged older adults in the community through an organized effort to create storm-preparation kits in Lee County. FPL donated many of the items for the kits, and Community Cooperative organized the packing and distribution to seniors in need within the community. 2026 marks the 10-year anniversary celebration of continued commitment. Community Cooperative provides food but also wraparound human services to achieve stability.



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Treating the Symptoms of Dementia Non-Pharmacologically: Lifestyle Medicine, Environment, and Evidence-Informed Care **Columbia 34**

This session will explore how the symptoms of dementia can be effectively treated through non-pharmacological, evidence-informed approaches grounded in lifestyle medicine. Rather than relying on medications with limited behavioral benefit, participants will learn how structured routines, purposeful movement, meaningful engagement, light and sleep regulation, and social connection support cognitive stability and emotional well-being. The session will also address how therapeutic environmental modifications—such as contrast cues, simplified pathways, sensory regulation, and calm lighting—reduce agitation, improve orientation, and promote independence. By integrating these person-centered strategies, this session will demonstrate how “treatment by design” elevates quality of life for individuals living with dementia and provides caregivers with practical, first-line tools to reduce distress and enhance daily functioning.

PRESENTER: Joshua Freitas, PhD, Chief Research/Education Officer, CERTUS Institute / National Institute for Dementia Education, Longwood, FL

Aging in Place Without Crisis: A Team-Based Approach to Safety, Care, Legal Planning, and Funding **Columbia 37**



As the desire to age in place continues to reach historic levels, older adults and their families face increasing challenges including rising home repair costs, escalating insurance premiums, property taxes, and the growing expense of home care services. This interdisciplinary panel will provide a comprehensive discussion on:

- Home safety and accessibility modifications
- Care planning and support services
- Essential legal protections and planning considerations
- Funding strategies and financial flexibility options

Through real-life case studies, the panel will explore the myths versus realities of aging in place and offer practical, actionable takeaways for professionals and families alike. The session will conclude with an interactive Q&A to address attendee questions and real-world scenarios.

PRESENTERS: Susan A. Pomfret, RICP, Director, Consumer Education, Finance of America, Tulsa, OK and Kristine Hansen, Founder/Owner, Aging Possibilities, Naples, FL

Bringing Nutrition to Life: Mobile Cooking Demonstrations & Interactive Education/Fitness for Healthy Aging **Columbia 36**



This dynamic session explores how staff can transform traditional nutrition education into engaging, interactive experiences through mobile cooking demonstrations and hands-on learning. Designed specifically for older adults, this presentation highlights innovative strategies to deliver practical, nutrition education in community settings, senior centers, congregate meal sites, and outreach programs. Participants will learn how mobile cooking demonstrations can increase engagement, improve comprehension, and empower seniors to make healthier food choices. The session will showcase how live food preparation, tastings, and interactive discussion create a welcoming environment that supports behavior change while addressing common barriers such as limited budgets, chronic disease management, food access, and cultural preferences.

PRESENTERS: Lori C. Radice, General Manager-Nutrition and Wellness, Hillsborough County Aging Services, Tampa, FL and Brian Taylor, Registered Dietitian-Senior Program Coordinator, Hillsborough County Aging Services, Tampa, FL

“Know Us Before You Need Us: Full Life Care for Earlier Access and Better Outcomes.” **Discovery 44**



This interactive workshop, equips aging services professionals with practical strategies to strengthen hospice understanding and encourage earlier access to care. Participants will explore hospice eligibility indicators, common referral triggers, and methods to reduce misinformation that often delays support for older adults and caregivers. The session highlights how interdisciplinary hospice teams integrate with the aging network to improve continuity of care and enhance quality of life. Attendees will also experience a brief demonstration of Virtual Reality (VR) technology, which Empath Health uses to reduce isolation and bring meaningful engagement to individuals with limited mobility. Through discussion and role-play, participants will practice language and techniques that foster trust and alleviate fear around end-of-life care. By the end of the workshop, attendees will leave with actionable tools to improve community education, support caregivers, and advance timely, equitable access to compassionate Full Life Care.

PRESENTERS: Kelly Garrett, Community Liaison, Empath Health/Tidewell Hospice, Lakewood Ranch, FL and Chris Merritt, Senior Vice President, Empath Health/Tidewell Hospice, Tampa, FL

Demand for EMS Service Among Older Adults: Coming Challenges and Community-based Solutions

Discovery 45

Florida's aging population is driving sharp increases in EMS demand over the next decade - and community-based elder care providers play a key role in the response. This session shares statewide workforce projections alongside findings from a local EMS partnership on practical strategies for supporting older adults, including frequent 911 callers and fall-related calls, to strengthen care coordination and reduce avoidable emergency transports.

PRESENTERS: Lindsay Peterson, PhD, Associate Research Professor, University of South Florida, Tampa, FL and Jessica VanderWerf, School of Aging Studies, University of South Florida, Tampa, FL

From Spinning to Winning: How We Saved Social Services

Discovery 47

Four diverse and dedicated social workers, with combined experience totaling almost fifty years, were faced with the unthinkable in March 2025 – suspend services for more than half of your clients immediately due to a funding shortage. The Social Services team of Council on Aging of West Florida went from complete crisis and disbelief to flourishing in ten months. Learn how this remarkable team persisted through their most painful professional season, embraced their forced “hard reset,” and has grown to understand the administrative and budgetary complexities of the aging network. You will leave this session inspired to ask hard questions, approach your organization's challenges with an open and strategic mind, and engage your team differently when there is disconnect.

PRESENTERS: Kathy Irons, MBA, Director of Social Services, Council on Aging of West Florida, Pensacola, FL; Anna Hubbard, Social Services Supervisor, Council on Aging of West Florida, Pensacola, FL; Lindsey Mudge, Case Manager, Council on Aging of West Florida, Pensacola, FL and La'Toshia Evans, Case Manager, Council on Aging of West Florida, Pensacola, FL

Surveys on the Cheap

Discovery 46
This session will explore how senior centers and aging network professionals can use free and low-cost tools to collect meaningful data and measure program impact. Attendees will learn best practices for designing survey questions, evaluation tool options, and methods for analyzing data to determine needs and inform future programming.

PRESENTERS: Sarah Vernon, Assistant Program Supervisor, City of Tallahassee Senior Center, Tallahassee, FL; Ceola Grant, Senior Services Manager, City of Tallahassee Senior Center, Tallahassee, FL; and Nick Schrader, Assistant Supervisor, City of Tallahassee Senior Center, Tallahassee, FL



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3:15 PM - 4:15 PM

Plaza International D-G

Exhibit Hall Closing Reception

Registered attendees are welcomed to visit innovative exhibits and network with friends and colleagues one last time before the hall closes until 2027!

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4:15 PM - 5:15 PM

Concurrent Workshops

Building an Intergenerational Dementia-Friendly Florida: Supporting Families Through Education, Advocacy, and Connection
Columbia 34

Florida leads the nation in aging population growth — and with that growth comes an urgent need to support families navigating Alzheimer's disease and other dementias. As grandparents live longer and more families become part of the "sandwich generation," children are increasingly witnessing cognitive decline in a loved one, often without guidance or support. This session introduces an intergenerational education model designed to equip children, caregivers, and community partners with age-appropriate tools to understand dementia, reduce fear, and foster meaningful connections. Through music, art, storytelling, guided conversations, and memory-making activities, the program strengthens family communication, reduces stigma, and supports caregiver well-being. This presentation offers practical, replicable strategies that libraries, senior centers, memory care communities, schools, and faith organizations can implement to better serve caregiving families. Participants will leave with actionable tools to build a stronger, more connected, dementia-friendly Florida that intentionally includes the youngest members of caregiving households.

PRESENTER: Alder Allensworth, MM, RN, Co-Creator, Mackenzie Meets Alzheimer's, Tampa, FL

Bridging Care and Compliance: Innovative Budgeting Tools for the AAA Provider Network
Columbia 37

Learn how Area Agencies on Aging and their service provider networks can strengthen coordination, budgeting accuracy, and person centered planning with our Care Plan Budgeting Management Tool. This presentation highlights a streamlined, user friendly system designed to help AAAs and providers jointly develop, monitor, and adjust care plans while staying aligned with funding rules and service authorizations. Attendees will see how the tool enhances communication across agencies, reduces administrative burden, and supports real time decision making to ensure clients receive the right services at the right cost. Through practical examples and a guided demonstration, we'll showcase how this solution helps AAAs and service providers work more efficiently together, maximize resources, and deliver higher quality care to older adults and individuals with disabilities.

PRESENTER: April Ryan, Program Specialist Team Lead, Advantage Aging Solutions, Tallahassee FL

How AAA Southwest Florida Uses AI to Improve Client Access and Reduce Staff Burden
Columbia 36

Area Agencies on Aging are facing rising demand, limited staff capacity, and increasing expectations for responsiveness. In this session, leaders from AAA Southwest Florida will share how they implemented an AI-powered texting platform to expand access to services while reducing frontline workload. Attendees will learn how the agency integrated AI into existing information and referral workflows without disrupting staff operations. The session will highlight early outcomes, lessons learned, and practical considerations for agencies evaluating similar tools. Participants will leave with a clearer understanding of how AI can support aging services in a way that enhances, rather than replaces, human connection.

PRESENTERS: Costas Niarhos, CEO, Bridge Social, Salem, MA and Valerine Oliver, Director of Client Services, Area Agency on Aging of Southwest Florida, Ft. Myers, FL

Creating Partnerships to Improve Transportation Safety in Your Community
Discovery 43

This panel discussion will reveal the latest data showing the precise driver actions of aging road users that are leading to fatalities and serious injuries within the nine-county region of FDOT District 5, a microcosm for the entire State of Florida. Orange and Osceola counties lead the entire state in the number of aging road user fatalities and serious injuries according to Safe Mobility Florida, however, a deeper dive in traffic data shows more precise areas within the region of major concern. The advocacy campaign for Target Zero focused on aging road users will be outlined and there will be a call for partnerships to leverage FDOT resources to address this issue.

PRESENTERS: Steven Wolf, Project Advocacy Manager, EXP/On behalf of FDOT District 5, DeLand, FL; Loreen Bobo, PE, Safety Administrator, FDOT District 5, Office of Safety, DeLand, FL; David Newman, PhD, Fit2Drive, Florida Atlantic University, Boca Raton, FL; and Laura Streed, Director of Outreach & Engagement, AARP Florida, St. Petersburg, FL

Independence through Home Modifications
Discovery 46

This session will introduce participants to home modification resources and types of modifications that may help with aging-in-place. Information about different funding sources including city and county programs, ramp programs, and FFAST's newly created 0% financial loan options to allow for greater affordability.

PRESENTER: Eric Reed, Executive Director, FFAST, Tallahassee, FL



Innovating the Next Era of Chronic Illness Care

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The Conversations That Matter Most: Communicating with Older Adults at End of Life Discovery 44



End-of-life conversations with older adults are often layered with emotion, uncertainty, family dynamics, and deeply personal values. These discussions require more than clinical knowledge; they benefit from communication approaches that foster trust, reduce defensiveness, and create psychological safety. This session explores practical strategies for navigating sensitive topics such as goals of care, autonomy, and changing health realities. Participants will gain insight into how Compassion & Choices uses tools like the Death & Dementia Deck to spark meaningful, lasting conversations, while the end-of-life planning booklet helps bridge communication gaps and make difficult topics more approachable. Through real-world examples and adaptable techniques, attendees will learn how to communicate with clarity, empathy, and confidence.

PRESENTER: Ashley Johnson, End of Life Care Educator, Compassion and Choices, Littleton, CO

Toxic Worksite: Virtual Resilience Development for Healthcare Workers Discovery 45



We've all had difficult days at work; that's part of being human. However, when dread sets in at the thought of going to work, something else may be at play – you may work in a toxic environment. Worksite toxicity is real and more common than you might think. Physical symptoms can include headaches, nausea, sleep problems and irritability. Toxic worksites take their toll mentally and emotionally too. The toxicity could come from your boss, a supervisor, one or more co-workers, the policies that support them, or the clients you serve. This session will explore the nature of a toxic worksite and offer tools to protect yourself in the face of this type of abuse.

PRESENTER: James D. Huysman, PhD, Founder and Executive Director, STAR Network Foundation, Ft. Lauderdale, FL

Exploring the State of Senior Emotional Health in Florida: Data Trends and Best Practices Discovery 48

Florida's rapidly growing senior population is experiencing shifting emotional health and social connection trends that deserve thoughtful attention. This session will highlight key emotional health trends among older adults and explore factors driving elevated risk including stories from impacted seniors. Panelists will share practical strategies they have implemented to reduce loneliness and strengthen social connectedness. Participants will learn best practices they can adapt to support seniors in their own communities and leave inspired with data-informed recommendations and community tested insights they can put into action immediately.

PRESENTERS: Danielle Neveles-McGrath, Chief Impact Officer, Humana Foundation, Louisville, KY; Jeffrey Johnson, State Director, Florida AARP, St. Petersburg, FL; Robin Ingels, CEO, Seniors in Service of Tampa Bay, Tampa, FL; and Cesar Mendez Rijo, Senior Planet and Older Adults Technology Services (OATS) from AARP, Miami, FL

TUESDAY

5:30 PM - 6:30 PM

Skyline Room, Tower 2, 27th Floor

Young Professionals & Mentors Networking Event

Stop by and meet with other young professionals and mentors in Florida's extensive aging network! We will have light bites, interactive opportunities, a dirty soda station and a lot of fun!

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Dietitian-designed menus for congregate sites, including medically tailored meals and DAR menus, compliant with the Older Americans Act. Includes diabetic, renal, cardiac, and dysphagia-friendly options prepared for older adults.



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Wednesday, August 5, 2026
8:00 AM - 9:00 AM
Plaza International H-K
**Technology, AI and the Future of Aging Networking Breakfast
Table Top Expo**

The FCOA technology and aging tabletop exhibit showcase will feature a number of devices, apps and programs that are designed to help older adults live safely and independently. Visit all of our vendors over a networking breakfast.

**COFFEE BREAK
CO-SPONSORED BY:**


WEDNESDAY
9:00 AM -10:15 AM
Plaza International H-K
Technology, AI and the Future of Aging Micro Presentations

FCOA presents Micro-Presentations - these are a fast-paced, highly visual storytelling presentations. Speakers will each have 5 minutes to share concise information about technology and/or AI tools for aging network providers, caregivers, families and/or older adults. There is no stopping - 20 second slides keep presentations moving to maximize the amount of information attendees receive. Afterwards, presenters will be available until 10:45 AM to answer your questions.

10:15 AM -10:45 AM
Plaza International Foyer

DON'T LEAVE YET! Use the hotel check out feature on the television or Hyatt app and drop your luggage with FCOA staff before going to the final workshop and the closing speaker you **SHOULD NOT MISS!**

YOU could win one of three \$100 Gift Cards we are giving away at the luncheon.



10:45 AM - 11:45 AM

Concurrent Workshops

AI: Impact on Aging and Fraud
Columbia 34

Innovations in artificial intelligence have the potential to significantly enhance the wellbeing of older adults when implemented effectively. Although barriers to adoption and associated risks remain, the transformative impact of AI is substantial. This session will provide a comprehensive overview of how emerging technologies can be leveraged responsibly to improve the quality of life for seniors. Darryl Greer will offer informed perspectives on the current landscape of Age Tech and present actionable strategies for technology leaders to address adoption challenges and ensure that advancements meaningfully support the needs of our aging population.

PRESENTER: Darryl Greer, OATS/Senior Planet from AARP, San Antonio/Headquarters, New York, NY

The evolution of Age Tech: what's changed—and what comes next for safe, independent living
Discovery 44

Age Tech is emerging as a critical enabler, providing new ways for payers and senior living communities to support independence at home. Recent advancements in ambient monitoring, AI, and sensors are creating exciting opportunities for these organizations to shift from being reactive to proactive when addressing senior needs. At the same time, this evolution raises important questions about seniors' willingness to adopt these technologies, the ongoing role of human connection and intervention, and the practical challenges of deploying and scaling these programs effectively. In this session, Dr. Ben Zaniello will explore the rapid evolution of Age Tech, discuss how payers and senior living facilities should be thinking about its role in caring for a growing senior population, and spotlight key advancements that everyone should be watching. He will also highlight exciting pilots and programs currently underway with payer and senior living partners.

PRESENTER: Ben Zaniello, MD, MPH, Chief Product & Medical Officer, Best Buy Health, Boston, MA

Family Communication Excellence Infrastructure through the BEACON Framework
Columbia 35

Through case scenarios, reflective exercises, and interactive discussion, participants will develop skills to deliver consistent, empathetic communication that reduces caregiver anxiety, strengthens collaboration, and improves overall care quality. The workshop emphasizes practical application, enabling attendees to integrate BEACON principles into daily practice immediately.

PRESENTER: Patricia Boswell, CEO, Living 360 Today, New Rochelle, NY and Patricia Boswell, Living 360 Today, New Rochelle, NY

Leveraging Community Care for the Elderly Program to Expand technology Access for Older Adults
Discovery 47

The Florida Community Care for the Elderly (CCE) Program can help community-based organizations provide assistive technology that supports older adults aging safely and independently at home.

This session will provide an overview of CCE funding, eligible technology and services, procurement considerations, and implementation best practices. Participants will explore practical strategies for using technology to reduce social isolation, improve care coordination, and increase access to virtual programs and caregiver support.

PRESENTER: Jake Levy, Chief Growth Officer, Claris Healthcare, Atlanta, GA

Protecting Key Family Information from AI-Driven Fraud
Discovery 45

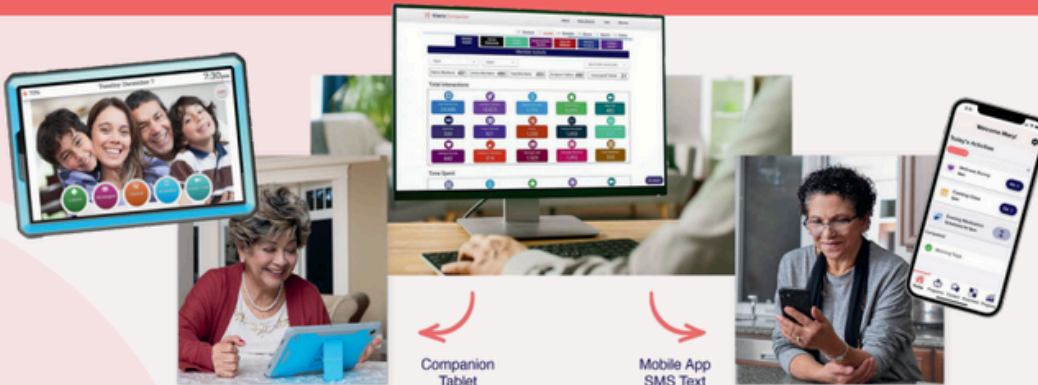
Fraud and identity theft are accelerating in the age of AI—making it more important than ever to protect your family's most sensitive information. As we share critical details with family members, friends, and trusted advisors, it's essential to ensure everything remains secure, organized, and accessible when it matters most. In this workshop, you'll learn practical steps to organize, safeguard, and control access to important documents, accounts, and personal information. We'll also cover how to provide trusted individuals with the right access at the right time—without increasing your risk. Finally, you'll learn how to ensure your key family information is securely and seamlessly passed on to loved ones in the future, so nothing important is lost.

PRESENTER: Glenn Shimkus, Co-founder and CEO, Prisdio, Naples FL



Claris Companion

Helping Seniors Live Happier and Healthier Lives at Home



Over 200 social care agencies rely on Claris Healthcare to connect and engage with seniors in their communities

WEDNESDAY

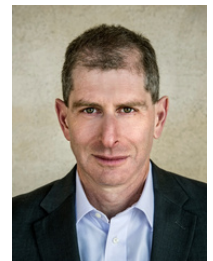
11:45 AM - 1:30 PM

Plaza International H-K

Technology, AI and the Future of Aging Closing Lunch

Dr. Bryan Reimer's work at the MIT AgeLab focuses on the intersection of human behavior, aging populations, and artificial intelligence, primarily through the lens of safety and mobility. As a Research Scientist at the MIT Center for Transportation and Logistics, Reimer leverages computer vision, deep learning, and predictive modeling to understand how an aging society interacts with automated vehicle technologies and artificial intelligence. Instead of viewing AI strictly as an isolated technological innovation, Reimer's research frames it as a sociotechnical tool meant to support and enhance human capabilities.

Presiding: Erin McLeod, CEO, Senior Friendship Centers, President
Presentation of the Flo Goldman Award: Jenny Macias, President, FASC
Introduction of the Speaker: Hannah Tuten, Public Affairs Manager, Waymo
Plenary Speaker: Bryan Reimer, PhD
Gift Card Drawing: Erin McLeod
Remarks & Closing Message: Erin McLeod



Bryan Reimer, PhD

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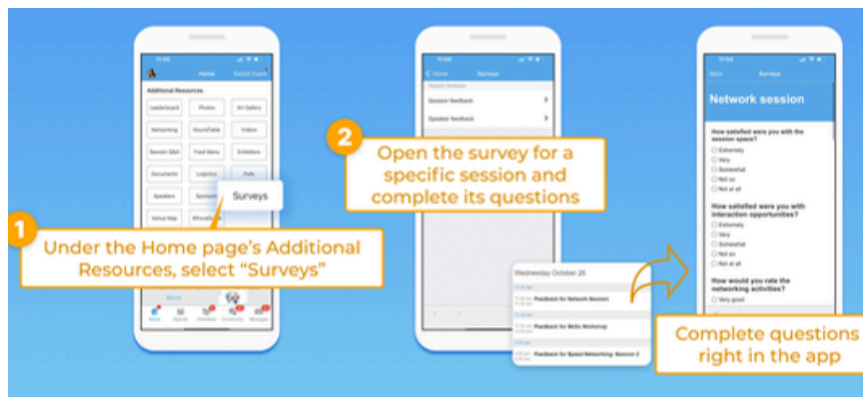


Conference Center Exhibit Hall - Plaza International D-G

AARP Florida.....	400A
Acumen Fiscal Agent LLC.....	404
ADT Health.....	309
Advanced Care Solutions.....	411
AGED.....	210
Aging Advocate.....	412
Age-u-cate Training Institute.....	Entry
Alert Medical Alarms.....	107
Best Buy Health.....	211
Brooks Rehabilitation.....	303
CaseWorthy.....	202
Chapters Health System.....	203
Chef2Home by Metz.....	300
Clarix Healthcare.....	406
Compassion & Choices.....	108
Duke Energy.....	103
Find a Ride, UF.....	208
FAAST.....	306
Florida Commission for the Transportation Disadvantaged.....	206
Florida Community Care.....	201A
Florida Developmental Disabilities Council.....	407
Florida Power & Light.....	201
Florida Telecommunications Relay, Inc....	408
Food With Care.....	114
Fresh-Pax.....	111
GA Foods.....	100
Golden Gourmet Meals.....	305
Guardian Medical Monitoring.....	205
Homestyle Direct.....	106
Humana Healthy Horizons in Florida...	101
Hyatt.....	415
InnovAge Florida Pace.....	307
Intuition Robotics.....	304
Legacy Capture.....	104
LifeStation.....	212
LPI Communities.....	405
MedScope.....	110
Mom's Meals.....	207
Mon Ami.....	112
Mutual of America.....	315
MySeniorCenter.....	214
National Institute for Dementia Education (NIDE)/CERTUS Institute..	310
Parkinson's Foundation.....	311
Personal Living Alert.....	413
Phoenix Pro Management.....	302
Prisidio.....	102
Public Partnership LLC (PPL).....	409
QMedic.....	115

ReBuilt Meals.....	400
Redi-Pax.....	113
Safe Mobility for Life.....	204
Sentinel.....	414
Sunshine Healthcare.....	403
TCare.....	213
TECO.....	402
Tranquility Life Solutions.....	313
Trio Community Meals.....	312
Trulieve.....	105
United HomCare.....	104
U.S. Securities & Exchange Commission..	109
VITAS Healthcare.....	301
VIVO.....	300A
Waymo.....	200
ZoraSafe.....	410



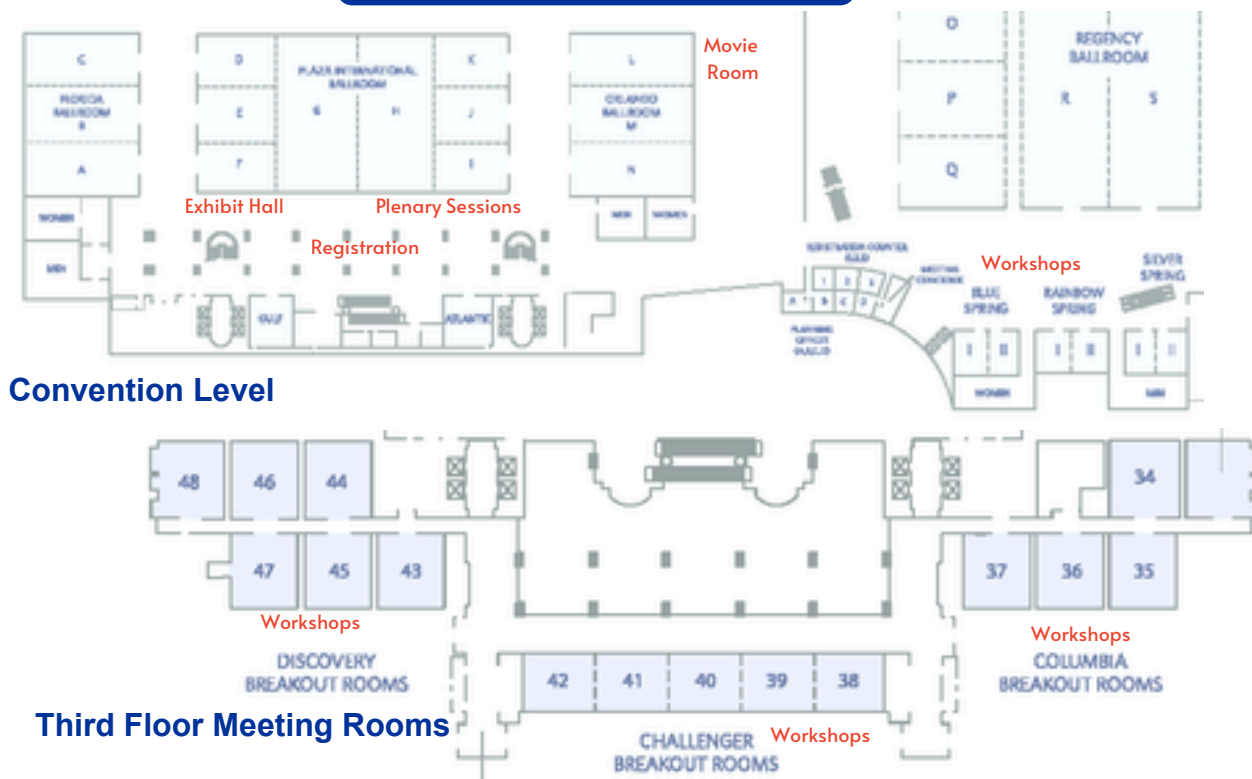


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1. Session feedback is on the WHOVA Home page under Additional Resources the “Surveys”.
2. You can only access feedback forms after a session has started.
3. Session feedback will also show during the live session it is assigned to.

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