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**2019 Florida Conference on Aging**

**SUNDAY, AUGUST 18**

4:00 PM – 6:00 PM Registration Desk Open ................................................................. Conference Registration Desk
2:00 PM – 3:30 PM FASP Board Meeting ................................................................. Blue Spring
4:00 PM – 5:30 PM FCOA Board Meeting ................................................................. Rainbow Spring

**MONDAY, AUGUST 19**

7:30 AM – 5:30 PM Registration Desk Open ................................................................. Conference Registration Desk

**Pre-Conference Intensive (Separate Fee Applies)**

8:00 AM – 12:15 PM Standards of Excellence for Your Senior Center ................................. Off-Site: Meet at Registration

10:00 AM – 12:00 PM Florida Developmental Disabilities Council Session ................. Blue Spring
10:30 AM – 4:00 PM Exhibit Hall Setup ........................................................................ Plaza International D–G
12:00 PM – 5:00 PM Hospitality Hot Spot ..................................................................... Plaza International Lobby
1:00 PM – 2:30 PM Opening Session ........................................................................... Plaza International H–K

2:45 PM – 3:45 PM Concurrent Workshops

- Revolutionize Your Programs by Activating the Domains of Well-Being .................. Columbia 34
- How to Create an Age-Friendly Action Plan ............................................................. Columbia 35
- Occupational Therapy in Primary Care: An Untapped Resource ......................... Columbia 36
- How to Reduce Loneliness and Increase Quality of Life with Companion Agents ... Columbia 37
- Promoting Wellness in Seniors with Safe Use of Medical Cannabis .................. Discovery 43
- Dementia: Family Caregivers’ Experiences on Challenging Behaviors ................ Discovery 44
- Electronic Visit Verification – Ready, Set, Go! ......................................................... Discovery 45
- Burnout and Compassion Fatigue in Senior Care Workers ................................... Discovery 46
- DOEA Nutrition Program Updates ....................................................................... Discovery 47

4:00 PM – 5:00 PM Concurrent Workshops

- Moneyball Applied to Senior Centers .................................................................... Columbia 34
- Creating an Age-Friendly Public Health System Across Florida ......................... Columbia 35
- Aging in Place: Utilizing Occupational Therapy Students in Home Assessments ... Columbia 36
- Caregiving in the Age of Modern Technology ....................................................... Columbia 37
- Smiles for Miles: You Don’t Have to be Down in the Mouth .............................. Discovery 43
- Brain Fitness Club: Is it Right For Your Community? ........................................ Discovery 44
- The Role of Community LTSS Providers in Florida’s Statewide Medicaid Managed Care ........... Blue Spring
- More Than The Federal Poverty Limit: A New Measure of Financial Well-Being to Help You Help Others ................. Discovery 46
- Homesharing: A Collaborative Mission ................................................................ Discovery 47

5:00 PM – 7:00 PM Exhibit Hall Opening Reception ................................................ Plaza International D–G
7:00 PM – 8:00 PM Networking Reception ..................................................................... Florida A

**TUESDAY, AUGUST 20**

7:00 AM – 5:00 PM Registration Desk Open ................................................................. Conference Registration Desk
7:30 AM – 8:30 AM Continental Breakfast in Exhibit Hall ........................................ Plaza International D–G
8:30 AM – 2:30 PM Hospitality Hot Spot ..................................................................... Plaza International Lobby
8:30 AM – 10:15 AM General Session ....................................................................... Plaza International H–K
10:15 AM – 11:00 AM Refreshment Break/Exhibit Hall ............................................ Plaza International D–G

11:00 AM – 12:00 PM Concurrent Workshops

- Inside Washington ..................................................................................................... Blue Spring
- Is Your Organization Sensitive to Diversity? ......................................................... Columbia 34
- Community Collaborations that Advance the Mission of the Aging Network ........ Columbia 35
- Recruitment and Retention in a Low Unemployment Economy ......................... Columbia 36
A Model to Shift Perception and Awareness of Alzheimer’s Disease ................................................................. Discovery 43
Law Enforcement Response to Missing Persons .................................................................................................. Discovery 44
EnhanceFitness - Building an Evidenced-Based Falls Prevention Program in your Community .................. Discovery 45
Adult Protective Services Training for Professionals ......................................................................................... Discovery 46
Partnering to Address Health Barriers Outside the Clinical Setting ............................................................... Discovery 47

12:00 PM – 1:15 PM QSLA Luncheon .................................................................................................................. Plaza International H – K

1:30 PM – 2:30 PM Concurrent Workshops
Florida Guardianship Law: Protecting Incapacitated Persons Under Oversight .............................................. Columbia 34
Getting My iPhone to Work for Me! .................................................................................................................. Columbia 37
Addressing Social Determinants: A Community-Wide Technology Innovation ........................................ Columbia 37
Guide for Seniors: Protect Yourself Against Investment Fraud ..................................................................... Discovery 43
Understanding Dementia: Improving Communication .................................................................................. Discovery 44
Psychology and Geriatrics: Integrated Care for an Aging Population ......................................................... Discovery 45
PACE-95 Medicaid LTC-55 PACE WINS! ......................................................................................................... Discovery 46
Screening to Improve Food Security and Healthy Days in Broward County ............................................... Discovery 47

2:30 PM – 3:30 PM Exhibit Hall Closing Reception .......................................................................................... Plaza International D – G

3:30 PM – 4:30 PM Concurrent Workshops
What Happened? The 2019 Florida Legislature in Review ........................................................................ Columbia 34
Just Behave! What to do When People Don’t ................................................................................................ Columbia 34
People, Purpose and Performance ................................................................................................................ Columbia 36
Empowering Older Adults to Live Their Best Life Now with AI and Voice Tech ........................................ Columbia 37
Monetizing Your Social Media Presence to Increase Revenue in Your Senior Provider Organization .......... Discovery 43
Guardianship: Purpose, Process and Participation in Care .......................................................................... Discovery 46
Addressing Social Determinants of Health with Rideshare & More ........................................................ Discovery 47

4:30 PM – 6:00 PM Mojito Happy Hour with FL Community Care .................................................................. Presidential Suite, Tower 1

4:45 PM – 6:30 PM Networking Meetings
Florida Association of Senior Centers ................................................................................................................. Columbia 34
Let’s Compare Notes…Dementia Networking Session .............................................................................. Discovery 44

WEDNESDAY, AUGUST 21

7:30 AM – 11:00 AM Registration Desk Open .......................................................................................... Conference Registration Desk

8:00 AM – 8:30 AM Refreshment Break & Banana Break

8:30 AM – 9:30 AM Concurrent Workshops
Seniors Make Memories Through Lifelong Learning and Outdoor Pursuits ................................................. Columbia 34
Collaboration with Local Government to Cultivate and Age-Friendly Community ................................... Columbia 35
Get Help Now for Aging Veterans ................................................................................................................. Columbia 36
Efficient Service Initiatives for Seniors on the Waiting List ....................................................................... Discovery 43
Providing Memory Care in the Least Restrictive Environment ................................................................ Discovery 44
Flim Flam, What a Scam: Protecting the Elderly from Email Exploitation ............................................... Discovery 45
“The Silent Working Caregiver,” Balancing Working and Caregiving ........................................................ Discovery 46
Building Stronger Food Access through Collaboration .............................................................................. Discovery 47

9:30 AM – 10:00 AM Break

10:00 AM – 12:30 PM Closing Session and Brunch .................................................................................. Plaza International H – K

Thank you for attending the 2019 Florida Conference on Aging.

Please visit https://tinyurl.com/FCOA19-Eval to complete your conference evaluation.

Have a Safe Trip Home!
**Vaccination Station**

*Plaza International Foyer*

**Hours:**
- Monday, August 19th from 11:30 AM – 3:00 PM
- Tuesday, August 20th from 8:00 AM – 12:00 PM

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

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**Hospitality Hot Spot!**

*Plaza International Lobby*

UnitedHealthcare invites attendees to take a break and charge up your electronic devices!

**Hours:**
- Monday, August 19th 12:00 PM – 5:00 PM
- Tuesday, August 20th 8:30 AM – 2:30 PM

*Sponsored by: UnitedHealthcare Community Plan*

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**Exhibit Hall Schedule**

**Monday, August 19th**
- 10:30 AM – 4:00 PM  Booth Set-Up
- 5:00 PM – 7:00 PM  Opening Reception

**Tuesday, August 20th**
- 7:30 AM – 8:30 AM  Continental Breakfast
- 10:15 AM – 11:00 AM  Refreshment Break
- 2:30 PM – 3:30 PM  Closing Reception
- 3:45 PM  Tear-Down

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**Uber**

Need transportation while in Orlando? Uber is offering discounts for FCOA Attendees! The code FCOA2019 is good for 25% off a trip up to $5 per ride from August 19-21, 2019.

Here are instructions for applying codes: In your Uber app, go to your menu by tapping the three bars in the top left corner. Choose “Payment” from the menu, then scroll down to Promotions and tap Add Promo Code to apply. Type in the code, and then click “Add.” New to Uber? Simply download the app onto your phone and follow the prompts to sign up, and then follow the instructions above to apply the code.

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**Hospitality Hot Spot!**

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**Hours:**
- Monday, August 19th 12:00 PM – 5:00 PM
- Tuesday, August 20th 8:30 AM – 2:30 PM

*Sponsored by: UnitedHealthcare Community Plan*

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**Hospitality Hot Spot!**

*Plaza International Lobby*

UnitedHealthcare invites attendees to take a break and charge up your electronic devices!

**Hours:**
- Monday, August 19th 12:00 PM – 5:00 PM
- Tuesday, August 20th 8:30 AM – 2:30 PM

*Sponsored by: UnitedHealthcare Community Plan*
Standards of Excellence for Your Senior Center

Today’s workplace requires leadership skills that are different from the past. With constant attacks on our attention, rapid requests for solutions to more complex decisions and five generations working side by side in the workforce, leaders need to be aware of new ways to respond to today’s workplace. Topic areas covered will be: leadership brand and styles; dynamics in the workplace; conflict management; motivating and rewarding staff; and providing performance feedback.

**PRESENTERS:** Sheryl Fleming, Director and Site Supervisor, Renaissance Senior Center, Orlando; Sheila Salyer, Senior Services Manager, Tallahassee Senior Services, Tallahassee; and Kristy Carter, CTRS, Assistant Program Supervisor, Tallahassee Senior Center, Tallahassee

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**LEADERSHIP & GOVERNANCE**
- Recruitment and Retention in a Low Unemployment Economy *(See Page 17)*
- People, Purpose and Performance *(See Page 22)*

**DEPARTMENT OF ELDER AFFAIRS**
- DOEA Nutrition Program Updates *(See Page 10)*
- Building Stronger Food Access Through Collaboration *(See Page 25)*

**AGE-FRIENDLY COMMUNITIES**
- How to Create an Age-Friendly Action Plan *(See Page 9)*
- Creating an Age-Friendly Public Health System Across Florida *(See Page 10)*
- Community Collaborations that Advance the Mission of the Aging Network *(See Page 15)*
- Collaboration with Local Government to Cultivate an Age-Friendly Community *(See Page 24)*
- Addressing Social Determinants of Health with Rideshare & More *(See Page 22)*

**CARE MANAGEMENT**
- Burnout and Compassion Fatigue in Senior Care Workers *(See Page 10)*

**MEMORY DISORDERS**
- Dementia: Family Caregivers’ Experiences on Challenging Behaviors *(See Page 9)*
- Brain Fitness Club: Is it Right For Your Community? *(See Page 10)*
- Law Enforcement Response to Missing Persons *(See Page 17)*
- Understanding Dementia: Improving Communication *(See Page 20)*
- Providing Memory Care in the Least Restrictive Environment *(See Page 24)*
- A Model to Shift Perception and Awareness of Alzheimer’s Disease *(See Page 15)*

**NUTRITION/FOOD INSECURITY**
- DOEA Nutrition Program Updates *(See Page 10)*
- Building Stronger Food Access Through Collaboration *(See Page 25)*
- Partnering to Address Health Barriers Outside the Clinical Setting *(See Page 15)*

**TECHNOLOGY & INNOVATION**
- How to Reduce Loneliness and Increase Quality of Life with Companion Agents *(See Page 9)*
- Caregiving in the Age of Modern Technology *(See Page 12)*
- Homesharing: A Collaborative Mission *(See Page 10)*
- Addressing Social Determinants: A Community-Wide Technology Innovation *(See Page 20)*
- Empowering Older Adults to Live Their Best Life Now with Artificial Intelligence (AI) and Voice Tech *(See Page 22)*
Monday, August 19

8:00 AM – 12:15 PM
Pre-Conference Intensive
Standards of Excellence for Your Senior Center
This session is held off-site. Please check in by 8:00 AM. Transportation included with the registration fee.
(Separate fee applies to attend. Intensives are not included with the general conference registration. Visit the FCOA Conference Registration Desk to register on site.)

10:00 AM – 12:00 PM
Florida Developmental Disabilities Council Session
Blue Spring

1:00 PM – 2:30 PM
Conference Opening Plenary Session
Plaza H – K

Florida has been designated an Age-Friendly State, making Florida the fourth state in the nation to join the AARP Network of Age-Friendly States and Communities. Florida’s designation as an Age-Friendly State demonstrates Florida’s commitment to building livable communities that enrich the lives of people of all ages. Member states develop and implement plans that address any or all of the eight Age-Friendly domains: Transportation, Housing, Public Spaces, Respect and Social Inclusion, Civic Participation and Employment, Social Participation, Community and Health Services, and Communication and Information.

Rodney Harrell, PhD, Director, Livable Communities, AARP Policy Institute, will present on the Livability Index and how individuals can impact policy change to make their community more livable for all ages and abilities. Following Dr. Harrell’s presentation there will be a panel discussion about livability in Florida, best practices across the state and health care as a component of livability.

Presiding: Charlie Robinson, PA, Elder Law Attorney, Special Needs Lawyers, FCOA President
Introduction of Speakers: Elizabeth Miller, State President, Florida, WellCare Health Plans
Keynote Address: Rodney Harrell, PhD, Director, Livable Communities, AARP Policy Institute
Panel Discussion: Rodney Harrell, PhD; Richard Prudom, Secretary, Florida Department of Elder Affairs; Jeff Johnson, Florida State Director, AARP Florida; and Laura Cantwell, Associate State Director, AARP Florida
Closing Remarks: Charlie Robinson

2:45 PM – 3:45 PM
Concurrent Workshops

Electronic Visit Verification – Ready, Set, Go!
Discovery 45
Presenters will help educate the audience about Electronic Visit Verification (EVV) and navigate them through key components. Presenters will provide information, tools and a timeline to the audience relative to the EVV mandate. Benefits and advantages will be shared to help the health care community better provide patient care and close gaps between payers and providers.

PRESENTERS: Mark Reed, Director Operations, LTC, Sunshine Health, Sunrise, FL; Erica Colon, Director of Case Management, Sunshine Health, Tampa, FL and Shera Campbell, Supervisor of Program Coordination, Sunshine Health, Sunrise, FL
FACILITATOR: Susan Ponder-Stansel, LCSW, CEO, Community Hospice & Palliative Care, Jacksonville, FL

Occupational Therapy in Primary Care: An Untapped Resource
Columbia 36
Planning for older adults’ needs should start way before reaching that milestone. Primary care ought to include a model for the systematic planning of resources for aging adults. Occupational therapy, integrated into primary care, provides a unique vision to address aging as a cooperative endeavor. “ReThinking Aging” is that first step.

PRESENER: Georgia de las Pozas, Occupational Therapist, Keiser University, Miami, FL
FACILITATOR: Debbie Kleinberg, Executive Director, North Miami Foundation for Senior Citizens Services, Inc., North Miami, FL
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Revolutionize Your Programs by Activating the Domains of Well-being  
Columbia 34
Keeping your programs fresh and relevant is a vital part of a successful Senior Center. Learn how the Domains of Well-being can revitalize and refresh your Center. Empowering your staff, volunteers and participants to use the lens of the Well-being will lead to more successful programming and allow the opportunity to see the gaps. Creating an environment where the Domains are understood and addressed will not only make for healthy programming, but allow for an overall healthier environment.

PRESENTER: Carole Ware, Office on Aging, Sunshine Center, City of St. Petersburg, St. Petersburg, FL
FACILITATOR: Hella Spellman, Program & Services Director, Tallahassee Senior Services, Tallahassee, FL

How to Reduce Loneliness and Increase Quality of Life with Companion Agents  
Columbia 37
As loneliness and social isolation are two key indicators that pose a threat to aging adults living in today’s world, Intuition Robotics is working to build the tools and technology for creating companion agents. This session will focus on how Intuition Robotics is working to combat the aging paradigm, with their social companion, ElliQ, a dedicated sidekick whose advanced Artificial Intelligence algorithms, gives the ability to connect aging adults with family, friends, and the outside world. By unveiling the future of machine learning, we will discuss the creation behind ElliQ and how it can aid the older generation in living a longer more connected lifestyle.

PRESENTER: Brian Shulman, Director of Business Development, Intuition Robotics, San Francisco, CA
FACILITATOR: Denise Gammonley, PhD, LCSW, Associate Professor of Social Work, College of Health Professions and Sciences, Academic Health Sciences Center, University of Central Florida, Orlando, FL

How to Create an Age-Friendly Action Plan  
Columbia 35
In 2016, the Town of Cutler Bay became the first municipality in South Florida to join the AARP Network of Age-Friendly States and Communities. Membership requires adopting an Age-Friendly Action Plan within two years that follows the AARP and World Health Organization’s guidelines. During this session, the Town’s Vice Mayor and Manager will share the challenges and victories experienced during the creation of the Cutler Bay Age-Friendly Action Plan. They will discuss the importance of securing buy-in from elected officials, municipal staff, partnering agencies, and residents. Finally, the Vice Mayor and Manager will share how the Age-Friendly Action Plan informs the Town’s decision making in every aspect of community planning and development.

PRESENTERS: Sue Ellen Loyzelle, Vice Mayor, Town of Cutler Bay, Cutler Bay, FL and Rafael G. Casals, Town Manager, Town of Cutler Bay, Cutler Bay, FL
FACILITATOR: Nancy Giles, Chief Innovation Officer, Evergreen Life Service, Largo, FL

Dementia: Family Caregivers’ Experiences on Challenging Behaviors  
Discovery 44
The session will be reporting on the results of a scholarly project conducted by two Master of Occupational Therapy students from AdventHealth. The study involved interviews with older caregivers, in their homes, dealing with challenging behaviors from their loved ones with dementia. They will discuss the caregiving experience; share the strategies utilized by the caregivers; and offer ideas of other possible therapeutic interventions and community resources.

PRESENTERS: Kaylee Holland, Masters of Occupational Therapy Student, AdventHealth University, Orlando, FL; Nashlie Perez, Masters of Occupational Therapy Student, AdventHealth University, Orlando, FL and Christine Moghimi, PhD, Associate Professor, AdventHealth University, Orlando, FL
FACILITATOR: Christine Moghimi, PhD, Associate Professor, AdventHealth University, Orlando, FL
Burnout and Compassion Fatigue in Senior Care Workers

Caring for Boomers, older adults and frail elders is taking a toll on the senior workers charged with providing their care. At every level from clinics and primary care; to senior centers and assisted living facilities; to hospice and palliative care, there are problems with inadequately-trained and skeletal staffs. Budget constraints, staff turnover, dwindling resources, and the sheer exhaustion of attempting to keep up with the needs of individual clients is putting senior care workers in peril. Older adults are not always the easiest to get along with. Many are plagued by fear and a desperate need for attention that cannot always be provided. It is no wonder that senior workers, the bravest of the brave, are falling on the swords of their desire to give quality of life care to an ever-growing, aging population.

PRESENTER: Jamie Huysman, PsyD, LCSW, CFT, VP of Provider Relations and Government Affairs, WellMed Medical Management, Davie, FL

FACILITATOR: Pam Wiener, PhD, Director, Guardianship Program, Alpert Jewish Family and Children’s Services, West Palm Beach, FL

More than the Federal Poverty Limit: A New Measure of Financial Well-being to Help you Help Others

Measuring holistically and accurately a person's financial situation can be difficult and time-consuming. The Consumer Financial Protection Bureau created an easy to use scale to measure someone's level of financial well-being. Join us to learn more about how the scale can support your work.

PRESENTER: Hector Ortiz, PhD, Senior Policy Analyst, Consumer Financial Protection Bureau, Washington, DC

FACILITATOR: Larry Dixon, AARP Florida, Orange Park, FL

Creating an Age-Friendly Public Health System Across Florida

This panel will present information about efforts to create an Age-Friendly public health system in Florida. Hear from members of the Advisory Committee leading the statewide effort. Learn about the participating counties and how they are engaging the community as a whole. These alliances can also economically and socially benefit the aging population.

PRESENTERS: Jennifer Hammer, Director of Strategic Partnerships, Silvernest, Denver, CO and Peter Kaldes, Esq, President & CEO, South Florida Institute on Aging, Ft. Lauderdale, FL

FACILITATOR: Rosalyn Roker, PhD, MBA, President, Commanding Your Care, Odessa, FL

Promoting Wellness in Seniors with Safe Use of Medical Cannabis

Presentation will impart evidenced-based promising practices interwoven with common sense approaches to assist the aging population on safely adding medical cannabis to their wellness regimen. Key focus on education, administration, support and follow up, in addition to discussion of studies conducted using medical cannabis in care-settings and by seniors in general.

PRESENTER: Stephanie Maruca, RN, Manager of Provider Relations Florida, Surterra Wellness, Tampa, FL

FACILITATOR: Karin Diaz, Executive Director, Northwest Focal Point Senior Center, Margate, FL

DOEA Nutrition Program Updates

Provide an update of DOEA’s Nutrition Programs and review any changes that have been made during the previous year.

PRESENTERS: Dori Landsberg, Nutrition Unit Manager, Florida Department of Elder Affairs, Tallahassee, FL and Ginnifer Barber, Chief of Community and Support Services, Florida Department of Elder Affairs, Tallahassee, FL

FACILITATOR: Angela Vazquez, Assistant Director, Southwest Social Services Programs, Inc., Miami, FL

Homesharing: A Collaborative Mission

Affordable housing for Florida’s aging population is a pressing priority. Forming partnerships among homesharing providers, villages and other social programs can enable Florida’s Boomers to remain in their homes longer and ease their housing burden. These alliances can also economically and socially benefit the community as a whole.

PRESENTERS: Jennifer Hammer, Director of Strategic Partnerships, Silvernest, Denver, CO and Peter Kaldes, Esq, President & CEO, South Florida Institute on Aging, Ft. Lauderdale, FL

FACILITATOR: Rosalyn Roker, PhD, MBA, President, Commanding Your Care, Odessa, FL

Brain Fitness Club: Is it Right For Your Community?

Brain Fitness Club provides a success-based, therapeutic curriculum specifically designed for persons living in the community who have been diagnosed with early dementia. This presentation will walk participants through an exploration of Brain Fitness Club’s purpose and development, including recommended resources. Community collaboration and academic partnerships will be discussed.

PRESENTERS: Annette Kelly, MSN, PhD, ARNP, Nursing Faculty, Florida Southern College, Maitland, FL and Peggy Bargmann, RN, BSN, Founder and Director, Brain Fitness Club, Inc., Longwood, FL

FACILITATOR: Annette Kelly, MSN, PhD, ARNP, Nursing Faculty, Florida Southern College, Maitland, FL
For the chapters of life.

Chapters Health System is a community-based, not-for-profit organization committed to enhancing the lives of those affected by illness or advancing age. Through our comprehensive system of home health, palliative care and hospice, we deliver expert care and offer heartfelt support that provides peace of mind as patients and families navigate through the important chapters of life.

Chapters Health includes:

- Chapters Health Home Care
- Chapters Health Palliative Care
- Good Shepherd Hospice (Polk, Highlands, Hardee)
- Hospice of Okeechobee (Martin, Okeechobee, St. Lucie)
- HPH Hospice (Citrus, Hernando, Pasco)
- LifePath Hospice (Hillsborough)

To learn more about the special programs and services Chapters Health offers, visit www.chaptershealth.org.

Follow Chapters Health System
**Aging in Place: Utilizing Occupational Therapy Students in Home Assessments**  
*Columbia 36*

The session will describe the collaboration formed between Neighbors Network and the AdventHealth University’s Master of Occupational Therapy Student Program. The identified need was a provision of home assessments of Neighbors Network members, for safety and increased function. With faculty, students experienced conducting home assessments and learning the importance and possibilities of aging in place. The session will feature findings of the home assessments as well as ideas and suggestions for supporting aging in place. It will also emphasize the collaboration of community agencies and university students.

**PRESENTER:** Christine Moghimi, PhD, Associate Professor, AdventHealth University, Orlando, FL

**FACILITATOR:** Charlie Robinson, Special Needs Lawyers, P.A., Clearwater FL

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**Caregiving in the Age of Modern Technology**  
*Columbia 37*

Caregiving in 2019 looks very different from a decade ago as more people choose to receive their care at home. With that comes new and unique challenges, but also a great opportunity to use cutting edge technology and digital resources to support caregivers. We will provide participants with tools and resources to help them navigate through caregiving in the age of modern technology.

**PRESENTERS:** Tammi Swan, Senior Director of Case Management, LTC, Sunshine Health, Maitland, FL; Stephanie Gunning, Supervisor of Case Management, Sunshine Health, Maitland, FL, and Tracey Travis, Supervisor of Case Management, Sunshine Health, Jacksonville, FL

**FACILITATOR:** Darrell Drummond, President/CEO, Council on Aging of St. Lucie County, Inc., Port St. Lucie, FL

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**Moneyball Applied to Senior Centers**  
*Columbia 34*

How many of the available seniors in your market are you reaching? What programs are most effective in drawing the most Seniors? Have Baby-Boomers changed the way you operate? Is lunch still worth serving? We’ll tackle these questions, have fun doing it and provide some predictions for the future of senior centers. The importance of treating a senior center like a business and using data to make hard decisions. I use the concepts from the movie “Moneyball” and our “Fun Facts” as the backdrop.

**PRESENTER:** Jeff Rothberg, MBA, Director of Sales, MySeniorCenter, Sacramento, CA

**FACILITATOR:** Tourea Robinson, MBA, Director of Development, Aging True Community Senior Services, Jacksonville, FL

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**The Role of Community LTSS Providers in Florida’s Statewide Medicaid Managed Care Program**  
*Blue Spring*

State Medicaid programs continue to pursue managed care strategies to effectively and efficiently manage long term services and supports (LTSS) and achieve system rebalancing goals. Most states build MLTSS into existing Medicaid managed care arrangements. AHCA who administers Statewide Medicaid Managed Care (SMMC) has pursued an innovative approach by establishing a “Long-Term Care (LTC) Plus” plan. A key area of focus for the current Program in Florida is a “Comprehensive” Provision of the Acute and Long-term Care healthcare services plus a robust dental program. State officials with the Medicaid Agency and State Unit on Aging will provide context for the creation of the SMMC and Florida’s LTC Plus plan by detailing the state’s history with MLTSS, specific challenges for aging network providers, and anticipated benefits of the integrated delivery system as an alternative to traditional Medicaid managed care. Aging Network Administrators will also discuss the capabilities necessary to deliver a comprehensive package of HCBS/LTSS Medicaid services to such beneficiaries in partnership with the LTC Healthplan. LTC Plus Healthplan Administrators will discuss the challenges and opportunities of creating an atypical managed care plan designed to meet the specific needs of LTSS Medicaid beneficiaries as a Provider-led Services organization.

**PRESENTERS:** Richard Prudom, Secretary, Department of Elder Affairs, Tallahassee, FL; Mary Mayhew, Secretary, Agency for Health Care Administration, Tallahassee, FL; Nestor Planas, Chairman and CEO, Independent Living Systems, Miami, FL; Anne Marie Winter, Golden Year Needs, LLC, Executive Director, Area Agency on Aging of Pasco-Pinellas, St. Petersburg, FL; and David Rogers, Executive Director and COO, Florida Community Care, Miami, FL

**FACILITATOR:** Josefina Carbonell, President, Florida Community Care, Miami, FL

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**Smiles for Miles: You Don’t Have to Be Down in the Mouth!**  
*Discovery 43*

This will focus on tools and resources for those who serve older adults in a medical or long-term care setting. Innovations in treating specific diseases, drug management, and community resources for patients and partnership opportunities for medical practices. In addition, this will highlight the challenges, resources, and innovative practices addressing the dental health needs of older adults.

**PRESENTER:** Sonya Dunbar, RDHBS, MS, ATI, CEO, Geriatric Toothfairy, Jacksonville, FL

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

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

Co-sponsored by: Florida Blue

Networking Reception

Come by and get to know your fellow attendees. Share stories, exchange ideas, and ignite new connections over light refreshments.

Co-sponsored by:

Tuesday, August 20

Continental Breakfast in Exhibit Hall

Co-sponsored by:

General Session

FCOA welcomes back Bob Blancato, President of Matz, Blancato & Associates with his infamous presentation “10 in 10 – What is happening in D.C. that you need to know.”

Following Bob Blancato will be Nancy Broner and Kyle Reese from OneJax in Jacksonville, FL representing the National Institute for Civil Discourse (NICD). NICD created its Revive Civility initiative because of concern about the rising incivility in our nation. The NICD believes we can disagree without being disagreeable, and we can respectfully share different opinions. Learn how an organization, OneJax, has incorporated the Revive Civility initiative into a local Jacksonville program and discover tools to help bring civility to where you live.

Presiding: Andrea Busada, Broward County Elderly and Veterans Services, FASP President

Presentation of the Minotty Eye Foundation Best Direct Service Employee of the Year Award:

Karen Deigl, President/CEO, Senior Resource Association

Introduction of Speaker: Jaimie White, President Florida Medicaid, Humana

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

Plenary Speakers: Nancy Broner, Executive Director, OneJax, an Institute of University of North Florida

Kyle Reese, Deputy Director, OneJax, an Institute of University of North Florida

Refreshment Break

Co-sponsored by:

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RetireSafe

Standing up for America’s Seniors
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Humana.


60% of a person’s health is impacted by

Social conditions
Environmental conditions
Behavioral conditions

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Is Your Organization Sensitive to Diversity?  
**Columbia 34**

This session will provide a broad definition of diversity; demonstrate how sensitivity to diversity can improve an organization; provide tools on how to model sensitivity to diversity; and demonstrate how to facilitate diversity sensitivity throughout an organization. Diversity is critical to an organization’s ability to adapt to a fast changing environment. It brings about a fresh and new outlook to perspectives, experiences, culture, gender and age. According to studies published by Forbes Magazine, companies with more diverse representation in senior management and ethnically diverse executive teams are 33% more likely to see better-than-average profits. Diversity is often lacking in most organizations. As the Aging Network prepares to improve its position in the for-profit market and increase partnerships with private for-profit organizations, it’s imperative that the Network understands the importance of and is sensitive to diversity in the workplace.

**PRESENTER:** Mary Jo McKay, MBA, Nutrition & Wellness Manager, Hillsborough County Aging Services, Tampa, FL  
**FACILITATOR:** Josh Newby, Marketing Communications Director, Council on Aging of West Florida, Pensacola, FL

A Model to Shift Perception and Awareness of Alzheimer’s Disease  
**Discovery 43**

The community forum allows the Alzheimer’s Association to conduct a new model of needs assessment to utilize as a volunteer recruitment tool. It further provides a platform for community members, local professionals, and leaders to learn about current offerings in the area, voice concerns and requests for additional services and engage with local elected officials. Through the use of a forum, we were able to create a community-development model that identified service priorities and expansion strategies within specific geographic areas. We were also able to increase outreach to ensure good cross-section of the community. This hands-on approach was further amplified by efforts through social media. “Faces of Alzheimer’s” is a concern and awareness campaign with the goal of destigmatizing Alzheimer’s by featuring diverse Floridians that have been impacted by the disease. Each individual’s story is unique but the mutual diagnosis of Alzheimer’s disease underscores the message that no one is alone in the fight to against Alzheimer’s and that help is available.

**PRESENTERS:** Gargee Patel, MPH, Senior Program Manager, Alzheimer’s Association, Central and North Florida Chapter, Longwood, FL and Dawn Wade, Digital Communication Manager, Alzheimer’s Association, Haines City, FL  
**FACILITATOR:** Gargee Patel, MPH, Senior Program Manager, Alzheimer’s Association, Central and North Florida Chapter, Longwood, FL

Partnering to Address Health Barriers Outside the Clinical Setting  
**Discovery 47**

As part of their 2020 and beyond population health strategy, Humana, a health and wellbeing company, has teamed up with Papa to address social determinants of health in older adults. Loneliness, social isolation and food insecurity are barriers to health and exacerbate chronic conditions such as diabetes and dementia. Together, Humana and Papa are working to make health easier for seniors as they age.

**PRESENTERS:** Deb Galloway, Market President, Humana, Tampa, FL; Andrew Parker, CEO & Founder, Papa, Grandkids on Demand, Miami, FL; Sara Stevenson, Population Health Strategy Lead, Humana, Louisville, KY and Robert DeMarco, MD, Medical Director, Humana, Orlando, FL  
**FACILITATOR:** Sara Stevenson, Population Health Strategy Lead, Humana, Louisville, KY

Community Collaborations that Advance the Mission of the Aging Network  
**Columbia 35**

This panel will discuss new partnerships that emerged in the creation between age-friendly communities and the aging network. Hear from the Miami-Dade County Age-Friendly Initiative and the City of St. Petersburg to learn more about how the collaborations with parks and recreation departments, transportation planning organizations and others can be replicated in your community.

**PRESENTERS:** Laura Cantwell, Associate State Director, AARP Florida, St. Petersburg, FL; Isabel M. Rovira, Director, Miami-Dade Age-Friendly Initiative, COO, Urban Health Partnerships, Miami, FL and Jason Martino, Director of Planning, Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg, FL  
**FACILITATOR:** Laura Cantwell, Associate State Director, AARP Florida, St. Petersburg, FL

Adult Protective Services Training for Professionals  
**Discovery 46**

When and how do you report suspected Elder Abuse? What can my company/community do to educate ourselves about this issue? This workshop is intended to increase the awareness of: who are mandatory reporters; when to report abuse/neglect/exploitation or self neglect to the Abuse Hotline; how to make a report to the Florida Abuse Hotline; what makes elderly persons eligible to be investigated for abuse/neglect/exploitation or self neglect; and what happens once an investigation has been opened.

**PRESENTERS:** Adam Hogberg, Regional Program Supervisor, Florida Department of Children & Families, Adult Protective Services, Panama City, FL and Wendy Fletcher-Altman, Senior Human Services Program Specialist, Florida Department of Children & Families, Adult Protective Services, Panama City, FL  
**FACILITATOR:** Lisa Brezt, MSW, Executive Director, Area Agency on Aging of North Florida, Tallahassee, FL
Florida Power & Light Company is proud to support the Florida Council on Aging, an organization that protects and serves the needs of elders in our state.
Inside Washington
A spirited, interactive discussion on the problems facing our policy makers now and in the future. Speakers will explore some different perspectives on the problems and possible solutions facing Washington and older Americans. The discussion will include the impact of the many changes to health care, including: the just passed Florida drug importation bill; sharing rebates to reduce out-of-pocket costs; a yearly cap on Part D out-of-pocket costs; Medicare for all; and vaccines – why the controversy? The speakers will also discuss Social Security, its financial health and proposed changes.

**PRESENTERS:** Robert Blancato, MPA, Executive Director, National Association of Nutrition and Aging Services Programs, Washington, DC and Thair Phillips, President Emeritus, RetireSafe, Washington, DC

**FACILITATOR:** Mark Gibbons, President/CEO, RetireSafe, Washington, DC

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Blue Spring

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**Law Enforcement Response to Missing Persons**

**Discovery 44**

This session will cover how law enforcement responds to a Missing Person call for service and will provide insight into what vital information will be needed to expeditiously locate vulnerable individuals who have wandered and gone missing. Resources and current technology utilized by law enforcement such as the SafetyNet Tracking System will also be highlighted to give participants insight into the multi-faceted efforts of law enforcement missing persons investigations.

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

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

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EnhanceFitness — Building an Evidenced-Based Falls Prevention Program in Your Community

**Discovery 45**

Learn how a community has come together through partnerships to expand the reach of EnhanceFitness across 6 counties to reduce the risk of falls in their community. EnhanceFitness is an evidenced-based falls prevention program that is proven to reduce the risk of falls. We will also share the outcomes of the program and how it greatly improves the quality of life of its participants.

**PRESENTERS:** Summer Cruff, Director of Community Integrated Health Programs, YMCA of the Suncoast, Clearwater, FL and Katy Casillas, Rehab Education and Quality Coordinator, BayCare Health System, Clearwater, FL

**FACILITATOR:** Shannon Sprowls, Vice President for Healthy Living, YMCA of the Suncoast, Clearwater, FL

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Recruitment and Retention in a Low Unemployment Economy

**Columbia 36**

Passion for our work is the hallmark of the aging network. However, faced with one of the tightest labor markets in the past 50 years, many of us may find filling openings more challenging than we would like. In addition, it has been predicted that by 2020, roughly 1 in 3 workers will voluntarily quit their jobs. None of us want to face this prospect next year. To avoid the potential ramifications of this dire prediction, this workshop will discuss: 1) ways to improve sourcing qualified talent pools; 2) new and approved methods for attracting motivated and passionate workers; and 3) tips for enhanced retention and engagement.

**PRESENTER:** Karen Roberts, Director, Human Resources, Area Agency on Aging Palm Beach/Treasure Coast Inc., West Palm Beach, FL

**FACILITATOR:** Andrea Busada, Director, Broward County Elderly and Veterans Services Division, Oakland Park, FL

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We salute Gov. Ron DeSantis and the state of Florida for joining the AARP-World Health Organization Network of States and Communities on April 23, 2019.

Visit www.aarp.org/agefriendlyfl to learn how age-friendly states and communities benefit people and places. To get involved, please call 1-866-595-7678 during weekday business hours, or email us at flaarp@aarp.org.
Join the Florida Council on Aging as we recognize the winners of the Florida Power & Light Quality Senior Living Award recipients.

Guest speaker for this session will be Sister Madonna Buder, otherwise known as the Iron Nun. Sister Buder is a nun who is approaching her 90th birthday and she runs races. At 76, she became the oldest woman to ever complete the Hawaiian Ironman competition. If you don't know, an Ironman competition is a 2.4-mile swim, a 112-mile bicycle ride and a 26.22-mile run, raced in that order and without a break! At age 82, she set a World Record in her age bracket. Sister Buder is also a motivational speaker and she works regularly with the inmates (men and women) at the Spokane County Jail in Washington. “She spreads the message of positive spirit, inspiration, and love to a lot of people”

Presiding: Christine Cauffield, PhD, FCOA President-Elect
Presentation of the 2019 Quality Senior Living Awards:
Dave Lynn, Special Consumer Services Manager, FPL
Introduction of the Luncheon Speaker:
Josefina Carbonell, President, Florida Community Care
Luncheon Speaker: Sister Madonna Buder

Dr. Carter Osterbind Outstanding FCOA Member Award
Susan Ponder-Stansel, Community Hospice & Palliative Care, Jacksonville
Nominated by: Christine Cauffield, LSF Health Systems, Jacksonville

Susan Ponder-Stansel began her career with Community Hospice (then known as Hospice of Northeast Florida) as a volunteer clinical social worker in 1985, becoming the organization’s first staff social worker in 1986. Prior to joining Community Hospice, Susan worked in the field of aging services, developing and monitoring home and community-based programs to serve the frail elderly, and in medical social work in the hospital, nursing home, and home care settings. Susan continues to be a tireless advocate for the aging and elderly. Community Hospice & Palliative Care is now in its 40th year, is preparing to open its eighth office, its ninth inpatient unit, and is supported by nearly 2,000 staff and volunteers whose mission is to improve the quality of life for patients and families, and to be the Compassionate Guide for end-of-life care. As a result of Susan’s leadership, Community Hospice & Palliative Care is the only hospice provider in the Northeast and North Central Florida region, and one of a select few of the over 4,382 hospice agencies in the U.S., to be awarded the 2019 prestigious distinction of Hospice Honors, a national program that recognizes hospices that provide the highest quality of care from the caregivers’ point of view. Susan’s visionary approach to caring for loved ones with advanced illness has resulted in services that address needs across the health continuum. Also key to Community’s outreach is the unique care provided to veterans and caregivers since the organization’s inception in 1979. Susan has received multiple awards and recognition for her leadership of Community Hospice & Palliative Care. Susan joined FCOA in 1989 and currently serves as the past president. As FCOA President, Susan was a very active advocate for funding for community-based in-home service (CCE, HCE, ADI & LSP) and she has hosted Advocacy Summits, attracting several hundred attendees. She made generous personal donations and connected FCOA with a number of new members. She led very effective strategic planning for FCOA. Susan also serves on many other boards, including the Board and Executive Committee of the Florida Hospice & Palliative Care Association, Flagler + and the Hospice Board of the Washington-based National Association for Home Care & Hospice. She participates in several other healthcare-related advisory boards in Florida and nationally, and speaks and writes about topics related to older adults, hospice, and end-of-life care.

Public Service Award
Judith Mathewson, Melbourne
Nominated by: Daily Martinez, VITAS Healthcare, Melbourne

Through her work, her faith, her family—even her spare time—Judith Mathewson is wholly committed to improving the quality of living for Florida seniors and others locally, nationally and globally. She has been a hospice volunteer for VITAS Healthcare for two years, giving over 500 hours in 2018 alone, of her love and her time. As a...
VITAS Veterans Recognition Program volunteer, Judith is our veteran angel, making a difference in the lives of patients near the end of life who are military veterans, assisting with documentation needed to apply for veteran benefits—a sometimes confusing and daunting task! She is also a volunteer with the Space Coast Honor Flight in Brevard County, which sends veterans of World War II, the Korean War and the Vietnam War to Washington, DC, to visit their war memorials. Judith has a doctorate in counseling and education; she is retired from the US Air Force after 30 years of military service. She was stationed at Patrick Air Force Base for six years at the Department of Defense Equal Opportunity Institute. Today, she is a therapist focusing on mental health related to marriage and family issues and serves on the board of the Military and Government Counseling Association. Before moving to Florida, Judith served as a special needs teacher in Kansas and Alaska. Why does she volunteer for VITAS? “Volunteering is my way of honoring my own parents and family members who have served our country,” Judyth says. Her mother, Jeanne, served as a nurse in the US Navy. Her father, Robert, served in the US Marines during WWII and the Korean War. Her sister, Marianne, and brother, Joe, served in the US Army and Army National Guard, respectively. “The veterans in Brevard County who served for many years deserve our nation's gratitude,” Judith says, “and volunteering for VITAS' Veterans Recognition Program is the best way for me to honor their service and sacrifice. I enjoy working with veterans and their families, and collaborating with the DAV (Disabled American Veterans) and VA to help meet veterans' needs. It is the right thing to do.” Locally, Judith also volunteers for the Military Ministry and Helping Haiti's Children, both projects of Ascension Catholic Church in Melbourne. On a national level, she volunteers around the country through the Tragedy Assistance Program for Survivors (TAPS), serving grieving children whose loved ones have died in the line of service. VITAS has high standards for its employees and volunteers, summed up eloquently in our four VITAS Values: Patients and families come first; We take care of each other; I’ll do my best today and do even better tomorrow; and I am proud to make a difference. Judith Mathewson encompasses those values and more in her daily life. She is a valued citizen of her country and her state who makes a difference wherever she goes.

Service to Seniors by an Organization Award
Peaden Air Conditioning, Plumbing & Electrical, Pensacola
Nominated by: Josh Newby, Council on Aging of West Florida, Pensacola

Since mid-2017, Peaden Air Conditioning, Plumbing & Electrical has provided tens of thousands of dollars worth of air conditioning and heating services for our clients, sometimes even replacing complete central HVAC units. They actually approached us to begin this partnership, and have been an integral part of our service to low-income elders ever since. When we call, they answer, usually offering same-day service to seniors who are suffering in the harsh heat or bitter cold. They have even been featured as Angels in Our Midst as part of a local media program. In that program, Josh Newby said “what Briant and his company have done over the years is nothing short of miracles for some on the seniors the agency serves. It’s not only limited to air conditioning and heat, that’s the best part. They’ve helped us with plumbing before. They’ve helped us with electrical before, with basic appliance installation. They have done it all. We call them and they are there for our seniors.” Briant Daws said that “the intention was to get out in our community and see what we could do to help. I’ve been in this community for 30 years and knowing that we’ve helped someone…is something that I feel like I’m giving back to a place that I’ve been a part of for a long time. So, it makes me feel really good.”

Senior Vision Media Award
Sonya Dunbar, The Geriatric Toothfairy, Jacksonville
Nominated by: Gerald Dunbar, Mobile DentalXpress, Jacksonville

Sonya's passion for seniors and her life purpose have come together with her profession as a dental hygienist and she has rallied for senior oral care in Florida. Sonya has spoken at many local senior centers in Jacksonville to educate about the importance of oral care for seniors. She has volunteered at nursing homes and assisted living facilities doing workshops educating the staff about the importance of oral care. She has gone to homebound residents' homes and brushed their teeth and taught their families how to provide proper oral care. She has posted Facebook aids and posted on other media sites spreading the word on oral health for seniors. Her drive is contagious, and she is motivating others to join her movement. She has been on two local television shows News 4 Jax and the Jacksonville Buzz. She has been in local newspapers and has written articles for three magazines about the importance of oral care for seniors. To get additional help for seniors, Sonya started the S.O.S., Saving Our Seniors (one smile at a time), program where people can help by paying for dental hygiene for seniors in long-term care facilities. The package also has oral care instructions on how to provide care and an accountability card to ensure oral care is being performed daily and dental supplies are used on the nursing home bound resident. I have observed firsthand Sonya's tenacity and passion to push for platforms to help raise awareness for senior oral care. She has done many podcasts and radio shows on senior oral health. All of her travel and promotions are paid for out of her personal finances. The great thing about this was she loved every moment.
Florida Guardianship Law: Protecting Incapacitated Persons Under Oversight

Participants will engage the panel of guardianship experts, gaining knowledge and insight about Florida Guardianship Law, legal processes, oversight, and the current environment for guardians and persons served by guardianship. Participants will learn about “silver collar crimes” in guardianships and how Clerk Inspector Generals facilitate exploiters to be arrested, charged, and prosecuted as criminals. Participants will learn about the often difficult and complex but quality service being performed by the vast majority of public, professional, and family guardians for persons court-adjudicated as incapacitated. Participants will discover alternatives to guardianship, decision making for guardians, standards of practice for professional guardians, and reform efforts.

PRESENTERS: Anthony Palmieri, JD, Deputy Inspector General and Chief Guardianship Investigator, Clerk and Comptroller, Palm Beach County, West Palm Beach, FL and Karen Campbell, JD, Executive Director, North Florida Office of Public Guardian, Inc., Tallahassee, FL

FACILITATOR: Pam Wiener, PhD, Director, Guardianship Program, Alpert Jewish Family and Children’s Services, West Palm Beach, FL

Guide for Seniors: Protect Yourself Against Investment Fraud

Seniors are often the target of fraud. However, with some basic understanding of how scam artists work, you can avoid fraud and protect you and your clients’ hard-earned money. Learning how to invest safely can make a huge difference in your retirement years.

PRESENTERS: Lisa T. Roberts, Chief, Attorney Adviser, United States Securities and Exchange Commission, Miami, FL and Doreen Mosaphir, Investor Assistance Specialist, United States Securities and Exchange Commission, Miami, FL

FACILITATOR: Rachel Cataldo, Senior Center Supervisor, The City of Gulfport, Gulfport, FL

Understanding Dementia: Improving Communication

Dementias, such as Alzheimer’s disease, can cause individuals to lose language and memory skills creating communication challenges. However, other skill areas may be less impacted. In this hands-on class you will learn how to connect to the individual’s retained skills to improve communication and cooperation. The focus is on Moderate to Severe Dementia.

PRESENTERS: Debbie Moroney, ACSW, CEO, Alzheimer’s Project, Inc., Tallahassee, FL and Summer Matchett, MSW, Alzheimer’s Project, Tallahassee, FL

FACILITATOR: Debbie Moroney, ACSW, CEO, Alzheimer’s Project, Inc., Tallahassee, FL

Getting My iPhone to Work for Me!

People aging in the community face daily challenges ranging from falls, forgetting to take medication, transportation, financial security, and social isolation. Their iPhone shouldn’t be a hurdle. This presentation will provide practical methods for seniors using iPhones or other handheld technology. The presentation will start with iPhone basics and a demonstration of common apps. The format for the demonstrations is solution-based. For example, medical alert apps for emergencies like falls. The presentation will conclude with a demonstration of Tapestry, a Facebook-like app, spam, and ad-free.

PRESENTER: Michael Daniels, Executive Director, FAAST, Tallahassee, FL

FACILITATOR: Michelle Cyr, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL

PACE-95 Medicaid LTC-55 PACE WINS!

PACE works! Learn how PACE succeeds in keeping seniors living in the community better than long term care. Learn where PACE is heading next as well as recent Legislative developments.

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

FACILITATOR: Amanda Hinz, Executive Director, Friendship Centers, Ft. Myers, FL

Addressing Social Determinants: A Community-Wide Technology Innovation

A unique and innovative program of technology-enabled support is underway in 3 Michigan communities, and planning is underway for introduction into 3-5 initial Florida communities. In each of the Michigan communities, 25 varied organizations and all residents are able to use, at no cost to them, a “SupApp” for easily and safely connecting people with each other, as well as with social services, municipal, faith, professional services, health care, retail, arts and culture, senior living and other community services. The platform is specifically designed to address social determinants of care, as well as create community standards for home telehealth and telecare, to add meaning and quality to life for all community residents. Additionally, the establishment of a community standard for remote engagement enables all Community Based Organizations to introduce new and innovative programs/services. Important lessons learned and opportunities for replicating in Florida communities will be discussed.

PRESENTERS: Dona J. Wishart, Executive Director, Otsego County Commission on Aging, Gaylord, MI; Joel M. Ackerman, CommunO2, LLC, Eden Prairie, MN and Monica Synchula, REUNIONCare, Inc., Saint Petersburg, FL

FACILITATOR: Donna Melogy, Vice President, Case Management – LTC, Sunshine Health, Jacksonville, FL
Psychology and Geriatrics: Integrated Care for an Aging Population  Discovery 45

This interactive presentation will provide a model of integrated, biopsychosocial health care to support and enable successful aging. The speakers will provide an evidence-based rationale for their model, barriers to implementation, and strategies for overcoming them. Audience participation will be encouraged to ensure workshop attendees glean insights they can utilize in their respective professional environments.

PRESENTERS: Benjamin A. Bensadon, EdM, PhD, Associate Professor & Director, Gerontology Graduate Programs, Division of Geriatric Medicine, Department of Aging & Geriatric Research, College of Medicine, University of Florida, Gainesville, FL and Laurence M. Solberg, MD, AGSF, Division of Geriatric Medicine, Department of Aging & Geriatric Research, College of Medicine, University of Florida, Gainesville, FL

FACILITATOR: Christine Cauffield, PhD, CEO, LSF Health Systems, Jacksonville, FL

Screening to Improve Food Security and Healthy Days in Broward County  Discovery 47

Healthcare providers are already in the practice of screening patients including older adults for diet-related disease. Through the AARP Foundation’s Broward County initiative, healthcare providers will complete AARP Foundation’s Screen and Intervene Course on how to effectively screen older adults for food insecurity. When the provider uses both and the patient screens positive for food insecurity, the patient will be referred to an AARP Foundation partner to apply for SNAP benefits. If the patient screens positive for a diet-related disease, the patient will receive the appropriate course of care, as recommended by the physician, plus the patient will be written a prescription for fresh fruits and vegetables.

PRESENTERS: Jonathan C. Brown, Program Manager, AARP Foundation, Washington, DC; Joscelyn Silsby, MPH, Senior Evaluation Advisor, AARP Foundation, Washington, DC; and Sabine Charles, Program Manager, Florida, AARP Foundation, Ft. Lauderdale, FL

FACILITATOR: Andrea Busada, Director, Broward County Elderly and Veterans Services Division, Oakland Park, FL

2:30 pm – 3:30 pm

Exhibit Hall Closing Reception

FCOA would like to take this opportunity to thank all of the Exhibitors for attending the 2019 Florida Conference on Aging. Don’t forget to stop by the silent auction and place your final bids!

3:30 pm – 4:30 pm

Concurrent Workshops

What Happened? The 2019 Florida Legislature in Review  Blue Spring

Join AARP Florida to learn about the deals reached and measures that fell short during the 2019 Legislative Session, and what's in store for 2020. This workshop will provide a background on key legislative, budgetary and public policy issues including health care, long term care, utilities and consumer protections that are of interest to Floridians 50+.

PRESENTERS: Zayne Smith, JD, Associate State Director, AARP Florida, St. Petersburg, FL and Dorene Barker, Associate State Director, AARP Florida, Tallahassee, FL

FACILITATOR: Daniel Brady, PhD, Brady and Associates, LLC, Miami, FL

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Just Behave! And What To Do When People Don’t** Columbia 34**

A strong Code of Conduct Policy is a vital tool for participants, volunteers, and staff. It affirms your organization’s mission and vision of making the senior center a safe and congenial place; while expressing the expectations, guidelines, and consequences for inappropriate behavior. Make conflict work for you, while learning and applying basic de-escalating techniques that empower you to set the boundaries needed with your participants, volunteers, and staff.

**PRESENTERS:** Sue Richerson, Senior Centers Program Manager, St. Johns County Council on Aging, Saint Augustine, FL and Carole Ware, Sunshine Senior Center, St. Petersburg, FL

**FACILITATOR:** Tourea Robinson, MBA, Director of Development, Aging True Community Senior Services, Jacksonville, FL

**Empowering Older Adults to Live Their Best Life Now with AI and Voice Tech** Columbia 37

Empowering Caregivers to balance time and resources with the most recent advances in Artificial Intelligence (“AI”) and voice first technologies such as Amazon Alexa and Google Assistant. The program gives three specific platform tools now available including: a) Alexa for Caregiving; b) Voice Activated Call for Help (eliminating the need for wearables); and c) Daily Check-in Calls with automated reports to family members and caregivers. Incorporating AI powered Voice First technology as a ready and reliable component to the care plan for each unique situation with scalable solutions that are effective and affordable. Fun with Alexa provides entertainment, reduces isolation, and provides feedback and benchmarking on engagement, memory and over-all well being of participants in real-time with data analytics. Fun, useful, timely and affordable.

**PRESENTERS:** Mark Gray, CEO, Constant Companion, LLC, Sarasota, FL and Monica Stynchula, CEO, REUNIONCare, Inc., St. Petersburg, FL

**FACILITATOR:** Michelle Cyr, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL

**Addressing Social Determinants of Health with Rideshare & More** Discovery 47

This workshop will explore case studies of Rideshare being utilized for our aging, low-income and at-risk populations. Additionally, attendees will learn how Rideshare is being used for Non-Emergency Medical Transportation (NEMT) today and the presenter will discuss the future of Uber as a platform for addressing social determinants of health.

**PRESENTER:** Dan Trigub, Head of Uber Health, Uber Health, San Francisco, CA

**FACILITATOR:** Valerie Breen, Executive Director, Florida Developmental Disabilities Council, Tallahassee, FL

**Monetizing Your Social Media Presence to Increase Revenue in Your Senior Provider Organization** Discovery 43

Prospective residents, patients and clients travel on their buying journey any or all of the daily 24/7/365 cycle, how do you reach them in all the time variants? The old 9 to 5 gig evaporated a long time ago. Embracing social media magnifies your ability to reach, capture attention and convert inquiring prospects into raving ambassadors and clients. Participants will learn easy and smart ways to magnify their presence in social media and position themselves as the “go to expert” in their region.

**PRESENTER:** Al Bagocius, VP Business Development, A & I Consulting Group, Jacksonville, FL

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

**Guardianship: Purpose, Process, and Participation in Care** Discovery 46

Many guardians meet some resistance or confusion from providers who do not understand the guardians’ role. It is understandably difficult to comprehend how a person may not have the right to enroll in your program or make his or her own medical decisions. A guardian is an advocate, but also participates in the social, medical and other decision-making realms of a ward’s life. Let’s figure out how we can all work together and why guardians are so important to some of our most vulnerable and complicated clients.

**PRESENTER:** Pam Wiener, PhD, Director, Guardianship, Alpert Jewish Family Services, West Palm Beach, FL

**FACILITATOR:** James Dodd, COO & Director of Client Services and Marketing, Summit Home Healthcare Products, Ft. Myers, FL

**People • Purpose • Performance** Columbia 36

During the last six years, Pasco County has undergone several changes in leadership-styles and operational approaches with both negative and positive impacts to the workforce. With these changes, the organization has had to quickly adapt to improve morale, hire and retain the best, and build breadth and depth for succession planning. With vast numbers of the top leadership retiring in recent years, generational challenges, and a people-centric culture on the rise, our team has had to navigate and strategize creative processes to improve morale and performance. Join us in learning more about Pasco County’s Leadership evolution!

**PRESENTERS:** Cathy Pearson, Asst. County Administrator, Pasco County Board of County Commissioners, Port Richey, FL and Paula Baracaldo, Chief of Staff, Pasco County Board of County Commissioners, New Port Richey, FL

**FACILITATOR:** Hella Spellman, Program & Services Director, Tallahassee Senior Services, Tallahassee, FL

4:30 PM – 6:00 PM  **Mojito Happy Hour**

**Presidential Suite, Tower 1**

**Sponsored by:**

**FLORIDA COMMUNITY CARE**
Networking Meetings
Florida Association of Senior Centers Networking Meeting
Let’s Compare Notes…Dementia Networking Session

Wednesday, August 21

8:00 AM – 8:30 AM  Refreshment Break

Banana Break

Constant Companion will be giving away three premium smart home systems. Each system includes the latest Amazon Echo devices which include secure Wi-Fi and monitored security for one full year. Each system comes complete, fully programmed as “Plus and Play” right out of the box and makes your smart home a safe home with: 1. A voice activated medical alert throughout your home with no wearable devices required, 2. A breakthrough speakerphone system to call family and friends with no more annoying telemarketing or robo-calls inbound, and 3. An amazing voice assistant utilizing Amazon's Alexa allowing you to play music, news, weather, set-reminders and thousands more fun and useful skills. Each prize package includes 12 months of complementary Wi-Fi and voice-activated Call for Help monitoring through Constant Companion’s Urgent Response Centers.

HOW DO YOU WIN? If you attend one of the Wednesday, August 21st workshops at 8:30 AM you will receive one entry. When you attend the closing session and brunch you can receive another entry to win!

WHEN DOES FCOA PICK A WINNER? At the conclusion of the closing session we will select the winners. Must be present to win.

8:30 AM – 9:30 AM  Concurrent Workshops

Get Help Now for Aging Veterans  Columbia 36
Workshop includes learning about long term care benefits available for aging wartime veterans and their survivors to include the eligibility and qualifications and the process involved. Includes mobile applications that provide direct and immediate all-hour access help to Florida's veterans for suicide prevention, ways to locate veterans and survivors, how it will enhance their quality of life and the economic impact on local communities, opioid addiction program and fraud prevention.

PRESENTER: Lew Wilson, Executive Outreach Coordinator, Florida Veterans Foundation, Tallahassee, FL
FACILITATOR: Norm Bungard, Retired Advocate and Workshop Leader, NCPSSM, St. Petersburg, FL

Flim Flam, What a Scam: Protecting the Elderly from eMail Exploitation  Discovery 45
This session will review the threat posed to the elderly by exploitative email contacts. The issues surrounding email as a threat will be discussed. Examples of the various type of email exploits will be provided. The talk concludes with concrete suggestions for protecting against email scams and exploitation.

PRESENTER: Terrance Wright, Fiduciary/Professional Guardian, Integra Estate & LifeCare Services, Punta Gorda, FL
FACILITATOR: Dave Lynn, FPL Special Consumer Services, North Area Manager, Daytona Beach, FL
Efficient Service Initiatives for Seniors on the Waiting List

Discovery 43

Hillsborough County Board of County Commissioners is supportive of services that enhance community prosperity for local seniors. During the county’s budget preparation period, the department director had an opportunity to meet with the County Administrator and executive team to share some of the department’s ideas on how we could efficiently expand our reach to more seniors in need and how early intervention could mitigate the need for more intensive care plans in the future. Armed with operational plans, data from the county’s Aging Services department, the local Area Agency on Aging, the Department of Elder Affairs, and a local advocacy group, the Board was able to support the County Administrator’s recommended budget increase to fund the initiatives aimed at serving more seniors currently on the waiting list for grant-funded services. These new funds were used to create 3 pilot programs, that allowed the department to provide some services to over 1,000 clients on the wait list.

PRESENTERS: Bryan C. Eckhart, Quality Management Section Manager, Hillsborough County Department of Aging Services, Tampa, FL; Mary Jo Mckay, MBA, Nutrition & Wellness Manager, Hillsborough County Department of Aging Services, Tampa, FL and Karla Munoz, Hillsborough County Department of Aging Services, Tampa, FL

FACILITATOR: Karla Munoz, MBA, Hillsborough County Department of Aging Services, Tampa, FL

Providing Memory Care in the Least Restrictive Environment

Discovery 44

Elders living with dementia are best served in a long-term care setting that provides a normal as possible environment and life. This least restrictive care provides safety; age appropriate and meaningful activity; integration with the community; and self-direction of daily life whenever possible; without the use of chemical or physical restraints and locked wards. This workshop explores the Green House Project’s Best Life approach—a promising practice—using video footage from several U.S. sites. The workshop concludes with a discussion about how to bring about similar change in Florida.

PRESENTER: Lori Gonzalez, PhD, Research Faculty, Claude Pepper Center at Florida State University, Tallahassee, FL

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

“The Silent Working Caregiver,” Balancing Working and Caregiving

Discovery 46

Seventy percent of caregivers in the U.S. work full time then go home to care for their loved one for another 24 hours per week, on average. Over fifty percent of them choose not to tell their employer of their caregiver responsibilities. This presentation will explain the stresses related to managing a full-time job and caring for a loved one, reasons behind the silence, and offer solutions to the caregiver as well as ideas for employers to support their employees who are caregivers. Caregivers in the workplace are becoming a national topic of importance as studies show that the annual impact on businesses in the U.S is $34 Billion a year.

PRESENTER: Toula Wootan, Radio show host, founder of Caregiver Coalition of NE FL, Toula’s Tips for Caregivers, Jacksonville, FL

FACILITATOR: Christine Cauffield, PhD, CEO, LSF Health Systems, Jacksonville, FL

Collaboration Within Local Government to Cultivate an Age Friendly Community

Columbia 35

Collaborations are key to cultivating Age Friendly Communities. From transportation to sanitation, hear how municipalities collaborate from within to create healthy, livable communities for people of all ages and abilities.

PRESENTERS: Michelle Cyr, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL; Richard Craft, Superintendent, Recreation and Programming, City of St. Petersburg, St. Petersburg, FL and Daisy Rodriguez, Human Services Director, Pinellas County, Clearwater, FL

FACILITATOR: Michelle Cyr, Associate State Director for Community Outreach, AARP Florida, St. Petersburg, FL

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Seniors Make Memories Through Lifelong Learning and Outdoor Pursuits

Seniors have a love of learning, natural curiosity, and abundant life experience that they can relate to new topics of interest. Seniors also want to remain active and enjoy outdoor experiences. This presentation will show how the Tallahassee Senior Center has developed dynamic, diverse, and affordable Lifelong Learning and Outdoor Pursuits programs.

**PRESENTERS:** Maureen Haberfeld, Lifelong Learning Coordinator, Tallahassee Senior Center, Tallahassee, FL and Susan Davis, Senior Outreach Coordinator, Tallahassee Senior Center, Tallahassee, FL

**FACILITATOR:** Amanda Hinz, Executive Director, Friendship Centers, Ft. Myers, FL

**Break & Check-Out of Rooms**

Store your bags after check-out at the bell stand or bring them to the Closing Session where we will have a bag storage area.

**Closing Session and Brunch**

Caregiving is one of the most impactful and important, yet un-addressed public health issues of our time. Today’s session is about spreading awareness of the issues and challenges facing caregivers, highlighting some of the most prevalent concerns and trends in the eyes of the panelist and discussing tools to improve carer supports. Embracing Carers™ is an initiative led by EMD Serono in collaboration with leading caregiver organizations around the world designed to increase awareness, discussion, and action about the often-overlooked needs of caregivers. This initiative is based on the idea that supporting the overall health and wellbeing of caregivers through improved awareness, policy, healthcare system integration and stakeholder support will lead to better outcomes for society as a whole. Our speakers today will talk about the impacts that caregiving, both the long and short-term, can have on the life of caregivers as well as the private sector and policy solutions that can help support this rapidly growing population. As you will hear them tell it, without changes in our societal infrastructure and access to support, the impact of caregiving will not only prove to be detrimental to the individual health of those serving in this role, but will also cause serious systemic and economic impacts on both a state and national level.

**Presiding:** Charlie Robinson, President, FCOA

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

**FCOA Business Meeting:** Charlie Robinson

**Plenary Moderator:** Meagan Perry, Associate Director, Patient Advocacy and Strategic Partnerships, EMD Serono

**Panel Speakers:** Adrienne Glusman, Individual Caregiver
  - Jay Newton-Small, Founder, Memory Well
  - Lisa Winstel, Chief Operating Officer, Caregiver Action Network
  - Karen Lindsey Marshall, JD, Director of Advocacy & Engagement, National Alliance for Caregiving

**Constant Companion Smart Home Systems Giveaway:** Mark Gray, CEO

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On Tuesday, April 23, Governor Ron DeSantis, DOEA Secretary Richard Prudom, and AARP CEO Jo Ann Jenkins announced Florida’s designation as an Age-Friendly State by AARP. Florida is the largest state to achieve this designation and the only one in the entire Sun Belt. Visit elderaffairs.org/doea/livable_communities.php to learn more about the 8 Domains of Livability, see a current list of Florida Age-Friendly communities, access tool kits and resources created by AARP, and to share success stories and ideas for a Livable Florida.