



CONFERENCE UPDATE

As of September 16, 2016

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FINANCIAL UPDATE

This information was as of September 16, 2016.

	Posted Through 9/16/16	Cash & Commitments		
		Through 9/16/16	Budget	%
Registration (all types).....	\$99,245	\$99,315	\$99,500	99.81%
Exhibits.....	\$34,725	\$34,725	\$32,000	108.52%
Sponsors.....	\$153,075	\$153,075	\$170,000	90.04%
TOTALS.....	\$287,045	\$287,115	\$301,500	95.23%

2016 Conference Summary

As of 9-16-2016

Conference Attendance

	<u>9/16/2016</u>	<u>2015</u>	<u>2014</u>	<u>2013</u>
Full Conference	281	265	272	276
Single Day (unduplicated)	236	224	247	225
TOTAL Unduplicated Registrants	517	489	519	501
Single Day (numbers are duplicated)				
Monday Single Day	167	163	128	157
Tuesday Single Day	182	175	177	178
Wednesday Single Day	33	34	45	37
Intensives				
FASC Intensive	n/a	n/a	33	n/a
DOEA/SCSEP Meeting (Attendance limited to SCSEP)	n/a	n/a	25	n/a
AARP Intensive	n/a	17	n/a	n/a
FASP Intensive	25	21	n/a	58
FADSA Intensive	Canceled	n/a	13	n/a
Alzheimer's Disease State Training	14	30	18	15
Cultural Competency – LGBT Seniors	Canceled	n/a	17	n/a
Statewide Medicaid Managed Care FASP Session w/AHCA	n/a	n/a	46	n/a
Guardianship	20	n/a	n/a	n/a
# of Certificates of Attendance (paid \$7 for certificate)				
	26		70	72
CEU Registrants (\$40 for credits)	9	n/a	n/a	n/a

Exhibitors & Sponsors (see also detail on page 1)

	<u>9/16/16</u>	<u>2015</u>	<u>2014</u>	<u>2013</u>
Exhibits	66	57	60	61
Exhibit Revenue Received to date	\$ 34,725	\$ 29,525	\$ 27,775	\$ 30,725
Sponsorship Received to date	\$153,075	\$154,840	\$ 167,550	\$171,325

Workshops & Presenters

	<u>9/16/16</u>	<u>2015</u>	<u>2014</u>	<u>2013</u>
Number of Workshops	58	64	63	57
Number of Workshop/Intensive Presenters	104	104	106	96

Silent Auction & Wine Toss

**No wine toss in 2015	<u>2016</u>	<u>2015</u>	<u>2014</u>
Donations valued	5,268.00	\$5,117.00	\$ 4,824.00
Closing Bids received	2,388.00	\$2,614.00	\$ 3,540.70

Hotel Room Nights – FINAL Room Pick-Up

	2016 Caribe Royale Orlando		2015 Caribe Royale Orlando		2014 Bonaventure Hotel August 4-6		2013 JW Marriott Orlando Aug. 20-22		2012 Ritz-Carlton Orlando Aug. 20-22		2011 TradeWinds St. Pete Beach Aug. 22-24 (Reduced block by 10% and then 10%)	
2016 Dates:	Pick-Up	Block	Pick-Up	Block	Pick-Up	Block	Pick-Up	Block	Pick-Up	Block	Pick-Up	Block
Thursday 8/4	0	0	0	0	0	0	0	0	0	0	1	0
Friday 8/5	1	0	2	0	4	0	0	0	3	0	3	0
Saturday 8/6	19	20	20	20	17	20	22	20	26	20	24	20
Sunday 8/7	175	130	169	130	171	130	161	130	217	130	161	130
Monday 8/8	318	310	289	310	245	310	257	310	320	310	229	310
Tuesday 8/9	274	310	241	310	190	310	221	310	261	310	204	310
Wednesday 8/10	16	0	24	0	20	0	13	0	13	0	14	0
Thursday 8/11	4	0	5	0	2	0	0	0	3	0	1	0
Friday 8/12	1	0	2	0	1	0	0	0	1	0	1	0
Totals:	808*	770	752	770 (616)	650	770	674	770	844	770	638	770 (624)

*Met our hotel commitment

Commission on Rooms:

FCOA earns 10% on all room revenue. The room night commission was \$8,923.10. The revenue was credited to the overall hotel bill for the conference.

2016 Florida Council on Aging Development Status

<u>Sponsorships</u>	<u>Amount</u>	<u>Event</u>
Florida Department of Elder Affairs - Sam Verghese, Secretary - Richard Prudom, Deputy Secretary	\$30,000	Partner & Closing Session
WellCare - Gregg MacDonald, President, WellCare Florida - Elizabeth Miller, COO Florida Market	\$15,000	Opening Session
Florida Blue Luisa Charbonneau, VP Government Markets	\$13,000	Exhibit Hall Opening Reception Co-Sponsor & Tote Bag Sponsor
AARP Florida Jeffrey Johnson, State Director	\$10,000	QSLA Co-Sponsor
Florida Power & Light - Dave Lynn, Special Consumer Manager - Louis Gonzalez, Customer Assistance Programs Manager	\$10,000	QSLA Luncheon Sponsor
Humana Peter Lopez, Frontline Leader / Enrollee & Community Engagement Florida Medicaid Programs	\$10,000	Tuesday Plenary Co-Sponsor
Greatcall - Evan Cooper, Director of Connected Health - Seth Smiley, Director of Connected Health	\$7,500	VIP Reception Co-Sponsor
Florida Hospice & Palliative Care - Paul Ledford, Executive Director - Jessica Hughes, Director of Strategic Initiatives	\$7,500	VIP Reception Co-Sponsor
Florida Health Care Association Emmett Reed, Executive Director	\$5,000	Exhibit Hall Opening Session Refreshments
G.A. Food Services, Inc. - Glenn Davenport, President - David Karpan	\$5,000	Tuesday Continental Breakfast Co-Sponsor
Independent Living Systems - Nestor Plana, President & CEO - Josefina Carbonell, Senior VP, Long Term Care & Nutrition	\$5,000	QSLA Co-Sponsor
Lyft Dan Trigub, Strategic Account Executive, Healthcare	\$5,000	Exhibit Hall Opening Reception Co-Sponsor
Mom's Meals Barbara Anderson (Mom)	\$5,000	Tuesday Closing Reception Co-Sponsor
Care Angel Wolf Shlagman, CEO	\$3,500	Welcome Banner and tote bag insert.
Sunshine Health Donna Melogy, Executive Director, LTC – Regions 3 & 4	\$3,000	Lanyard
United Healthcare Diane Owens, Manager of Business Development	\$3,000	Hospitality Suite
WellMed Medical Management Jamie Huysman, Vice President, Provider Relations WellMed Medical Management, Inc.	\$2,400	Tuesday Continental Breakfast Co-Sponsor
RetireSafe - Thair Phillips, President - Bob Blancato, Executive Director, National Assoc. of Nutrition & Aging Services Programs	\$2,000	Tuesday Coffee Break Co-Sponsor
CAC Florida Medical Centers, Continucare, MetCare Clrudy Sang Brown, Director Marketing & Community Relations	\$1,750	Tuesday Plenary Co-Sponsor

Florida Association of Aging and Disability Resource Centers • Randy Hunt, President	\$1,000	Closing Session Co-Sponsor
Adams Street Advocates • Robert Beck	\$1,000	Closing Session Co-Sponsor
Room2Care • Richard Ashenoff	\$1,000	Tuesday Closing Reception Co-Sponsor
Senior Resource Alliance • Randy Hunt, CEO	\$1,000	Refreshment Break
Amerigroup • Kathryn Martinez	\$500	Refreshment Break
Elder Law Section • Ellen Morris, Chair	\$500	Refreshment Break
United HomeCare • Carlos Martinez, President	\$500	Refreshment Break
Simply Healthcare Plans • Heidi Sierra	\$250	Tuesday Coffee Break Co-Sponsor
Advertising • G.A. Foods/Sunmeadow • Mom's Meals • Disability Rights Florida • United HomeCare	\$3,675 total	

**Total Sponsorships for 2016 (as of 7/19/2016) =
(w/advertising)**

\$153,075*

Total Sponsorships for:

2015 - \$154,850 (w/advertising)

2014- \$167,550 (w/advertising)

2013 - \$176,325 (w/advertising)

2012 - \$186,300 (w/advertising)

2011 - \$141,175 (w/advertising)

2010 - \$153,800 (w/advertising)

*The loss of previous year sponsors AND reduced sponsorship commitments from some long time sponsors totaled \$25,940 in 2016. Sponsor level changes were from United Healthcare, WellMed, Simply Healthcare and CAC Florida. Past sponsors who did not support the conference this year are NCPSSM, Douglas Gardens, LSF Health Systems, Walgreens, VITAS, Harmony Information Systems and Bowen, Miclette & Britt.

2016 Florida Council on Aging Exhibitor List

911 Body Therapy	601
A Fashion Hayvin	600
AARP	500
Academy of Florida Elder Law Attorneys	404
Accessible Solutions	300
ADT Home Health Services	304
Advocates and Guardians for the Elderly and Disabled (AGED)	206
Alzheimer's Association	200
Amerigroup Corporation, Inc.	410
Bio K Plus	205
CAC-FL Medical Centers, CONTINUCARE, METCARE/HPG	503
CapTel Outreach	106
Care Angel	212
ClearCaptions	701
Cornerstone Hospice & Palliative Care	204
Coventry Health Care of Florida	307
Critical Signal Technologies	111
Disability Rights Florida	507
Evolve Emod	405
Expo Enterprise	203
FAAST, Inc.	202
FDA Office of Women's Health	504
Feel Good, Inc.	606
FINRA Investor Education Foundation	506
Florida Commission for the Transportation Disadvantaged	110
Florida Coordinating Council for the Deaf and Hard of Hearing	207
Florida Council on Compulsive Gambling	302
Florida Department of Elder Affairs	403
Florida Policy Exchange Center on Aging, USF	406
Florida Power & Light Company	400
Florida Telecommunications Relay, Inc.	305
Food With Care, Inc.	509
G.A. Foods Service, Inc./Sun Meadow	401

GreatCall	502
Guardian Medical Monitoring	511
Guardian Trust	312
Hallmark Homecare	107
HEAVENDROPt	105
Hospice of the Comforter	102
Humana	501
IMEP – St. Johns Council on Aging	104
Independent Living Systems	301
Lasting Impressions Jewelers	602
Lyft	700
Magic Ear	210
Medicare's Limited Income NET Program	603
MedScope America	604
Metz Culinary Management	313
Molina Healthcare	605
Mom's Meals Nourish Care	100
NxStage Kidney Care	702
Opening Minds Through Art (OMA)	505
Philips Lifeline	311
Pill Suite	112
Room2Care	114
Safe Mobility for Life Coalition (Claude Pepper)	310
Senior Medicare Patrol	411
Simply Healthcare Plans	513
Smith & Nephew	113
Stilz The Home Lift Company	306
The Eden Alternative	413
The Everest Package	103
UnitedHealthcare Community Plan	101
USF Health Byrd Alzheimer's Institute	303
VITAS Healthcare	407
WellCare	402
WellMed Medical Management of Florida	201

2016 Exhibitor Evaluation Results

Total Exhibitors = 66 booths

2015 Response Rate 31.5%

2016 Response Rate 33% (22 of 66 exhibitors)

1. Respondents

Philips Lifeline	Florida Coordinating Council for the Deaf and Hard of Hearing
Guardian Medical Monitoring	The Eden Alternative
Disability Rights Florida	Mom's Meals
USF Health Byrd Alzheimer's Institute	Guardian Trust
Florida Commission for the Transportation Disadvantaged	Florida Power and Light Company (FPL)
Lasting Impressions Jewelry	Safe Mobility for Life
OMA-Scripps, Miami University	Hallmark Homecare
WellMed	Evergreen/HEAVENDROpt
Florida Telecommunications Relay, Inc.	Amerigroup
MedScope	PillSuite
Accessible Solutions	

2. Attendance

Which day/days did you represent your company/organization at the 2016 Conference? (please check all that apply)

Answer Options	Response Percent	Response Count
Monday	95.5%	21
Tuesday	100.0%	22
Wednesday	27.3%	6
<i>answered question</i>		22
<i>skipped question</i>		0

3. Conference Management

Answer Options	Excellent	Very Good	Good	Fair	Poor	N/A	Response Count
Registration Process	15	3	3	0	0	0	21
Layout of Exhibits	12	4	4	1	0	0	21
Exposition Company	7	4	4	0	0	5	20
Opening Reception in Exhibit Hall	7	7	5	2	0	0	21
Continental Breakfast in Exhibit Hall	3	7	4	6	1	0	21

Comments:

1. AGS charges seemed to be a little excessive, but could be wrong.
2. Great location.
3. I had empty boxes to trash. When I spoke to a rep of the conference I was told to call a bell hop to throw it away. I didn't think that was appropriate for an exhibitor to have to call and tip a bell hop to throw trash away. There should have been a plan in place for empty boxes and trash.

5. Do you plan to exhibit at the 2017 Florida Conference on Aging?

Do you plan to exhibit at the 2017 Florida Conference on Aging at the Caribe Royale in Orlando August 28-30th?

Answer Options	Response Percent	Response Count
Yes	71.4%	15
No	9.5%	2
Undecided	19.0%	4
<i>answered question</i>		21
<i>skipped question</i>		1

If not, why?

1. Only if vendor hall traffic is improved.
2. Scheduling conflict.
3. But not if we have to be near the 'retail' sales Exhibitors; specifically the TENS vendors. My manager and I felt that the aggressive sales tactics demonstrated by the TENS vendors not only diminished our exhibit booth traffic, but it clearly seemed to annoy a number of the conference attendees. In my experience of attending professional, educational conferences & trade shows over the past 20 years, this particular experience of retail sellers hawking products to attendees and other exhibitors who paid to attend is unique.
4. Small numbers - heavy focus on elderly care - not inclusive of all.
5. FCOA was held the same week as the Florida Healthcare Association Conference. If it's the same time again next year, we might exhibit there.
6. Always find great connections.
7. There wasn't a lot going on in the Exhibitor's Hall. The participants spent only three hours in the hall for the entire conference. There should have been more time allotted for participants to be in there doing something. On Tuesday, I was there the entire day and didn't have people come to my table until 3:15 when the doors opened for the closing. Being that the exhibitor hall was closed for most of the day, there could have been an opportunity for exhibitors to have 2 minutes to speak about their company to other exhibitors. Also, there was no entertainment factor to drive participants to the exhibit hall.

6. General Comments:

1. Exhibit Hall and Registration staff were awesome.
2. Limited exhibit hours made it challenging to meet higher volume of attendees.
3. No communication access - CART not provided, CART is something all should know about due to all percent of hearing loss in the population.
4. Our booth was directly across from the demo area and for the opening reception, when the music was playing, as well as the closing reception, when the exercise demo was going on, it was very distracting. I would recommend keeping the booth space empty in that location. It was very tough to "talk over" the volume of the music. It was also a deterrent for traffic, when the exercise demo was being performed.

2016 Conference Attendee Evaluation

Total # of Respondents = 89

Total # of Conference Registrants = 517

(Full Conference and unduplicated Single Day registrants)

Response Rate = 17% (15.5% in 2015; 20% in 2014; 17% in 2013; 15% in 2012)

First Time Conference Attendee - Yes = 41 No = 47 (2015 – Yes= 29 and No= 47)

1. Membership Affiliation (attendee can select more than one affiliation)

FCOA – 43 FASP – 10 FADSA - 4 FASC - 7

2. What is your present employment setting?

Answer Options*	Response Percent	Response Count
Academia	8.14%	7
Adult Day Services	2.33%	2
Assisted Living Facility or Continuing Care Retirement Community	0%	0
Area Agency on Aging (AAA or ADRC)	9.30%	8
Business/Industry	6.98%	6
Community Care for the Elderly (CCE) Program	2.33%	2
Department of Elder Affairs (DOEA)	5.81%	5
Home Health Care Agency	0%	0
Hospice	0%	0
Law Enforcement	0%	0
Nursing Home	0%	0
Provider Agency (other)	19.77%	17
Senior Center	4.65%	4
Other	38.37%	33
<i>skipped question</i>		3

Employment settings of respondents that selected 'Other':

Senior Center, Daycare, In-home
Lead Agency (2)
Education, Advocacy, and Lobbying
Public Housing
Government
Insurance
Member Organization
Non-profit advocacy
Retired Volunteer (2)
Gambling Addiction Services
Finance (3)
Senior Housing (3)
Health Care

3. How would you best describe the focus of your work/service?

(Attendees can select more than one response)

Answer Options	Response Percent	Response Count
Administration	33.73%	28
Alzheimer's Services	13.25%	11
Education/Research	28.92%	24
Guardianship	2.41%	2
Health & Wellness	32.53%	27
Legal Services	1.20%	1
Nursing	4.82%	4
Nutrition	18.07%	15
Planning	16.87%	14
Protective Services	8.43%	7
RSVP/SCP/FGP	4.82%	4
Senior Advocate	27.71%	23
Social Work/Care Management	25.30%	21
Student	3.61%	3
Other	16.87%	14
answered question		83
skipped question		6

Focus of work/service of respondents that selected 'Other':

Programs
Fundraising
Information + Referral
Volunteer Management
Finance

Lead Agency (3)
In-home Services
Telecommunication Equipment
Advisory Council

4. Did you attend the exhibit show? Yes - 78

No – 7

Skipped Question - 4

Exhibit Hall Comments:

May be time to shake this up a bit...add in some interactive or more social options. Feel bad for some of the exhibitors who don't seem to have traffic.
Nice variety of exhibitors.
Should have been more opportunity to visit all the tables.
Useful exhibitors.
Feel Good Inc. was very pushy and not consistent with what they did.
Great mix of vendors.
It was great getting to meet all the exhibitors.
Great exhibits and loved the silent auction.
Very good information.
Should have brought out food earlier. Several people left early to find restaurants.
Well organized, accessible and valuable info.
Poor food offerings.

As an Exhibitor, the "traffic" was less than previous years.
Not enough hours for the exhibitors.
Well organized, good quantity and variety of vendors. (4)
Vendors were aggressive and combative, particularly the AGED booth.
Why are the very expensive jewelry and ageist cream people here?
I was an exhibitor and feel that the exhibitors should only be those who are contracted with the council's on aging and Medicaid LTC.
Well organized and enjoyable.
Impressed
Excellent
Very limited show hours for cost, very low attendance.

5. Overall evaluation of Conference

	Poor	Fair	Good	Excellent	N/A	Response Count
Conference Overall	2.35% (2)	1.18% (1)	35.29% (30)	58.82% (50)	2.35% (2)	85
Conference Program and Packet	1.18% (1)	3.53% (3)	22.35% (19)	72.94% (62)	0% (0)	85
Conference Registration Process	0.0% (0)	0.0% (0)	16.47% (14)	78.82% (67)	0% (0)	85
Hotel Sleeping Accommodations	1.18% (1)	3.53% (3)	16.47% (14)	61.18% (52)	17.65% (15)	85
Hotel Meeting Facilities	2.38% (2)	2.38% (2)	27.38% (23)	65.48% (55)	2.38% (2)	84
Hotel Meal Quality	3.53% (3)	15.29% (13)	34.12% (29)	37.65% (32)	9.41% (8)	85
Variety of Workshop Topics	0.0% (0)	4.76% (4)	35.71% (30)	54.76% (46)	4.76% (4)	84
Quality of Workshop Presentations	0.0% (0)	2.38% (2)	28.57% (24)	60.71% (51)	8.33% (7)	84
Quality of Intensives (if applicable)	0.0% (0)	1.25% (1)	8.75% (7)	15.00% (12)	75.00% (60)	80
Opening Session: Peter Kageyama	0.0% (0)	4.88% (7)	21.95% (18)	47.56% (39)	25.61% (21)	82
Tuesday Plenary Session: Federal Update - Robert Blancato	0.0% (0)	3.66% (3)	31.71% (26)	35.37% (29)	29.27% (24)	82
Tuesday Plenary Session: Plenary Address – Anne Montgomery	0.0% (0)	6.17% (5)	27.16% (22)	38.27% (31)	28.40% (23)	81
Tuesday Plenary Session: Future of Caregiving – Wolf Shlagman	4.88% (4)	12.20% (10)	31.71% (26)	20.73% (17)	30.49%	82
Tuesday Plenary Session: Power of the Past/Force of the Future Panel Discussion	0.00% (0)	8.64% (7)	32.10% (26)	25.93% (21)	33.33% (27)	81
Tuesday Awards Luncheon: Janet Taylor	0.0% (0)	1.19% (1)	33.33% (28)	48.81% (41)	16.67% (14)	84
Wednesday Closing Session: DOEA Secretary Samuel Verghese	0.0% (0)	2.44% (2)	23.17% (19)	39.02% (32)	35.37% (29)	82
			Answered Question			85
			Skipped Question			4

6. How can we make next year's Conference better?

1. As a workshop presenter, we received feedback that the *title* of our presentation was a bit misleading to a few of our attendees. So, perhaps, ensure titles reflect the topic more closely. As an attendee, although I wasn't able to attend most presentations/exhibits, the agenda and offerings appeared well done. Also, because it was my first time attending, I hope to attend again next year and provide additional input.
2. Interactive questions and answers.
3. Is it possible to shave 10 minutes off of each session to allow attendance at a greater quantity of presentations? There were multiple presentations each session I wished to attend.
4. There were some very interesting and innovative topics discussed, which I found to be great. Definitely encourages me to think outside the box. But honestly, I would like to see not so much focus on being

innovative, but simply being practical in upholding standards. For example, what should we be doing in our agency's to be compliant in our human resource departments (i.e. documents required from new employees, what training's should we be providing and how often, document retention).
5. Variety of session content...add management track or possibly an intensive for leaders See above comments re: exhibit hall.
6. Try to schedule multiple repeat breakout sessions. It was hard to select just one.
7. The conference got off to a poor start without a morning conference on Monday or a paid lunch, no refreshments on the tables, etc. Most all state and national conferences (especially since the cost was typical and there was no discount for the presenters) provide modest meals, plenty of coffee, at least one evening reception for all attendees to network and at least one activity for spouses to enjoy during the day. The microphones were often not used and they did not have sufficient volume. Speakers sometimes didn't stand making it difficult to hear. Additional screens in the back or even middle of the room, when everyone was present, would have been helpful. Topics of interest to center executives were lumped together in the same break-outs, and break-outs were not repeated, making it impossible to attend the three main sessions of interest to an executive director of a senior center.
8. Try to ensure that there is a handout with sessions or that it will be emailed to us.
9. I feel we need more time with the exhibitors.
10. The sessions that I attended had interesting topics but I was yearning for more depth regarding dementia. There are numerous speakers who can give the topline and stats regarding the disease but not many that offer practical information on how to manage or deal with those afflicted.
11. I enjoyed the conference overall. Perhaps, there could be sheets to accompany the presenters' discussion to engage the audience more and facilitate interaction.
12. The conference center and rooms were extremely cold, so a warmer and more comfortable center.
13. Warmer conference rooms.
14. Breakout sessions were clustered by subject area; would have preferred that they were more distributed between days to facilitate attending more sessions.
15. Not sure that is possible as this was one of the best conferences that I have ever attended.
16. It went really well.
17. Technology delays and A/V issues were distracting per the audience perspective. I know the meeting organizers must have tried to get presentations collected early to ease the technology issues. The speakers present better if the powerpoints are ready to go. It was hard to hear in the big sessions and meals.
18. I would prefer to have the DOE Secretary speak at an earlier session rather than the last day. E.G. at the Tuesday plenary session which I personally felt was rather weak.
19. Continue to invite cutting edge thinkers, practitioners and presenters like Kageyama, the Lyft business folks the AARP partnership is outstanding because it extends FCOA's reach; continue research & evidenced based presenters and workshops like from the Pepper Ctr, USF, etc. the hotel meets our needs Great job management firm.
20. Would like to see more day to day best practices shared.
21. Keep inclusion of care across the health care continuum - especially transitions of care Have speakers/participants include the older adults in our communities with stories or grass roots initiatives.
22. I didn't love the hotel. I didn't have the best experience with my room or service from the hotel staff, but coworkers didn't have the same experience I did, so it may have been an anomaly with my room. I would like to see it located somewhere that is less of a touristy area.
23. Very well managed and implemented, congratulations!
24. Provide communication accessibility - CART (real-time captioning).
25. Make more time available for the Exhibit Show which should increase attendees traffic to the vendors!
26. Appeal to a wider and younger audience.
27. Need a sign for the silent auction and be clear that person has to be present to win and put that on the sheet. Also should have some evening hours for the silent auction.
28. Conference is very well organized and communication materials are clear. Pricing is reasonable and location convenient, especially for folks along I-4 corridor. Breakout rooms were too cold, but have no improvements to offer otherwise...
29. If you could tell from somebody's name badge what industry and what locale folks were from it would really

help facilitate networking (color coding)...
30. The aging network overall needs to be more forwarding thinking.
31. I typically have to leave before the closing session. I always regret not getting to hear the DOEA Secretary. Maybe move him to the opening session or the luncheon. I feel it is important to hear from him and due to flights and those of us with long drives, we don't always get to hear him. I would rather hear him than some of the other speakers.
32. Not having the same people presenting different conferences.
33. The opening session on the first day should include lunch. On the second day, I would have the exhibit hall meeting at the end of the day instead of having one session follow the exhibit hall. Many people left and missed a great opportunity.
34. Improve food at vendor show; I heard several people talking about only having crackers. One person had considered taking a friend, which would have cost \$40; she would have been angry if she had spent \$40 to be served crackers and popcorn.
35. More time offered in order to attend as many sessions as possible. More transparency and clarity regarding the session topic and what will really be discussed.
36. Better breakfast options besides just coffee or tea. It's a long day to be in workshops.
37. More Medicare information for providers. Medicaid is a large part, however the coordination with LTC and Medicare gets lost. I would be available to assist with this.
38. It was interesting that there were participants from other states where they do have the same type of statewide conference. Is the conference being marketed in other states? -Some other feedback I received was that a number of conferences have downsized to 1.5 days to keep costs down for participants.
39. The conference program should be easier to read. Keep the issue of aging eyes in mind. Light blue print on a white page tends to get washed out and difficult to read. Our FPL ad looked washed out as well. The Humana and Mom's Meals ad were pretty light too.
40. Need more attendees.
41. Two thoughts - 1) it seemed like this year the breakouts weren't sequenced as well (at least for me). Obviously on Wed am, we had three AARP presentations simultaneously, and that was disappointing, but more broadly I thought I saw more "bunching" of like presentations that had to compete for audience, like two fraud presentations going head to head. I also think that on some breakouts, the committee may want to suggest ways to improve the panel - I'm thinking particularly of LuMarie's State of the Aging Network panel, which would have been significantly better had DOEA, AHCA and managed care orgs been on the panel. 2) Day 3 timing felt a lot tougher this year for some reason. There wasn't a lot of time to check out, and the number of people who left early concerned me. It might be worth putting the secretary on Monday as an opening speaker so he gets a bigger crowd and shortening the closing session so people can check out after? Not sure, but I'd suggest the committee take a look at Wednesday's format.
42. Have it in St. Pete! lol
43. Devise a way to have more of the attendees visit the exhibitors. Out of the list I think maybe 1/3 came to the booths. That is not worth the cost of the booth. Have the attendees go to each booth to have a paper stamped that they visited. When filled, they can enter them into a drawing for a nice prize which can be from the proceeds of the booth rentals such as \$100 gift card or a free night at the hotel.
44. The light blue print in the conference booklet was too hard to read on some pages.
45. Allow for more time exhibit time.
46. Pick another hotel.
47. It was lovely as is.
48. More hours for the Vendors who pay for almost everything?
49. Consider consolidating the exhibition time into one large block or maybe two sessions. The evening reception was very nicely done, really well attended and beneficial. The next day exhibition sessions were brief and not well timed in the schedule. There was almost no one coming to the exhibition hall at 7:30 AM - they came in time to grab breakfast and go to the first workshop. The second session for exhibition had minimal attendance because it was a brief break between workshops and people used that time for other things. As an exhibitor, we want to get the most exposure possible for our investment in money, time and personnel so a consolidated format would achieve that. It was really nice to have the first session in the evening to allow for same day travel and set up. The second day afternoon session was a bit late for tear down and travel on the same day for those of us coming greater distances.

50. Shorter workshops to be able assist more than 2 in a day...
51. For the amount of money spent presenting there needs to be a higher attendance of case managers, support coordinators, agency staff, etc. Attendance seemed to be extremely low. On top of low attendance there were very limited open hours available to those that were attending. 4 1/2 hours of total show time will not allow for us to justify the cost of the show in the future. My hope is that there will be greater event marketing to ensure a better turn out and maybe an extension of show hours to allow more foot traffic.
52. Thank YOU for doing such a superb job and for everything running so smoothly. It was a great conference!

7. Please list topics and/or the names and addresses of any speakers you recommend for next year.

1. Topic - Best practices across the State.
2. HR Management Grant Management Effective Policy Development.
3. Will work on a list...
4. I would like to think about this.
5. More innovative up-to-date information, more inspiring presentations - Jim F., NCOA and Janet, the keynote speaker were excellent. I had taught more current information several years ago on several of the topics I attended. Also, the titles were not in-sync with the actual breakout topics on several breakouts I attended. Particularly disappointing was the one that suggested it was about helping seniors get online. But, the one of accreditation was excellent, as were several others, and I sincerely appreciated those learning opportunities. They did make this investment of time and money worthwhile.
6. Fundraising, Learned of a RELIEF grant that I did not know of that works with ADI.
7. Aging in Place How to deal with a geriatric society?
8. More about dementia.
9. Dr. Kathy Black and Dr. Kathryn Hyer were phenomenal! I learned so much as a first time attendee. Perhaps, one of the general sessions can be a panel style to allow the attendees to ask any pertinent questions.
10. All speakers were great.
11. Mel Coppela, Janet Tayler.
12. Would it be possible to have some elected officials speaking? Especially those in positions of influence. Would be good to hear their positions on human services issues.
13. Hospital Care for the Older Adult Aging and Quality of Life.
14. Person-centered care. The state of social work (burnout, market need, etc.) Sociological impacts of the aging of the baby boomers and millennials.
15. Boomers and Blogging Intergenerational Learning, Teaching and Coaching Peace Corps recruitment.
16. I will submit a proposal to conduct a Nuts and Bolts of Social Security and Medicare, the Real Deal.
17. The Medicaid workshop needs to be more specific on how the system works, not just a general overview. Wouldn't mind one on long term care insurance and how to find it.
18. All presenters were good. I was particularly impressed with Alyce Lee Stansbury and both of her topics on fundraising, and making Board meetings matter. Kathy Black and Laura Cantwell also do an exceptional job collaborating on Age-Friendly Communities.
19. More on nonprofit management and organizational development...
20. Funding projections, Policy projections, How current programs can/should change in the future to accommodate the growing needs. New perspective, aging network always talks about ageism but doesn't seem to notice the lack of young people involved and contributing to the conversation. We have a different perspective that could change the way we function in a positive way.
21. Dr. Edward Zapert, Statewide Dental Director regarding the importance of good oral health. 4052 Bald Cypress Way, Bin A14. Tallahassee, FL 32399
22. Dr. Jane Roberts, Gerontologist at the University of South Florida; Sarasota and Manatee campus.
23. -How to successfully assess risk and monitor contractors -what's going on in the aging network - but invite doea and/or a managed care company to be on panel too. -low vision strategies/deaf senior citizens - these two had powerful info that most of us think we know, but we don't - lgbt elder cultural competency training
24. More information regarding budgeting, Medicare, Long Term care processes and topics. More sessions

that offer holistic topics and alternatives.
25. James Firman was wonderful, Anne Montgomery had interesting information, and the Baby Boomer presentation had great points.
26. I know we had Chuck Underwood a few years ago, but Kim Lear is a great, entertaining keynoter on generations, and she's a millennial, which puts a different twist on things. She costs, but if you're interested I can connect you. I would either replicate the telehealth session for a bigger audience or do a session featuring the most innovative things that members of the traditional aging network are doing to reinvent themselves - Mary Ellen Philbin, Terri Barton, Liz Lugo, maybe Darrell Drummond come to mind. If there are more, even better. I think there are better options than CareAngel, but I do think profiling disruptors like Lyft or ReunionCare or some of the pther exhibitors makes sense.
27. I would like to see more topics pertaining to the vendors that are contracted with the council's on aging.
28. Disability Rights
29. Jemith Rosa, CEO/President, CARES, located in Hudson, Florida.

8. How did you hear about the Conference?

Library Administration Group
Previous attendance (7)
ADRC
AARP Florida (3)
DOH
JFCS
ASA
NCOA
E-mail (8)
Member (7)
FCOA (3)
FCOA and FASP emails (2)
Mailer (2)

Annual Sponsor
Employer (6)
Internet Search
Website (3)
Chelsey Nelson
Colette Vallee (2)
DOEA (4)
Network
Mailer
Colleague (3)
FASC
Local Council on Aging

9. What workshops did you find most useful? (top 7 highlighted)

Workshops	Response Percent	Response Count
1. LGBT Caregiving: Is There A Difference?	20.90%	14
2. Hospice: The Good, The Bad and The Ugly	7.46%	5
3. Seniors and Suicide	14.93%	10
4. Getting to the "Heart" of Engagement – Person-Directed Care	8.96%	6
5. Ensuring Aging Mastery Program Success	17.91%	12
6. The Benefits of an Integrative Memory Enhancement Program	16.42%	11
7. How to Successfully Assess Risk and Monitor Contractors	11.94%	8
8. Social Media – How To Make It Work For You	23.88%	16
9. Serving Hispanic Caregivers with Evidence Based Programs	13.43%	9
10. High Tech/High Touch: Reaching Seniors & Benefitting Centers	8.96%	6
11. Boomers, Chronic Pain and Opioid Addiction	8.96%	6
12. Innovations in Care Transitions - Creating Safety in Healthcare	10.45%	7
13. What's Going on in the Aging Network?	29.85%	20
14. Art and Color Affect Alzheimer's Patients at Museums, etc.	5.97%	4
15. Strengthening Organization Capacities of Non-profits in Florida's Aging Network: Current Needs and Opportunities	23.88%	16
16. Hot Topics in Senior Center Management	13.43%	9
17. Low Vision Strategies to Assist People Aging in Place	2.99%	2
18. Signing up Seniors: Getting E-Resources to People Who Need It	10.45%	7
19. Promoting Community Food Systems as Solutions to Food Insec among Older Adults	13.43%	9

20. Masters Strength: Successful Aging with Loaded Movement Training	11.94%	8
21. Corporate Volunteers: The Utilization & Impact of Corporate Volunteerism in the Lives of Older Adults	14.93%	10
22. The 3 D's: Dementia, Depression, and Delirium	13.43%	9
23. Be the Brand	17.91%	12
24. Developing a Community Senior Leadership Program	16.42%	11
25. Protection of Frail Elders Through Public Guardianship and Protective Services	11.94%	8
26. Deaf Senior Citizens: Information and Resources for Culturally Competent Best Care and Multidisciplinary Practice	5.97%	4
27. Ready, Set, Record!	4.48%	3
28. What Happens in the Aging Body?	14.93%	10
29. AGELESS GRACE® — The BRAIN-BODY Program to Improve Memory, Reduce Fatigue and Combat Stress. Become a FORCE to be Reckoned With!	14.93%	10
30. Twelve Strategies for Transforming Community Service Organizations	19.40%	13
31. BCBAs in Dementia Care — Clinicians to Manage Challenging Behaviors	13.43%	9
32. Fundraising: 10 Ways to Make Your Organization Irresistible to Donors	16.42%	11
33. Mediating Elder Care Matters: Resolving Issues in a Low Conflict Environment	4.48%	3
34. Inside Washington	11.94%	8
35. LGBT Elder Cultural Competency Training	13.43%	9
36. Why Choose a Medical Center	4.48%	3
37. Guardianship Fraud: Crime of the 21st Century	4.48%	3
38. Outsmarting Investment Fraud	5.97%	4
39. Aging Drivers: What Do Florida Older Adult Service Providers Say Is Needed?	10.45%	7
40. DOEA's Dementia Care and Cure Initiative	11.94%	8
41. Making Boards Meetings Matter	17.91%	12
42. Standards of Excellence: Senior Center Accreditation	8.96%	6
43. Florida Policy Exchange Center on Aging's Updates on Research, Policy and Training Needs	13.43%	9
44. I Work in the Field of Aging, So Of Course I'm Not Ageist! (Am I??)	11.94%	8
45. "TELEHEALTH"	17.91%	12
46. Creating a Hunger-Free Zone for Seniors	8.96%	6
47. Keeping Pace with the Program of All-Inclusive Care (PACE)	8.96%	6
48. Improving your Outcomes	11.94%	8
49. Alzheimer's Disease and Special Needs Populations — A Growing Dilemma	10.45%	7
50. What Happened? The 2016 Florida Legislature in Perspective	23.88%	16
51. Bringing the Topic of Sexuality into Discussion with Elders	5.97%	4
52. Baby Boomers: Managing Expectations, Minimizing Risk	19.40%	13
53. Best Practices for Client Data Management	8.96%	6
54. Florida Senior Feeding Programs with Emphasis on the SNAP (Supplemental Nutrition Assistance Program)/Home Delivered Meals Pilot Project	10.45%	7
55. Navigating the Medicaid Maze: An Introduction to Benefits	4.48%	3
56. Creating Age-Friendly Communities	28.36%	19
57. So What About Adult Day Care? What You Need to Know, How it Can Benefit Your Organization and When is it an Appropriate Referral?	7.46%	5
58. Loss in Later Life: The Unique Bereavement Needs of Older Adults	10.45%	7
59. The Future of Long-Term Care: Policy, Research, and Advocacy at the Claude Pepper Center	11.94%	8
Answered question		67
Skipped Question		23