



Florida Association of
Aging Services Providers

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Florida Association of Aging Services Providers

Guest Editors: Andrea Busada, Broward County Elderly and Veterans Services ; Paola Delp, Chapters Health System; Amanda Hinz, Senior Friendship Centers

Message from the President

By Darrell J. Drummond, Council on Aging of St. Lucie, Inc.



This issue of our newsletter focuses on several topics of importance for seniors and Aging Services Providers which include elder abuse, mental health, volunteerism, and social isolation. As everyone is aware, I have used my interactions with my father as a guidepost for determining what is going on with seniors on a daily basis. As a result, I must use my most recent visit with my father as an example for this article.

My father, who is almost ninety four years old, had great insight on what happens as we age regarding connections and interactions with others in their lives. My father suggested that as we age, we lose both friends and family over time. The ability to make new connections is much more difficult, given the shrinking circle of individuals we meet and connect with in a long term relationship.

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This Issue's Sponsors





Fortunately for my father, he is a veteran and as such, he has been able to connect with the many services offered to veterans for daily living assistance. I am impressed by the amount of services that have been offered, free of charge, to meet some of his daily activity needs. I listened as he mentioned all of the individuals who are in his home on a daily basis to provide assistance for his daily needs. The funny part is that he views these interactions as distractions in his day. The reality is he is motivated as a result and has interactions in his daily routine that make a positive impact on his view of the world.

I am impressed with the services the Veteran Services (VA) offers our veterans for assistance in their homes. These services include: respite, housekeeping, meal preparation and more, continuously. The impressive part of this program is they are able to provide services quickly and free of charge to the veteran. There was neither a long waitlist nor a wait for services; we need to do better with our programs to meet the same standard for our clients. Currently, our programs have a waitlist that is greater than Eighty thousand (80,000) seniors!

As a result of all of these individuals coming into my father's daily life, his feelings of isolation are greatly decreased. The services he is receiving is indicative of what positive affect our in-home services can and do provide seniors.

Our traditional programs, Community Care for the Elderly (CCE), Alzheimer's Disease Initiative (ADI) and the Older Americans Act (OAA) go a long way toward providing services for seniors in their homes to stave off premature placement in long term care facilities. We, as senior advocates must continue to fight for more funding from our legislators to reduce the waitlist for services; the amount of seniors in Florida will only increase over time.

What I have learned over this process is the realization that despite the desire of seniors not to deal with individuals they are not comfortable with being introduced into their lives; until they leave this life, they will always want to have a connection and relevance in their interactions with others.

Darrell Drummond

Volunteer Appreciation

By Brenda Green, Senior Friendship Centers



As most people know, volunteers are the life blood of any organization. There are many reasons why people choose to volunteer. According to an article published by *The Journal of Personality and Social Psychology*, studies show that engaging in altruistic acts help to meet our psychological needs for autonomy (feeling that we have freely chosen our actions), competence (feeling that we are good and capable), and relatedness (feeling close to others). Volunteers offer their time, skills, talents, and are often involved across all areas of your programs.

Whether helping at your main location or participating in your community's local outreach, there is no denying the significant impact volunteers have on the overall functioning of your organization.

Data from *AmeriCorps' Volunteering and Civic Life in America* research, indicates that between September 2020 and 2021, 60.7 million Americans formally volunteered with organizations, serving about 4.1 billion hours in total! Consider for a moment the implications this would have on your budget if these were paid hours. Of course, your company's goals should include managing your volunteer teams with care and respect while fulfilling your overall mission.

To further your volunteer program's success, organizations must prioritize retaining present volunteers and expanding the programs and reach for new or future volunteers. Making gratitude a priority creates a mutual culture for present and future volunteers while you expand your programs and network within the communities you serve. Simple solutions include making a concerted effort to demonstrate sincere words of thanks. In what other ways might you show the appreciation your volunteers deserve?

Some Best Practices for Volunteer Appreciation

- ◆ Make sure your volunteers feel that you prioritize them. A point person within your organization can be tasked with various ways to show they are recognized. This might include a simple note of thanks sent out monthly. This motivates volunteers to continue their service or go beyond the identified expectations.
- ◆ The two words, "Thank you" go a long way. Consistency is key. Consider developing a schedule to appreciate your volunteers on an annual basis, such as a volunteer appreciation party or following a special event your company holds.
- ◆ Be creative and mix it up. Whether you choose an informal way to show appreciation or a more formal setting, find ways to maximize full engagement. Offering certificates or



awards to acknowledge a volunteer's longevity within your organization or the range of services they have provided is a specific way to acknowledge one's contribution. Depending upon the programs you may offer, find ways to introduce volunteers to others they may not have met.

- ◆ Keep in mind the contribution of each person and how you choose to support them individually. People feel valued when their names, interests, and specific involvement are recognized. Recognition creates a sense of loyalty and reduces volunteer turnover. Satisfied volunteers spread the word and help attract new volunteers. Maintaining a constant stream of excited volunteers supports your organization's mission.
- ◆ Be prompt. Appreciation has more of an impact when it is offered sooner than later.
- ◆ Encourage the new skills your volunteers are learning while in their positions. They will feel a sense of personal development and belonging beyond normal expectations.



Volunteer appreciation is not in a bubble. It has a ripple effect that helps in a variety of ways. It is an ongoing process that creates an atmosphere of relationship building and positive change in your community. Here's to our volunteers!

FASP Member Announcement

Mark Adler who has served Meals on Wheels South Florida as Executive Director stepped down from this position effective March 28, 2024. Best wishes are extended to Mark on his future endeavors.

More Than a Meal, More Than a Job

By Michael Henderson, Elder Care Services

In this article, which is printed with permission, Michael Henderson, VP of Food Services with Eldercare Services, Inc uses the power of story to make an effective funds request.



In March of 1972, President Nixon amended the Older Americans Act to provide federal funding for local Meals on Wheels programs. Elder Care Services was a recipient of that funding from the beginning and 52 years later, I am proud to lead this remarkable department.

When I started working at Elder Care Services over 30 years ago, I did not accept the job assuming I would dedicate my career to community service, **but this is**

more than a job and Meals on Wheels is more than a meal.

Through my time at Elder Care Services, I have been blessed to interact with and serve so many members of our community. My favorite part of the program is its focus on truly connecting with each person as an individual. With the daily deliveries of hot meals, the program becomes an integral part of the client's day-to-day routine. They plan their schedule around it and many are waiting for the volunteers, excited to share a part of their day with someone they know cares for them. We become a part of their extended family and they also become a part of ours.

We all play a part in supporting vulnerable members of our community. This year our nutrition services program is introducing a new fundraising initiative for meal delivery route sponsorships. Businesses and individuals can sponsor a meal delivery route for \$300 and receive a number of sponsor recognition benefits. In addition to meal delivery sponsorships, we will continue our annual efforts to increase awareness of senior hunger concerns and raise funding to fill this critical necessity for older adults.

Your donations to our nutrition programs and other home-based care efforts go beyond the basics to make a profound change in the lives of our neighbors. I hope you will join me in providing a meal and so much more.



Do you have a successful fundraising program you would share? If so, please contact Margaret Lynn Duggar at mlduggar@mlduggar.com.

Elder Abuse: Know the Signs and Act

By Paola Delp, Care Nu

Elder abuse is a profound concern impacting our aging population, often hidden behind closed doors. According to a [2023 report](#) from the United States Department of Justice, 10 percent of people ages 70 and older experienced some form of abuse in the past year. The destructive effects these crimes can have implores community members and healthcare professionals to take a stand. With this article, we aim to shed light on elder abuse through education on signs, reporting methods, and how changing healthcare paradigms can manufacture an environment that shields those at risk.

Defining Elder Abuse

Elder abuse is the intentional infliction of harm or neglect toward an older individual, usually aged 60 or above, by a trusted individual. [Data from the National Library of Medicine](#) showed the perpetrator is a family member in almost 50 percent of cases. It can be tough to recognize elder abuse. Victims may fear reprisal, lack knowledge of their rights or have cognitive impairments. It's important for caregivers and loved ones to recognize the type of abuse:

Financial abuse: This involves illegal or improper use of an elder's financial resources. It could include theft, fraud or coercion for monetary benefits.

Signs of physical abuse: Any physical force that causes pain or harm.

Signs of sexual abuse: Forced or non-consensual sexual contact of any kind with an older adult. This includes sexual interactions with elders with dementia and other cognitive disabilities that prevent them from providing legal consent.

Emotional abuse: This pertains to causing emotional pain or distress through words or actions. This could range from yelling and insulting to social isolation.

Neglect: This happens when a caregiver or healthcare facility fails to provide necessary care, leading to harm or risk. It could include not providing adequate food, shelter, medical attention or hygiene.

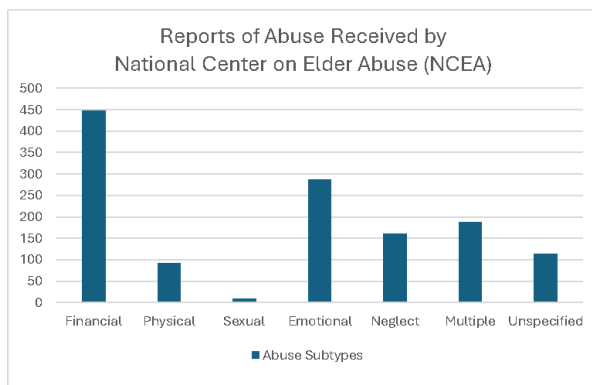


Figure 1: Frequency of abuse subtypes reported to the NCEA call center during 818 total calls. Calls alleging isolation were part of the emotional subtype, per CDC guidelines. Weissberger et al., 2020. Elder Abuse Characteristics Based on Calls to the National Center on Elder Abuse Resource Line. Journal of Applied Gerontology, 39(10), 1078-1087.



How Healthcare Organizations Can Guard Against it

Elder abuse is a disturbing reality and it's a responsibility of healthcare organizations to prevent and provide clients the means to report and seek assistance. At [CareNu](#), we create an environment that makes it increasingly difficult for elder abuse to persist. Value-based care organizations, such as CareNu, focus on bridging the gaps in care that commonly appear in the fragmented American healthcare system. We deploy artificial intelligence and predictive analytics in a population health capacity, allowing care managers to deliver the appropriate care at the appropriate time. This makes our care managers an extension of the care delivery model and advocates for patients navigating a difficult system.

CareNu can also connect families with local agencies to report elder abuse and receive assistance for victims. We can refer clients to agencies such as the [Florida Department of Elder Affairs](#) which offers [prevention programs and resources for victims](#). The Florida Department of Children and Families (DCF) has an [abuse hotline](#) available 24 hours a day and seven days a week for both children and adults. Additionally, the [National Alliance on Mental Illness](#) (NAMI) can provide confidential emotional and crisis support to victims through their local state NAMI organization.

Lawmakers Commit a Record Amount in Funding for Curing, and Treating Alzheimer's Disease

The Alzheimer's Association in Florida is applauding lawmakers' historic commitment to fighting the disease that's going to be affecting more and more of Florida's population in the coming years. The record \$91 million that lawmakers allocated will support research, pay for respite for caregivers, and help Alzheimer's patients negotiate the effects of this disease.



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Hillsborough County Aging Services Department Helps Boost Mental Health for Seniors

The University of South Florida and Hillsborough County's Aging Services Department are partners in the Do More, Feel Better program which is a national research program that pairs adults 60 years of age and older with peer coaches to boost mental health.



The goal of this program, funded by the National Institute of Mental Health, is to help seniors stay active and connected with others so they may live happier and healthier lives, and it is based on a mental health care approach known as behavioral activation.

What sets this program apart is that it trains seniors to stand in for professional therapists to motivate their peers to engage in activities the senior values and enjoys. Participants

are assigned at random, they meet over the course of nine weeks and set manageable goals to increase clients' activities. Researchers supervise and evaluate the results.

Amber Gum, the Tampa Study Lead and a professor in the Department of Mental Health, Law and Policy at USF College of Behavioral and Community Sciences said decades of research and common sense shows that when we do things that we value and enjoy, we feel better. "And this is a proven treatment for depression, that if you can help someone to schedule and plan and start to do more of those kind of activities, their depression will lift."

The Do More, Feel Better Program has a larger goal of addressing a national shortage of mental health professionals by making support services more accessible. "So, another benefit of this approach is that you could potentially really expand the workforce of people who can deliver an effective intervention to older adults with depression," Gum said.

The role of Hillsborough County Aging Services Department is to find clients and coaches for the Do More, Feel Better Program. This study has been underway for four years and has enrolled 64 English-speaking and three Spanish-speaking clients, along with 10 English-speaking and two Spanish-speaking coaches.

Mary Jo McKay, Nutrition and Wellness Manager with the Hillsborough County Aging Services Department said there was a big need for a program like this in Hillsborough County and noted she has received positive feedback from seniors who have participated in the program.

"Some of the participants have said 'I can't believe it was that easy for me to feel better.' And some of them admitted their families had told them 'Get up and get out,' but it took this research project for the seniors to actually do it," McKay said.



2024 Florida Conference on Aging

The Florida Conference on Aging, Florida's most comprehensive conference on aging, will be held August 5-7 at the Hyatt Regency Hotel in Orlando, FL. This annual conference offers outstanding training sessions, pre-conference intensives and an exhibit show for professionals and advocates in aging. The conference is presented jointly by the Florida Council on Aging, the Florida Department of Elder Affairs, and the Florida Association of Aging Services Providers.

The Florida Council on Aging will host the annual Quality Senior Living Awards Luncheon sponsored by Florida Power & Light. The event will be held Tuesday to honor individuals or organizations that have made outstanding contributions to seniors quality of life.

[SUBMIT YOUR NOMINATION](#) - **CLOSES June 6, 2024**

Purpose of the FCOA/FPL QSLA: To recognize individuals and organizations whose efforts have improved the quality of life of older Floridians.

General Criteria for FCOA/FPL QSLA: The accomplishments of the individual or organization should:

- Benefit Florida's older adults and
- Be deserving of statewide recognition

[Click here](#) to read about award categories and to submit your nomination by June 6, 2024.

For registration information and other conference details, please visit the FCOA web site at <https://fcoa.org/Conference> or call the Florida Council on Aging at (850) 222-8877



Humana | Healthy Horizons™

Recognize a Valuable Service Employee and a Senior Volunteer with a FASP Award!

The 2024 FASP Awards Committee is accepting nominations for the Humana Healthy Horizons Best Direct Service Employee of the Year and the Humana Healthy Horizons Senior Volunteer of the Year Awards.

The deadline for submissions is **Friday, June 14, 2024.**

FASP Members are encouraged to nominate a Florida aging service employee or senior volunteer who has:

- Added value to the service benefiting and being delivered to elders
- Gone above and beyond to provide customer service and ensure customer satisfaction
- Developed community resources and support for provided services
- Demonstrated a high level of commitment to excellence

The Humana Healthy Horizons Best Direct Service Employee of the Year Award acknowledges an employee who makes a difference in the lives of seniors individually or through a unit, group, agency or organization.

The Humana Healthy Horizons Senior Volunteer of the Year Award acknowledges the accomplishments of a Senior Volunteer who serves clients.

FASP will present these awards during the Florida Conference on Aging to honor the dedication of Florida service employees and volunteers. The 2024 Florida Conference on Aging will be held August 5-7th, at the Hyatt Regency in Orlando, Florida.

Due to the generosity of Humana Healthy Horizons in Florida, Award winners will receive \$500 for themselves and \$500 for their agency, one year complimentary membership in FASP, complimentary registration to the Florida Conference on Aging and 1 night hotel stay to receive their award.

You can submit nominations at:

Humana Healthy Horizons Best Direct Service Employee of the Year

<https://fasp.wufoo.com/forms/best-direct-service-employee-award-nomination/>

Humana Healthy Horizons Senior Volunteer of the Year

<https://fasp.wufoo.com/forms/senior-volunteer-of-the-year-award/>

If you have any questions, please contact moreinfo@fasp.net or call **(850) 222-3524.**

National Institute On Aging Sponsors Funded Study for Caregivers

Researchers at Case Western University are testing an online program to help caregivers of people with dementia increase confidence and reduce caregiver stress. Learning Skills Together (LST) is a six-week online program and is made available free of charge to caregivers of persons with dementia through funding from the National Institute on Aging (NIA). To learn more determine if they are eligible, caregivers can complete the Case Western Questionnaire at <https://redcap.case.edu/surveys/?s=PCC8ACYMAXDNPL9C>. The flier is included below for sharing this information with caregivers of persons with dementia.



Family members are caring for parents and spouses living with dementia more than ever. Help evaluate a National Institute on Aging (NIA) funded program for care partners.

Learning Skills Together (LST) is an online study funded by the National Institute on Aging (NIA). LST was developed to increase the confidence of people who care for people with dementia when performing complex tasks, like managing personal care tasks, coordinating medication and special diets, and tools to reduce caregiver stress.

Eligibility Criteria:

- Be a family member to an individual living with Alzheimer's disease or a related dementia
- Have reliable access to the Internet and email, and be able to attend sessions using Zoom

Why Participate?:

- You may find improved confidence in caregiving
- You may reduce your emotional stress
- You can participate in the comfort of your own home
- You will help to advance dementia and caregiving research



Click here or scan the QR code to take a 2-minute eligibility quiz:
redcap.case.edu/surveys/?s=PCC8ACYMAXDNPL9C

You can also reach the project team by email at learningskillstogether@case.edu or by calling 216-368-1928



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