



Florida Association of
Aging Services Providers

Florida Association of Aging Services Providers e-Newsletter

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Sponsor: Bowen, Miclette & Britt

Guest Editors: Sarah Stroh Lankester, Marion Senior Center
& Karen Deigl, Senior Resources Association

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Message from the President

by John Clark, Council on Aging of West Florida, Inc.

Well, as they say, "it's a wrap." The August conference saw the end of my two year term as President of the Florida Association of Aging Services Providers (FASP). Serving as President of FASP was really a great source of pride, accomplishment and, yes, fun (most of the time). Why? Well, to me service providers are where the rubber meets the road. They are the ones that have to implement and deliver the services in our state that will assist elders in remaining in their own homes or the homes of loved ones. And they are responsible for understanding and implementing state, federal and local rules and regulations, all of which may, and often do, affect a particular service.

Most FASP providers work in non-profit agencies and, if they are an administrator, are expected to understand budgeting and fiscal reporting, human resources management, public relations, marketing, public speaking, dispute resolutions, fundraising, community networking, grant writing, legislative issues and, oh yes, most important of all, un-

derstand the many problems and concerns that affect elders and their caregivers. Did I forget to mention; providers (depending on their revenue) can be monitored by the state, local and federal governments, Aging and Disability Resource Centers and undergo financial and compliance audits.

So yes, I am very proud and humbled to have been President of such a wonderful, intelligent, caring group of people. I am also pleased that our Board accomplished quite a bit in the past two years.

Here are just some of our accomplishments and ongoing work during the past two years:

- Revised our mission statement to more accurately reflect our purpose. We also reworked our logo to make it more appealing. You can read more about the mission



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statement and our pillars of support for this mission statement in this issue.

- Continued our regular conference calls with Department of Elder Affairs (DOEA) staff and the FASP Executive Committee.
- Worked on legislative advocacy, specifically on General Revenue funding for aging services. This included meeting with Legislators and the Governor's Budget and Policy staff.
- Continued to keep our members involved and informed via regular e-newsletters and special advocacy alerts during the legislative session.
- Held joint Executive Committee meeting with the Florida Association of Area Agencies on Aging to discuss and work on mutual areas of concern and agreement. More of these meetings will take place in the next year.
- Served as a resource for FASP members, thanks to the President of our Management Firm, Margaret Lynn Duggar, to help resolve issues involving the statewide implementation of the Long Term Care Managed Care system.

While we did some wonderful things during the past two years, it is always important to remember that they were the result of team work---and there is no "I" in team. It will also be important to keep up the momentum we made in the Legislative advocacy area. Working together we managed to help legislators and policy makers understand the important role that General Revenue aging programs play in the aging network; helping thousands of elder Floridians avoid institutional care. As a result of our efforts we saw large increases in funding for General Revenue programs. We can't let up on our efforts.

For the coming year, I have already made my personal pledge for a financial commitment to our advocacy efforts and I know that our agency will also be increasing its financial commitment. I challenge all of you in the network to make a similar commitment. I know, and understand, that we are all in different financial circumstances. But I also know that everyone can do something. No amount is too small. The truth is we can't let up on our efforts.

Finally, the next two years will also bring challenges and, no doubt, some of those challenges will surprise us all. However, FASP is fortunate to have a new President, Andrea Busada, who is the Director of Broward County Elderly and Veterans Services Department and she is more than up to the challenge. She will do an outstanding job as President and we are truly blessed that she will be our leader as we all continue our efforts to make Florida a great place to live for all elders; regardless of socio-economic status.



Life Reimagined

***"As we age, it becomes harder to see the realities around us."* Jeff Johnson, State Director, AARP Florida**

Jeff Johnson, AARP State Director for Florida, gave an interesting presentation at the Florida Aging Network Conference. The topic was a "taste" of AARP's Life Reimagined Initiative.

Life Reimagined is a national approach to helping people plan "*what's next in their lives*" as Jeff puts it.

"What's next" could be a job, meaningful volunteer opportunities, education – your choice.

What's important is you make the choice and pursue what is meaningful to you. A quote from Jeff: "*Baby Boomers don't expect to go down when they reach the top of the hill.*"

He posed a challenging question to the conference attendees: "*What are you doing right now with your time and energy and what would you rather be doing?*"

For more information go to the AARP website:

<http://lifereimagined.aarp.org/>



FASP's New Logo by Sarah Stroh & Karen Deigel

FASP Hosted Logo Competition for Florida Graphic Design College Students

FASP recently held a college student logo design contest to choose a new logo for its organization. The contest was sent to over 15 colleges and universities throughout the state of Florida with graphic design programs or students. The logo contest ran from late February through April this year.



The winning student's logo design was selected by the FASP Executive Committee and was announced at the 2014 Aging Network Conference in Weston, FL in August.

Lanash Latheef of Digital Media Arts College (DMAC) was selected as the winner and received a prize of \$1,000. The DMAC design department that shared the contest information with the students received a prize of \$500. Artwork was submitted on a disc in a high resolution Vector Art file with the artwork also printed and mounted on a black 10" x 10" illustration board with the designer's information on the back.

The logo will now be featured on the FASP website and all print and publications for FASP.



FASP's New Mission and Pillars of Focus

The FASP AD HOC Mission Committee consisting of John Clark, Anthony Clarizo, Karen Deigl, Liz Lugo, Sue Maxwell, Sarah Stroh discussed re-branding of FASP's mission, logo and pillars of focus.

The following Mission Statement was approved by the FASP Executive Committee and was announced at the 2014 Aging Network Conference in Weston, FL in August.

Mission Statement: "Supporting older adults and the providers that serve them through information, connection, and resources."

The Committee also discussed strategies and "pillars" on which to base FASP's Action Plan. The following are our Pillars of Focus:

1. Information: Advocacy, Trends, Demographics
2. Connections: Regional Meetings, Statewide Networking, Member Directory, Statewide Conference, Access to Policymakers
3. Resources: List-Serve, Policies/Document Sharing, Webinars, Best Practice Exchanges, Funding Opportunities.

Pat Coles, FASP Board Member (seated) spoke to conference attendees about FASP's new logo and mission.



Leadership for Legacy by Dr. Gabrielle Gabrielli, Gabrielle Consulting, LLC

What is leadership? A process of influence that maximizes the efforts of others toward achievement of a goal. The attributes of inspirational leaders are: attitude of service, affirmation, attentiveness, availability, and authenticity.

In relationships, people quit people, not organizations – People coming in, join a team; People going out, leave a person. Attitude is EVERYTHING – Life is 10% of what happens and 90% how you react to it. Leaders encourage others, challenge the process, inspire a shared vision, enable others to act, and model the way. The toughest person to lead is yourself – learn followership.

How do you become a better leader?

1. Know yourself
2. Make sure you are ready to change yourself
3. Forgive yourself and forget yourself

Mistakes are learning opportunities. Don't manage your time...Manage your life and control your priorities. Keep learning to keep leading – invest in yourself first. People will summarize you in one sentence...pick it now and determine your legacy today!

This presentation is available at

<http://gabrielleconsulting.com/Gabrielle-CCKC-LeadershipforLegacy.html>

reprint from Kiwanis Capital City Kiwanis Club



The Unique Challenge of Medical Marijuana in Workers' Compensation

Not only in Florida but across the country, marijuana is making headlines, as individual states pass laws to legalize its use medically and in some cases recreationally. In the workers' compensation industry, utilization of medical marijuana presents a unique challenge.

Safe prescribing and dispensing processes

As a Schedule I drug, marijuana does not have an assigned National Drug Code and therefore cannot be electronically adjudicated. State guidelines for the use vary greatly, and in most cases are vague. Quality control and grading standards of marijuana have yet to be determined as well as established medical guidelines. Some major concerns are that marijuana smoke contains a toxic mixture of gases and particulates that are known to be harmful to the lungs.



Worries about delayed return-to-work

Users experience increased heart rate while under the influence and may also have short-term memory loss, impaired judgment, an inability to focus. They may also lose coordination and balance functions. For the employer, when an injured worker returns to a safety-sensitive occupation such as driving or other hazardous occupations, while subject to the potential adverse cognitive and psychological effects of marijuana, how much marijuana, if any, should be prescribed?

With recent legalization for recreational use in both Colorado and Washington, employers may also need to clearly define policies regarding the use of marijuana in the workplace and drug-free workplace requirements.

[Click here for Source Article](#)

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Oral Health: An Overview for Older Adults Webinar

Date: September 17, 2014
Time: 1:00 - 2:00 PM (ET)

Featuring:

Erin Hartnett, DNP, APRN-BC, CPNP
Mark Wolff, DDS, PhD
Caroline Dorsen, MSN, FNP-BC
Rita Jablonski, PhD, RN, ANP



In collaboration with NICHE (Nurses Improving Care for Healthsystem Elders), the Hartford Institute for Geriatric Nursing (HIGN) and the Oral Health Nursing Education and Practice (OHNEP) have developed a new Oral Health Webinar Series. This new series will address and promote interprofessional oral health, and provide tools and education that healthcare professionals can use to improve the quality of oral healthcare that older adults receive. Each webinar, 1 hour in length, will provide nursing continuing education.

Poor oral health can negatively affect a person's health and well being. Oral diseases can affect many aspects of general health, and some health conditions can, in turn, have an effect on oral health. Older adults may have more difficulty than younger adults accessing effective interventions to prevent and control oral disease. Barriers include lack of insurance, physical limitations that make brushing teeth difficult, and lack of perceived need for oral healthcare. Join us for this first in a new webinar series to get an overview of oral health in older adults and learn about oral health competencies, the oral-systemic connection, interventions, promotion, collaboration, and referrals.

How to register

All participants of the oral health webinar series will be filtered through the NICHE Knowledge Center. To register for the webinar please follow the below steps:

1. Go to <http://elearningcenter.nicheprogram.org/>
2. If you are a non member, please follow the instructions located on the right hand side of the login page. You will be prompted to create an account. A confirmation email will be sent to you through an email with instructions on how to log-in to your newly created account.
3. Once logged in the Knowledge Center, locate the 'Live Webinars' link. This will bring you to the Oral Health Webinar Series.
4. Select the Oral Health Webinar you would like to register for and click 'Continue to Registration.'
5. Complete the registration form. Once registered a confirmation email will be sent to you with a link to complete the required Pre-Test.



Get Ready for Senior Center Month!

National Institute of Senior Centers (NISC) has released updated materials for the 2014 celebration of Senior Center Month in September.

This year's theme is: *Senior Centers: Experts at Living Well.*

All centers are free to download the Program Guide, which offers great ideas to celebrate. NISC members also have access to a Publicity Guide, poster, and more. [Download materials](#) | [See how to join NISC](#)



The Administration on Aging, a program division within ACL, awarded a grant to the Meals on Wheels Association of America for \$225,000 for the first year of a three year project. This grant will continue to fund the [National Resource Center on Nutrition and Aging](#).

Older Americans Act nutrition services provide healthy meals to approximately 2.5 million older adults every year. ACL is funding the National Resource Center on Nutrition and Aging to support the nutrition services programs by helping to enhance the skills, knowledge, and sustainability of their programs. The funding will also increase the availability of information about promising practices for successful integration of the nutrition network into the changing home- and community-based services network and health care arena.



The Minotty Eye Foundation Aging Services Providers Award

Congratulations to Toula Wootan of Community Hospice of Northeast Florida, Inc. on her recent selection as the Minotty Eye Foundation Aging Services Providers Best Direct Service Employee of the Year.

This distinction is bestowed to those who have:

- demonstrated added value to the service they deliver to benefit elders,
- gone above and beyond job requirements to provide customer service and ensure customer satisfaction,
- developed community resources and support to the services being provided and demonstrated a high level of personal or organizational commitment to excellence.

Jay Magee, Community Hospice of Northeast Florida, says of Toula Wootan: "Toula is a tireless and devoted advocate of elders and their families in her professional roles as well as a personal commitment to those who find themselves alone and overwhelmed while caring for the needs of a loved one.

Toula was one of the first to identify and champion the caregiving needs of the approximately 100,000 caregivers of elders in Northeast Florida. She has become a trailblazer for these unsung heroes, introducing new programs and services that give guidance, resources, advice and respite. Toula's professional role is that of Community Outreach for Community Hospice of Northeast Florida.

Toula has organized and facilitated more than 40 of these "Caring for the Caregiver" workshops. Each workshop features individual sessions led by professional speakers that address many aspects of caring for elders.

Toula also recognized the many challenges our nation's veterans with chronic illness and their caregivers face. Many of these unsung heroes and their family members are not aware of or do not access vital government benefits and resources. In response, Toula launched specialized caregiver programs for these families in 2009.

Toula created Florida's first "Caregiver Expo" in 2012. This is a day of education, entertainment and pampering for caregivers, all in a tradeshow-style environment.

For more than four years, Toula also has taken to the airwaves, to be a resource for caregivers who might not be able to easily leave home to attend a workshop or Expo. Her weekly "Toula's Tips for Caregivers" program reaches hundreds in the Jacksonville area.

In all that she does, Toula's heart is to reach caregivers, right where they are. She offers them a warm hand to accompany them along their caregiving journey.

Ms. Wootan accepted this honor from Dr. Paul Minotty, which included \$500.00 for herself and \$500.00 for her Agency, Community Hospice of Northeast Florida, Inc., Tuesday, August 5th at the 2014 Florida Conference on Aging in Weston, Florida.



John Clark (left), Toula Wootan (center),
Dr. Paul Minotty (right)

FASP Conversation with AHCA: Making Medicaid Managed Care Work For All Parties

FASP conversation with AHCA: Making Medicaid managed care work for all parties

A special meeting was arranged with AHCA representative at the 2014 Aging Network Conference for FASP Members as an added member benefit.

Lisette Rodriguez, Acting Field Office Manager for AHCA and 2 of her colleagues were on the panel. They began by explaining the two components of Medicaid, Long Term Care and MMA, which is just being implemented now. Soon, the case managers for each of these programs will need to coordinate services for those clients who are enrolled in both programs.

About Complaints

The "Complaint Hub" is physically located in the Ft. Meyers office. Anyone with a complaint should file it at https://apps.ahca.myflorida.com/smmc_cirts/ (this is not related to the DOEA CIRTIS Program). Do not hesitate (or delay) to file a complaint. This is the only way.

The reasons to file a complaint are:

Complaints have a deadline for follow-up (they are given high, low or medium priority) and are handled in a fairly timely period. For example, if the complaint deals with items like medications or food, the response will typically be within 24 hours.

The Medicaid Transportation Program, under the MMA portion of the program is just being implemented. The early stories, some of which have been in the media, indicate problems with the transportation providers. The advance information and planning for this MMA roll-out was far less organized than the Long Term Care Roll-out.

There was a discussion about the fact that congregate meals are not a covered service. FASP representative were advocating for congregate meals to become an allowable service because of the many benefits to the client. Attendee's questions were responded to by the AHCA panel. The most frequent response was: file a complaint on the complaint website. (This gets the concern into the system for faster follow up.)

General Observations from the questions/comments:

- Advance information and the methods of providing it were not adequate for many clients.
- There didn't seem to be an effective system for ensuring that all clients who had been receiving long term care services were continuing to be enrolled. Aging Network providers who had previously provided services to those clients typically checked their continued eligibility at least monthly. If necessary, they assisted clients with whatever they needed to assure their continued eligibility for services. The managed care organizations apparently are not doing this.
- Communications between some managed care companies and providers is not sufficient. For example, some providers are not receiving information about when to discontinue services.
- Billing and being paid on time is a serious and continuing problem. For the most part, payments are handled within 30 – 60 days when FASP Management Firm has gotten involved on behalf of a provider, but there needs to be a system fix for assuring accurate and timely payments. Plus, AHCA should have required a single billing system for all managed care companies participating; dealing with so many separate companies and their unique billing systems has been an unnecessary expense and a headache for providers. A separate aspect is the managed care companies' case managers are failing to notify providers when services are being terminated.

A note about American Elder Care (AEC), before the implementation of Medicaid Managed Long Term Care, AEC's business model was a per person/per month capitated rate. As the Long Term Care Program was rolled out, they transitioned to a fee-for-service payment model. Now AEC is transitioning back to a capitated payment model this Fall. AHCA said there would be webinars about this and that rates would be changing. FASP, as an advocate for providers in the new business arena, will continue to keep you informed.

RESOURCES

For overall information on Medicaid Managed Medical Program (MMA) the website is <http://ahca.myflorida.com/smmc>
There is also a website for Frequently Asked Questions http://ahca.myflorida.com/Medicaid/statewide_mc/faqs.shtml

For overall information about the Long Term Care Program www.flmedicaidmanagedcare.com
Questions about the Long Term Care Program can be emailed to: flmedicalmanagedcare@ahca.myflorida.com

DOEA is also a resource for clients. They can call 1-800-96-ELDER



SAPPHIRE
AWARDS

Coping with High Summer Bills by Florida Power and Light

No one likes surprises, particularly when it comes to your energy bill. When you haven't changed your habits, it's understandable how a higher than normal bill might not seem to make sense. But, while you haven't changed anything, the weather has changed.



High temperatures = higher bills

Even if you never change the settings on your A/C, as the days get longer and hotter, your air conditioner needs to run longer to keep you comfortable.

For example, in hotter months, your A/C can run up to twice as long as it does in cooler months to keep your home at the same temperature. Think of it this way: if the outside temperature is 80 degrees and you have your thermostat set to 78 degrees, then your A/C has to cool your home just 2 degrees. However, when it's 90 degrees outside, your A/C has to cool your home 12 degrees, running longer to keep the indoor temperature at 78 degrees. Your A/C is one of the largest energy users in your home. So, when it's running longer, your bill will be higher.

Other factors

With children out of school and guests in town you may be busy entertaining with slumber parties and family cookouts, which means more hand-washing, dishwasher loads, showers and laundry. To help control water heating costs, keep your water heater at 120 degrees, try to wash clothes in cold water and run the dishwasher only when it's full.

Another reason your bill may seem higher than normal is the variation in billing cycle days. The number of days included in your monthly bill can vary between 28 and 35 days due to holidays and other factors. So even if you use the same amount of electricity per day, your bill may be higher, or lower, from one month to the next depending on the number of days of service included in your bill.

Make your bill lower

We're here to help you find new ways to save and make your bill even lower. Here are a few things that can help you get started:

- *Keep your thermostat at 78 degrees or warmer with the fan on "auto" and raise the thermostat setting to 82 degrees while you're away
- *Turn off fans when you leave a room
- *(Close shades, blinds and drapes to keep the sun's heat out

Take an [Online Home Energy Survey](#) to learn other ways to save within your home. View your personalized Energy Dashboard to see how the outside temperature and other factors impact your bill by month, day and hour.

Sign up for [FPL Budget Billing®](#) to say goodbye to summer bill fluctuations. While not a savings plan, this program evens out your annual energy costs so you pay approximately the same amount each month.



Resources

Importance of music for the aging population: <http://www.usatoday.com/story/news/nation/2014/07/16/music-memory-film/12738735/>

Disaster / Emergency Planning for Seniors and Disabled Individuals – [AGED Newsletter July, 2014](#)

AARP Florida News—Most FL voters 50+ say incomes falling behind inflation; half say they have or will postpone retirement to save more—[AARP Survey](#)

IRS [presentations on exempt organization topics](#) posted - Recent presentation topics include: UBI and Exempt Organizations; Form 990-N and Form 990-EZ Filing Tips; IRC 501(c)(6) Organizations; Form 990 Filing Tips.

Dialysis patients frustrated with poor transportation services—[Click Here for article](#)



[Hunger in America 2014](#)—Thousands play roulette with basic needs to cope with hunger.

[IRS Taxpayer Bill of Rights](#)

[Seniors: Poverty and Opportunity Profile](#) is a new resource from the National Senior Citizens Law Center. It presents economic statistics on older adults and calls for providing support to combat poverty in this population.

'[Reverse food trucks](#)' take to the front line of the food insecurity fight.

Eagle Scout invents [game-changing device](#) for Alzheimer's patients.



September 2014

September 13-18, 2014: Hyatt Regency, Arlington, VA. NASUAD Annual HCBS Conference. <http://bit.ly/1kGx0nr>

September 21-24, 2014: Omni Resort, Amelia Island, FL. Southeast Association of Area Agencies on Aging (SE4A) Conference. <http://bit.ly/1mqMo04>

FASP is on Facebook - Are You?



Do you or does your organization have a Facebook or Twitter account?
We would love to “like” “Friend” and/or “follow” you too.

FASP - Florida Association of Aging Services Providers Facebook page

<http://www.facebook.com/home.php?#!/pages/FASP-Florida-Association-of-Aging-Services-Providers/186392068069967>

FASP - Florida Association of Aging Services Providers Twitter

<http://twitter.com/FLAgingServProv>



DOEA - Florida Department of Elder Affairs Facebook page

<http://www.facebook.com/pages/Florida-Department-of-Elder-Affairs/128604923878650?sk=wall>

FCOA - Florida Council on Aging Facebook page

<http://www.facebook.com/home.php?#!/pages/Florida-Council-on-Aging/74320166787>

FCOA - Florida Council on Aging Twitter

<http://twitter.com/#!/FCOA1>



www.broward.org



<http://www.centralbnk.com/>



www.fadsa.net



www.coawfla.org



www.newvisioneyecenter.com



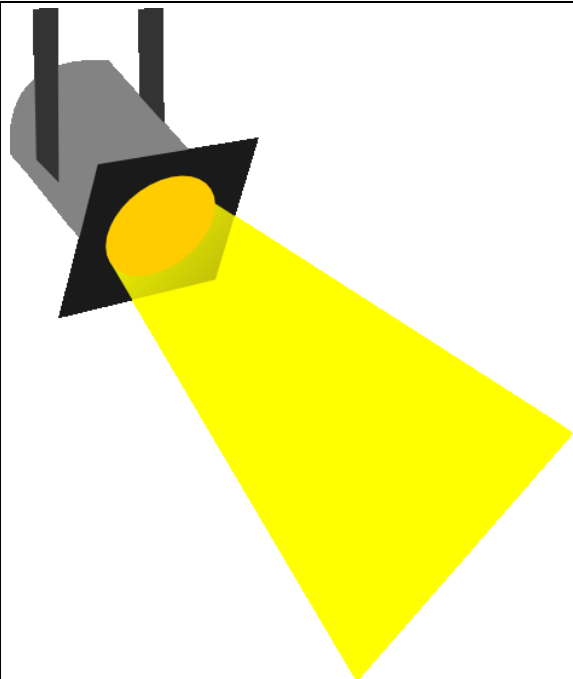
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This issue of the FASP e-Newsletter was brought to you by the generous donation of



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The intent of the FASP Newsletter is to keep you informed about program updates and information relating to aging services providers. If you have any comments about the newsletter, suggestions on ways to improve it and/or items you would like included, please contact FASP by e-mail at moreinfo@fasp.net or by phone at (850) 222-3524.

FASP's Mission: Supporting older adults and the providers that serve them through information, connection, and resources

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