



Florida Association of  
Aging Services Providers

Volume 83: July/August 2021

## Florida Association of Aging Services Providers

Guest Editors: Josh Jensen, Aging Matters in Brevard  
and Tourea Robinson, Clay County Senior Services of  
Aging True

### Message from the President

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



The theme for this edition of the newsletter is "Returning to normal". It was my thought when I initially received the title for this edition, to outline all the things our membership is doing to get seniors out of their homes and back into interacting with their families and friends. I was going to talk about how senior centers are reopening and case managers are again going into clients' homes to do annual assessments.

Alas, I will not be able to focus on all of the activities I was certain would be happening by the time you read this letter. No, instead, we are focusing on what steps we need to take to protect our seniors and our staffs with the most recent spike in COVID-19 cases here in Florida. The "Delta" strain mutation is proving to be much more contagious and resistant to

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#### This Issue's Sponsors



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even those who have been vaccinated. We are seeing senior centers closing again, daycares experiencing a decline in attendance and this time around, a substantial increase in staff testing positive. Unfortunately, many of those affected are needing to be hospitalized.

So, where do we go from here? Well, first of all, if you are not vaccinated you need to get the vaccination! Next, we need to be sure that we are observing all of the CDC guidelines within our facilities. For our part, our Board of Directors has issued a mask mandate for all those entering our facilities. Additionally, we have asked and received permission from our AAA to be flexible in our handling of interactions with our clients. A return to phone screening by case managers is now being implemented. If there is a need to perform an environmental assessment, we are limiting the amount of time the manager is in the client's home. For those clients who are not comfortable returning to our meal sites, we are again providing them with home-delivered meals and drive-thru pickup service.

All attempts are being made to continue to reach



out to those seniors living alone, help lift their spirits and guard against depression on the basis of the continued stress of isolation. One factor I have grappled with is the realization that a one or two-year delay in normal activity is a small hardship to endure if you are young. However, for most of our clients, delaying enjoyment of life's activities and interaction with family and friends comes at a steep cost when considering how many years we may have left to enjoy.

Let's all pull together and work to get past this virus once and for all. To accomplish this, we must remember, we are all responsible for each other's health and safety.

*Darrell Drummond*



## Nutrition and Aging Resource Center

ACL is pleased to announce that the Nutrition and Aging Resource Center website is now at [acl.gov/senior-nutrition](https://acl.gov/senior-nutrition). Content has been reorganized into key sections, including training and tools; success stories; and data and evaluation. A broad range of subsections further organize content into categories such as innovative models and events.

Resources on the website will continue to grow and be improved based on the needs and activities of senior nutrition programs across the country.



Department of  
**ELDER AFFAIRS**  
STATE OF FLORIDA



## Refer + CIRTS = eCIRTS

The Area Agencies on Aging and providers in the aging network currently use Refer and/or the Client Information and Registration Tracking System (CIRTS) to manage contacts and clients needing long-term care services or information about resources.

These systems are over 25 years old, so it's time for an upgrade!

To provide system improvements that will support the network, increase dependability and standardize processes, the Department of Elder Affairs (DOEA) will be implementing a new enterprise Client Information and Registration Tracking System (eCIRTS). eCIRTS will replace both legacy systems, Refer and CIRTS.

Three ways to get info are:

1. The eCIRTS newsletter is the best place for people to get the most accurate, up to date info on eCIRTS trainings. It comes out biweekly on Wednesdays. Subscribe [here](#) to receive the newsletter.
2. If you have questions about the new eCIRTS system, send us an email at

[ecirtsga@elderaffairs.org](mailto:ecirtsga@elderaffairs.org)! The training team will get back to you ASAP!

3. Each PSA has a Super User\* (a point person who has been heavily involved in developing the eCIRTS application) who will also help spread the word about trainings.

PSA 1: Voncile Goldsmith/Kim Cobb

PSA 2: Heather Kirwan

PSA 3: Casey Ladd

PSA 4: Kara Ebright

PSA 5: Tawnya Martino

PSA 6: Clairedine Senat

PSA 7: Charles Seaman

PSA 8: Jarred Rice/Jennifer Bilinovich

PSA 9: Silke Montoya

PSA 10: Amy Parks/Cyndy Clark

PSA 11: Barbara Suarez

\*NOTE – all Super Users are AAA staff

**Wish you could see a sneak peek of the new eCIRTS application?**

**Click [here](#) to watch the June 16, 2021 eCIRTS Webinar.**



**To be included in the DOEA eCIRTS newsletter emails, please use the sign-up form provided here: <https://lp.constantcontactpages.com/su/WuuMrur/ecirts>**

# Strategies to Maximize Funding from the American Rescue Plan

*By: Josh Jensen, Aging Matters in Brevard*

**Aging  
Matters**  
IN BREVARD



Back in June, the Department of Elder Affairs asked the Area Agencies on Aging in the State to come up with new service ideas to be funded through the American Rescue Plan dollars coming in to the State. The FASP Executive Committee met to explore different ideas aside from food security, which has been a priority throughout the pandemic.

While A LOT has changed since June with regard to the resurgence of the number of COVID cases, the Executive Committee came up with a number of ideas. They were centered on unmet needs in their respective service areas, innovative new programs, and serving social and emotional needs for both the senior and/or their caregiver.

## 1. Unmet needs for seniors and/or their caregivers:

- Home and appliance repair
- Yard maintenance
- Home modification for handicap accessibility

## 2. Innovative ideas for new programming:

- Temporary Crisis Mitigation Services: A program to assist seniors on a temporary basis depending on their crisis. It would be geared to towards individuals with a temporary need for assistance due to a

health episode or family issue, but not high risk APS. *Example: A senior has knee replacement surgery and lives alone so they will need additional assistance for 30-45 days. In addition to Medicare Home Health, they would receive personal care, homemaking, and meal prep until they have recovered.*

- One time industrial cleaning services for a senior living in deplorable conditions but cannot afford the service or a dumpster for removal of waste.
- Escort services for activities not limited to movies, restaurants, etc.

## 3. Addressing the social and emotional needs of seniors' and caregivers':

- Assistance with internet/cable programs to use for socialization/emotional support
- Paying for GrandPad monthly service charges for those who cannot or do not want to deal with internet services
- IPads/tablets, etc., used for games, reading, FaceTiming with family and friends
- In home and/or facility computer/laptop/tablet and internet access training/navigation
- Provide EARS (Emergency Alert Response System) for everyone who needs it



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- PEARLS (Program to Encourage Active Rewarding Lives). This is more behavioral health related, but does not require staff to have behavioral health experience.
- Expand the use of Adult Day Care to replace respite when possible

I'm sure everyone can see value in being able to provide these services to seniors, and in some cases already do. In fact, Aging Matters in Brevard currently provides a few of the services listed, and I am sure other providers do as well.

The pandemic is seemingly going to be around for a while, preventing us from returning to caring for our clients the way we have been accustomed to. This is also an opportunity for



providers to be innovative on how we provide services and continue to be the model for the country on how to care for seniors.

## Heroes Among Us Awards

In June, the American Red Cross honored 11 exceptional individuals from Central Florida with Heroes Among Us awards. These men and women are silent heroes in their communities who embody the humanitarian spirit and selfless voluntary service of the global Red Cross movement. We would like to congratulate Tom Kammerdener from Aging Matters in Brevard on receiving this award.

**Tom Kammerdener**  
**Senior Operations Director, Aging Matters in Brevard (Cocoa, Fla.)**

From the beginning of the pandemic when there were so many uncertainties, Kammerdener was hailed by his organization for going above and beyond in his role -- working not just to continue, but to expand operations knowing the demand was going to increase significantly. In particular, under his leadership, the Meals on Wheels program produced 100,000 more meals in 2020 than 2019 by supplementing hot meals with nutritious frozen meals. He also supported the Home Care Program by making sure the aides had masks, gloves, hand sanitizer and shields to safely go into our seniors' homes and deliver services as usual.



**American  
Red Cross**



**Aging  
Matters**  
IN BREVARD

To read the full press release and see the other winners, please click [here](#).

## Returning Safely

*By: Tourea Robinson, Clay County Senior Services of Aging True*



It seems like just yesterday. It was March 2020 and life as the world knew it changed in the blink of an eye. Businesses closed, employees were told to stay home, grocery stores were ravaged, and we ran out of toilet tissue and paper towels.

No one knew what to do...we were officially in a pandemic! A PANDEMIC....how? The initial impacts of COVID-19 were scary. Very little was known about the disease, and while we know more today, the changing and evolving variants continue to create uncertainty and unknowns.

While Americans have attempted to return to pre-COVID norms, the impact of COVID-19 remains. The debates over masks and vaccines have caused division across the country. Especially here in Florida where we have one of the highest senior populations in the country. Debates over how to protect one another's health and one another's personal rights are ongoing with no end in sight creating challenges for businesses to safely open and remain open.

This includes our senior centers. A place where our clients come to socialize, engage, learn, and to get a nutritious and well balanced meal has found itself, still, with the doors closed creating a social void for attendees. As the Delta variant rages through our communities, senior centers are struggling with how and/or when to safely open or how to keep clients connected with the current virtual programming and resources.

While virtual programming is not the same as being together in person, it does allow for clients

to continue to receive the resources and interactions they'd become accustomed to when they were physically at the centers. Additionally, the grab-and-go meal initiative ensures that clients continue to receive a daily meal. As the days and months pass, the task of sustaining virtual programming becomes increasingly more challenging and daunting. While a few centers have resumed face-to-face programming, many centers across our State remain virtual.

Those that have resumed in-person programs are cautiously optimistic. The ongoing debate over pandemic restrictions and the fast spreading virus creates doubt and concern amongst seniors making it difficult for them to decide when or if they will return in person. Reassuring participants that the centers are safe will be difficult and is not an easy sale. But, with a solid and consistent plan in place, it is possible. Frequent disinfecting, social distancing, outside programming and educational information on the importance of getting vaccinated along with vaccination opportunities can provide a sense of comfort that **it is** safe to begin returning to the centers.



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While returning to the centers may look and feel a little different, one thing has not changed, our clients and their safety are a priority and remains at the forefront of what we do every day. Find literature, resources, speakers and other educational information and share it with clients. Practice safe and healthy sanitation routines and be a listening ear when concerns arise. These efforts will offer a sense of comfort and reassurance during this very difficult and uncertain period and hopefully, offer some calm during this storm.



## National Immunization Awareness Month

National Immunization Awareness Month (NIAM) is an annual observance held in August to highlight the importance of vaccination for people of all ages.

Adults need to keep their vaccinations up to date because immunity from childhood vaccines can wear off over time. You are also at risk for different diseases as an adult. Vaccination is one of the most convenient and safest preventive care measures available.

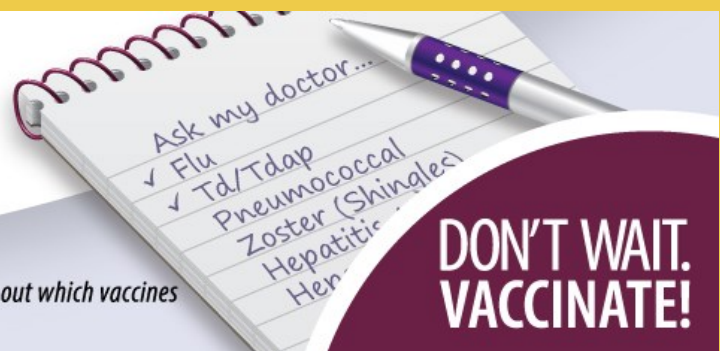
Vaccines are recommended for adults based on age, health conditions, job, and other factors. Click [here](#) to find out more information about adult vaccinations.

The [vaccine assessment tool](#) applies to adults 19 years or older and will provide information on which vaccines you may need.



## What Vaccines do You need?

Adults need vaccines too! Answer a few quick questions to find out which vaccines you may need.







# Humana | Healthy Horizons™

## Congratulations to the 2021 Humana Healthy Horizons FASP Award Winners



These distinctions are bestowed to those who have:

- 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

### Humana Healthy Horizons Senior Volunteer of the Year Award

Congratulations to Seth Thomas Miller of Aging True Community Senior Services on his recent selection as the Humana Healthy Horizons Senior Volunteer of the Year. The award was announced at the Virtual Florida Conference on Aging, August 11, 2021. The award included \$500.00 for Mr. Miller and \$500.00 for Aging True Community Senior Services.



[Click here to view the 2021 Award Presentation](#)

**Past Senior Volunteer of the Year Award Winners**

**2020 Denise Hegener**







# Humana | Healthy Horizons™



## Humana Healthy Horizons Best Direct Service Employee of the Year Award

Congratulations to Frances Brea Duran of Hillsborough County Aging Services on her recent selection as the Humana Healthy Horizons Best Direct Service Employee of the Year. The award was announced at the Virtual Florida Conference on Aging, August 11, 2021. The award included \$500.00 for Ms. Brea Duran and \$500.00 for Hillsborough County Department of Aging Services.



### Past Best Direct Service Employee of the Year Award Winners

2020 Belkys Poueriet

2016 Paula Jory

2012 Lori Radice

2019 Lizbeth Miguel

2015 Sherry Tucker

2011 Debbie Slade

2018 Carole Ware

2014 Toula Wootan

2010 Therese Pokryfke

2017 Ed Gines

2013 Paulette Kozlowski

## Healthy Aging Month

“September is Healthy Aging® Month” and its mission is to draw attention to the importance of healthy lifestyles for adults aged 45-plus. Since its inception in 1992, each generation has proven that many older adults are vibrant, passionate, and do not fit the image of old age that was previously held. From the Greatest Generation (those now over 93), the Silent Generation (those between 75 and 92), and Baby Boomers (56 to 74) to Gen-Xers (40 to 55), there are pioneers of aging determined to remain vital and healthy.

September is a perfect time to celebrate Healthy Aging Month since it is time when many people think about getting started on new tasks after the summer. Activities are designed to encourage people to rejuvenate and get going on positive measures that can impact the areas of physical, social, financial and mental wellness.

### Resources

- **10 Tips For September Is Healthy Aging® Month 2021**
- **Get Ready For September Is Healthy Aging® Month!**

### SEPTEMBER IS HEALTHY AGING® MONTH



CELEBRATE! BE INSPIRED @WWW.HEALTHYAGING.NET

We encourage you to find ways to Stay Fit!, Stay Adventurous!, Stay Healthy! and Stay Connected!

## Self-Care Awareness Month

Self-Care Awareness Month in September is a time to remind us that taking care of ourselves, first and foremost, is essential. Self-care is often neglected in our everyday lives. We all tend to put others needs before our own and it is crucial to remember that we need to take care of ourselves as well.

Self-care knows no boundaries. It is something that everyone, without any exclusions, can benefit from practicing on a daily basis. True self-care is not self-centered nor selfish; it is about paying attention to your feelings, communicating clearly, speaking up for yourself and saying yes or no without any guilt. Keep the focus on your life and needs.

Use the month of September to make self-care a part of your daily routine and practice being good to yourself.



SEPTEMBER IS  
SELF ♥ CARE  
AWARENESS  
MONTH



## FASP is on Social Media—Are You?

### Find our Sponsors on Social Media!



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<https://www.facebook.com/AGINGTrue/>

<https://twitter.com/agingtrue>

## Member News

We are saddened to share the news that our friend, advocate and former FCOA President Gerald 'Jerry' Buchert passed away this month.

Jerry has been an active member of FCOA since 1973. His advocacy and humor will be missed.



In Loving Memory of

*Jose Raul Fox*

1941 - 2021

Our condolences to Nivia Fox and Family on the passing of our friend and founder, a leader who was instrumental in shaping the beginnings of United HomeCare and champion of the elderly.

HIS LEGACY WILL LIVE ON.







# Thank You Sponsors!



Senior Resource  
ASSOCIATION

*Promoting Independence in our Community*

<https://www.seniorresourceassociation.org/>



Council on Aging  
of St. Lucie, Inc.

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

the  
volen center  
*Together we make community happen.*

<https://volencenter.com/>



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