



Florida Association of
Aging Services Providers

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Florida Association of Aging Services Providers

Guest Editors: Karen Deigl, Senior Resource Association
Elizabeth Lugo, The Volen Center
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Message from the President

By Andrea Busada, Broward County Elderly and Veterans Services



loyalty in serving the elders in your communities, and ask that if there is anything we could do to help further your mission to provide high quality of care, please do not hesitate to let us know. We are honored to serve alongside you. Find resources for Older Americans month on page 8.

When you read this edition of the FASP Newsletter, you will likely be in the process of kicking off special events and program highlights for Older Americans Month. For example, here in Broward County we are staffing a display in the lobby of the County's Governmental Center each Tuesday morning of the month to coincide with our County Commission meetings.

I want to commend all of you for your dedication and

Dr. Paul Minotty with the Minotty Eye Foundation has generously sponsored the 2018 FASP Award. There's still time to nominate and recognize a valuable service employee you know with a FASP Award. For more information about the FASP award and Dr. Minotty check out page 11!

Andrea Busada

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Sponsors:



A Leadership Challenge: Arcane Rules Explode Demand for Fare-Free Demand-Response Service

By Rich Sampson

Leadership is often understood as creative or courageous problem-solving. And that is most certainly something leaders do. But another element of leadership is elevating a problem or challenge among a group of peers as they might also be encountering that challenge, from which solutions begin to emerge. Leaders do not wait for their organization or services to be consumed by a problem, but rather take proactive steps to understand and address it.

This is the kind of leadership displayed by Community Transportation Association America's state delegate from Florida, Karen Deigl, and the CEO of Senior Resource Association (SRA) in Vero Beach. Her agency – among an impressive portfolio of other community based services within and beyond Indian River County – operates the [county's public transportation network](#), including its *GoLine* fixed route system and *Community Coach* demand response service, which also functions as the complementary paratransit option paralleling *GoLine*. The agency was recognized in 2017 as the System of the Year by the [Florida Public Transportation Association](#). Incredibly – due to strong support from state and local investment sources – all of SRA's transportation service is offered without fare. And therein lies the problem Karen and her team have faced in recent years: demand for *Community Coach*



service among eligible riders has unexpectedly exploded, in contrast with the strong but steady ridership on *GoLine* – which provided more than 1.2 million trips in 2017, compared to 250,000 in 2006. As the per-trip cost on *Community Coach* is more than three times that of *GoLine*, a previously sustainable operations budget is increasingly becoming untenable for the organization.

Late last year, Karen brought her challenge to CTAA staff to help understand the underlying causes of surging demand for Community Coach and connect with other mobility providers who may be experiencing similar ridership trends in providing both fixed-route and demand-response service without a fare. We encourage all CTAA members to do just that – it's all part of being a CTAA member.

Getting to the Source

Looking back at the timeline of when *Community Coach* demand began to skyrocket, Deigl noted that the agency was directed to



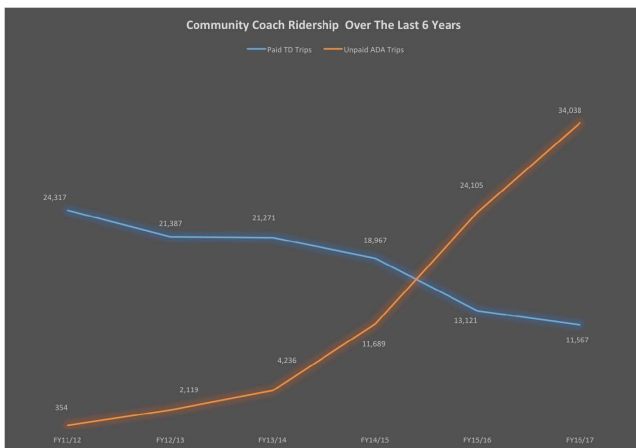
review its paratransit eligibility process as part of its triennial review conducted by the Federal Transit Administration (FTA) in 2012. At that time, they were providing more than 24,000 trips a year on *Community Coach* for people facing transportation barriers that were supported by funding through the [Florida Commission for the Transportation Disadvantaged](#) (TD Commission), a CTAA member organization that was established through the leadership of Dr. William and Mrs. Budd Bell in 1989 and managed for many years by Jo Ann Hutchinson, a member of CTAA's Board of Directors.

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That compared with only 350 trips that were classified as eligible for paratransit service under the Americans with Disabilities Act (ACT), for which *Community Coach* could not receive reimbursement with TD Commission funds.



In 2014, another significant development occurred that would impact *Community Coach* ridership, as Florida's Medicaid program was shifted to a new managed care brokerage model. Until that point, *Community Coach* served as a direct provider of Non-Emergency Medical Transportation service, but determined becoming a vendor provider under the brokerage model would be a money losing proposition for the agency. Like ADA eligible trips, TD Commission program funds did not apply to NEMT trips. Moreover, according to [ADA regulations administered by the Federal Transit Administration](#), as the complementary paratransit service to *GoLine*, fares for *Community Coach* may be set at no more than twice the cost of a comparable trip on the fixed-route system. Since *GoLine* service is fareless, it must similarly offer *Community Coach* without a fare. Although SRA can charge a \$2 co-pay for our riders who are not eligible under the ADA, the increase in the number of ADA trips now comprises the bulk of

Community Coach riders. That means that there are not nearly the number of passengers that used to qualify for general demand-response service, so there are fewer passengers that can be charged a \$2 fare and for SRA to receive reimbursement from TD Commission funds. Certainly, offering both fare-free fixed-route and demand-response options on a county-wide basis is a tremendous asset for Indian River County residents. The challenge, on a budgetary level, is the significantly greater cost of providing service through demand response services over fixed-route transit. But as the agency does not limit *Community Coach* to only complementary paratransit trips, it must prioritize requests by ADA-eligible riders, as required by the law. By that same mandate, *Community Coach* must provide a requested trip no later than the next day. Because of high demand for *Community Coach* service, nonessential trips for non-ADA riders often need to be cancelled or rescheduled. Meanwhile, the process of the managed care brokerage model places the impetus for arranging transportation for NEMT trips on the client. Many people eligible to utilize the brokered transportation service covered by Medicare also utilize *Community Coach* for their non-medical transportation needs, such as shopping, traveling to senior centers and more. Rather than seek out the alternative NEMT trips through the broker, they turn to the provider they are familiar with to reach their medical appointments as well: *Community Coach*. SRA is not reimbursed by the broker for providing these NEMT trips, although the brokers realize the same revenue from the program whether they provide trips or not.

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Links from this article:

[Senior Resource Alliance Transportation Services](#)

[Florida Public Transportation Association](#)

[Florida Commission for the Transportation Disadvantaged](#)

[Federal Transit Administration](#)

[Centers for Medicaid and Medicare Services](#)

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The bottom line is *Community Coach* is providing around the same number of trips on *Community Coach* but at drastically-reduced levels of public investment. “The challenge is navigating these various rules and limitations for ADA and NEMT trips,” says Deigl. “We have to fit them in, since we are required to accommodate all riders eligible under the ADA. That means we have to inconvenience non-ADA passengers by canceling or rescheduling their trips. We’re honored people are more comfortable with our service but it’s a lose-lose for both us and those riders.”

Consequences of Compliance

Every day, SRC operates 15 buses in *GoLine* fixed-route service as well as 13 vehicles for *Community Coach*. If SRA could leverage TD Commission funds to support the expense of *Community Coach* trips, it could operate up to 20 *Community Coach* vehicles daily to meet the demand for trips the agency now has to turn away due to budgetary constraints. Beyond the barriers to increased *Community Coach* service, the imbalanced trip eligibility requirements could soon threaten *GoLine* routes as well. Deigl and her Transportation Director, Chris Stephenson, are monitoring the county’s aging population statistics, which estimate the number of residents aged 65 and over to be at 38 percent, a number they expect to only increase in coming years and expand the demand for mandated trips on *Community Coach*. SRA has calculated that if its budgetary shortfalls don’t improve by October 1, 2018, the agency will begin the process of reducing *GoLine* service, which includes public notification and input before routes or service hours can be cut. “We don’t want to turn anyone away,” explains Deigl. “But the way the programs and requirements are structured right now, we don’t have much choice in what we can do.”

What Can Be Done?

Some potential options to address the challenges include increasing familiarity of Medicaid-eligible clients riding *Community Coach* to utilize the brokerage network in the county for their medical trips, along with travel training for both Medicaid and ADA-eligible riders to make travel on *GoLine* fixed routes more appealing and less confusing. And although more strictly enforcing the ADA eligibility requirements could potentially shift some trips to *GoLine*, Stephenson projects the number to be only a small number and not open up many new slots for TD Commission-supported trips. Another avenue SRA is exploring would utilize *Community Coach* to pick-up and drop-off eligible riders at their homes or destinations – satisfying ADA requirements – then transferring them to *GoLine* routes for trips of greater distances at a lower operational cost to the agency. And while Deigl and Stephenson have considered the possibility of imposing fares for both *GoLine* and *Community Coach*, the loss of ridership on *GoLine* – which they project as at least a 25 percent decline – would jeopardize state and local funding that supports operations, which is calculated based on ridership. The cost of installing and maintaining fare equipment – as well as administering fare collection and accounting – is another financial disincentive to institute fares. “We’ve been fare-free since our inception and we’re not inclined to change that unless it makes budgetary sense for us to do so,” says Deigl.



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A couple policy changes that could benefit SRA and systems in similar positions would be an allowance under the ADA that trips do not need to be fulfilled within a day of the request along with a requirement that if a person is eligible for transportation provided by a Medicaid broker they must utilize that service, or at least may be referred to brokers by a public transportation provider if that agency does not partici-

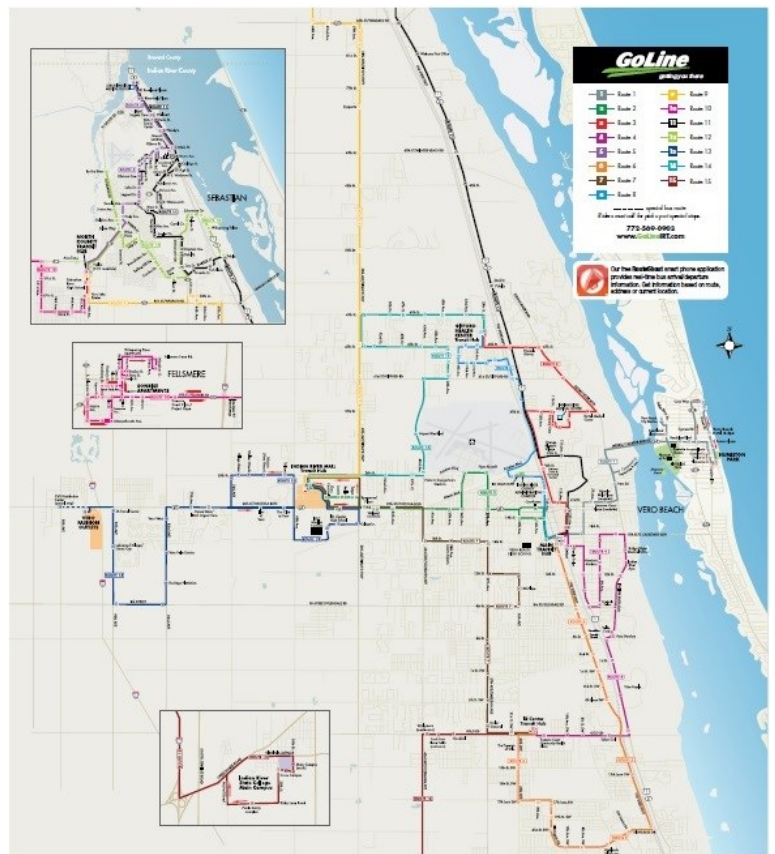
pate as a brokerage provider. Achieving these modifications may require a revised interpretation of ADA complimentary paratransit requirements by FTA for the former and access to Medicaid enrollment records by the [Centers for Medicare and Medicaid Services](#) (CMS) for the latter – as well as perhaps the need for change in federal statutes – of which Deigl understands are not easy or likely changes. “We un-

derstand the purpose and intent of these rules and our organization is rooted in responding to the needs of the less fortunate – especially seniors,” says Deigl. But we’re getting caught in a trap that’s not of our own making and is at cross-purposes with our mission of providing good transportation service to as many people as possible in Indian River County.”

Victims of Success

The reasons why the transportation services of Senior Resource Association – *GoLine* and *Community Coach* – are such a valuable asset to the people of Indian River County are the same that have landed it in such a precarious position with ADA and Medicaid NEMT requirements: strong and growing ridership, a reputation for dependability and outstanding customer service, and fare-free service provided county-wide. Deigl admits she’s not sure if any other public transportation agencies are in a similar situation, but is ready to listen to any and all ideas and solutions from her peers that are community and public transportation professionals that help SRA maintain its commitment to its customers and the county. “We’re certainly trying to thread a very fine needle here but we owe it to our riders and the people of Indian River County

who’ve invested in these services to do our very best to make it work, if possible,” says Deigl.





Meals on Wheels South Florida Launches Complete Cuisine Program In Partnership with Red Chair Catering

By Jennifer M. Wescott

Complete Cuisine offers a new gourmet meal delivery service to South Florida

Plantation, FL (November 15, 2017) – Meals on Wheels South Florida is excited to announce the launch of Complete Cuisine, in partnership with Red Chair Catering. Complete Cuisine is a gourmet paid home meal delivery service available in Broward and Miami-Dade counties for every age demographic at an affordable price point. This partnership will provide funding for Meals on Wheels South Florida and a new gourmet meal option for South Florida residents.

Complete Cuisine offers entrees

and side dishes sure to please any palate as well as any budget. The versatile menu includes more than 35 items including Apple Teriyaki Salmon, Caribbean Jerk Chicken, Vegetarian Lasagna and side dish options.

"We've been able work with other non-profit organizations in our community for the last ten years, and we're excited to partner with Meals on Wheels South Florida. This partnership will allow both of our organizations to serve a wider demographic of people looking for healthy, gourmet meal options delivered directly to their doors," says Red Chair Catering co-owner Jessica Rosales.



Red Chair Catering is a family owned and operated business based in Hollywood, FL. Since 2014, they have been serving the tri-county area, focusing on corporate catering and all types of celebratory events.

"We are pleased to partner with Red Chair Catering on this new program to provide a gourmet meal delivery service to all age brackets," said Mark Adler, Executive Director of Meals on Wheels South Florida. "Through this partnership, we will be able to provide both an exciting new program and a new funding stream for Meals on Wheels South Florida."

Complete Cuisine

"Let Us Do The Cooking Tonight"

Side Dishes from \$2.50
Entrees from \$7.95

Home meal delivery service to Broward & Miami-Dade Counties

More than 35 menu items!

CompleteCuisineProgram.com | 954.714.6941




For more information, to view the menu or to order meals, visit completecuisineprogram.com or call 954-714-6941.



KEPRO is Your Resource Center for Person and Family Engagement

KEPRO is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for more than 30 states and offers resources and help for providers, and Medicare patients, as well as their families and caregivers, about Medicare complaints, discharge appeals, Immediate Advocacy, and patient navigation.

Person and family engagement (PFE) initiatives encourage patients and healthcare providers to be partners in care. KEPRO's PFE project helps people with Medicare to be more involved with their care by promoting good communication and partnered decision-making with their healthcare providers (e.g., doctor offices, hospitals).



Through KEPRO's PFE project, people with Medicare can contact KEPRO for help with:

[Immediate Advocacy](#), which is a process to quickly resolve a complaint or concern about medical care or services.

[Patient Navigation](#), which is a program to help navigate Medicare patients through treatment and better understand the care they are receiving.

Visit KEPRO's Resource Centers!

Online Resource Centers are located at www.KEPROqio.com/PFE and include tools and information:

- To help healthcare providers implement PFE strategies, and
- To help people with Medicare get involved in their health care.



Older Americans Month Materials Online

May is Older Americans Month! Get ready by visiting oam.acl.gov for materials, activity ideas, and resources to help you promote and celebrate this year's theme, Engage at Every Age.

Available now:

- [Logos](#)
- [Posters \(online and print\)](#)
- [Web badges](#)
- [Button and banner](#)
- [Sample article and proclamation](#)
- [Activity ideas](#)
- [Resource list](#)





News & Events

Between April 2018 and April 2019, the Centers for Medicare & Medicaid Services (CMS) will mail new Medicare cards to all people with Medicare. The new cards will have a new unique Medicare Number instead of a Social Security Number. Medicare will automatically mail the new cards to the beneficiary address on file with the Social Security Administration.

CMS will mail the new cards in waves. Starting in April 2018, people with Medicare will be able to check the status of card mailings in their area on Medicare.gov. The first wave of cards will be mailed between April and June to people with Medicare in the following 11 states and territories:

- Alaska
- American Samoa
- California
- Delaware
- District of Columbia
- Guam
- Hawaii
- Maryland
- Northern Mariana Islands
- Oregon
- Pennsylvania
- Virginia
- West Virginia



After receiving a new card, people with Medicare are advised to take 3 steps to make it harder for someone to steal their information and identity:

1. Destroy your old Medicare card.
2. Use your new card right away. Doctors, other health care providers, and plans approved by Medicare know that Medicare is replacing the old cards and are ready to accept the new cards.
3. Beware of people contacting you about your new Medicare card and asking you for your Medicare Number, personal information, or to pay a fee for your new card. If you think someone is trying to steal your identity or otherwise commit fraud related to the new Medicare cards, you can report them to your local Senior Medicare Patrol (SMP).

Information and resources for partners and providers related to the roll-out of the new cards is available from CMS.gov.

UBER

Whether it's helping seniors regain their independence, providing newfound mobility to those living in underserved areas, or providing a safe alternative to drinking and driving, Uber has changed the way people live their lives in ways that were never expected.

Yet, still, there's so much more that can be done. Today we're unveiling a new service focused on an issue vital to all of us: health. Every year, 3.6 million Americans miss doctor appointments due to a lack of reliable transportation. No-show rates are as high as 30% nationwide. And while transportation barriers are common across the general population, these barriers are greatest for vulnerable populations, including patients with the highest burden of chronic disease.

March 1 we launched [Uber Health](#), a new way where Uber will partner with healthcare organizations to provide reliable, comfortable transportation to patients.

[Uber Health](#) is a product-first example of how Uber can be used to help organizations and people tackle greater problems, like patient engagement and healthcare outcomes. Our aim is to work with healthcare organizations every step of the way and provide everything needed to be successful -- from providing informational materials for customers and their patients, to building features specific to healthcare (like landline calling), to having a team dedicated to healthcare. This is where Uber is different from our competitors.

UBER Health

The Uber Health dashboard allows healthcare professionals to order comfortable rides for patients going to and from the care they need. The dashboard includes:

- **Flexible ride scheduling for patients and other riders.** Administrators can schedule rides for patients, staff, or others to take place right away, within a few hours, or up to 30 days in advance. This allows for transportation to be scheduled for follow up appointments while the patient is still at the healthcare facility. Multiple rides can be scheduled and managed at the same time, all from a single dashboard.
- **Access for patients without a smartphone.** Riders won't need the Uber app, or even a smartphone, to get a ride with Uber Health. And it doesn't end there -- for many, their first ever Uber ride will be through Uber Health, so we're committed to providing the necessary education tools so that every patient feels comfortable and at ease during their journey.
- **Simple billing, reporting and management.** Organizations can easily keep track of what they're spending on patient rides. Reporting on requested rides and viewing monthly billing statements, appointments, and scheduling reports is simple.
- **HIPAA compliance.** Uber Health has developed and implemented a rigorous HIPAA compliance program, and we are pleased to enter into Business Associate Agreements with healthcare organizations.



Recognize a Valuable Service Employee You Know with a FASP Award!

The 2018 FASP Awards Committee has begun accepting nominations for the 2018 Minotty Eye Foundation Best Direct Service Employee of the Year.



The deadline for submissions is **Friday, June 15, 2018**

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

- ✦ added value to the service being delivered that has benefited the elders served;
- ✦ 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 commitment to excellence.



Dr. Paul Minotty

The Minotty Eye Foundation 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.

Each year, FASP presents this award during the Florida Conference on Aging to honor the dedication of Florida service employees. The 2018 Florida Conference on Aging will be held August 13-15th, at the Marriott Waterside in Tampa, Florida.

Due to the generosity of the Minotty Eye Foundation's sponsorship, the Award winner will receive one year complimentary membership, complimentary registration on Tuesday, August 14th at the Florida Conference on Aging and 1 night hotel stay to receive their award which includes \$500.00 for themselves and \$500.00 for their agency.

Nominations can be submitted online at [2018 FASP Award Nomination](#). If you have any questions, please contact moreinfo@fasp.net or call (850) 222-2575.





Department of Elder Affairs Disaster Preparedness Forums

The Department of Elder Affairs decided to hold a disaster preparedness forum after the events of hurricane Irma. In order to prepare for the forums DOEA sent out questions

1. What was a best practice you experienced during the past couple hurricane seasons or other specific disaster related situations?
2. What was a specific local challenge you faced?

The first took place April 27th at Florida Department of Revenue Capital Circle Office Center in Tallahassee covering PSA's 1 – Pensacola, 2 – Tallahassee, 3 – Gainesville and 4 – Jacksonville.

The second took place May 2nd at Your Aging and Disability Resource Center in West Palm Beach covering PSA's 9 – West Palm Beach, 10 – Sunrise and 11 – Miami.

The third and final forum will occur May 22nd at Pinellas county Emergency Management Building in Largo covering 5 – Largo, 6 – Tampa, 7 – Orlando and 8 – Fort Myers.



To RSVP for the May Disaster Preparedness Forums contact Anne Chansler at chanslera@elderaffairs.org or 850-414-2000

[DOEA Events](#)

[DOEA Website](#)

Senior Safe Act Passed By House of Representatives

On January 29th, 2018 The Senior Safe Act, otherwise known as [H.R. 2255](#) or the Housing Opportunities Made Easier (HOME) Act, was passed by the U.S. House of Representatives.

This bill will help protect seniors from financial exploitation by allowing insurance and financial advisors to report suspected cases of fraud and also provides immunity to those reporting.

Next is for the bill to be passed by Senate and for the Senate to send it to the President's desk.





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

FASP - Florida Association of Aging Services Providers [Twitter](#)

DOEA - Florida Department of Elder Affairs [Facebook](#) page

FCOA - Florida Council on Aging [Facebook](#) page

FCOA - Florida Council on Aging [Twitter](#)



follow us on
twitter

Resources

[\(Senior Wellness Guide - Healthy Aging\)](#)

[\(Hip Replacement\)](#)

[\(Drug Interactions\)](#)



Guide about Disaster Preparedness for Seniors: Natural disasters are not fun for anyone. Unfortunately, they can be especially traumatizing for seniors. Older people are more frail and less mobile, making it a challenge for them to respond quickly.

A Better Walker, LLC An upright walker designed so that the user can remain upright reducing pain and preserve mobility. Check them out on [Facebook!](#)

The Consumer Financial Protection Bureau's Office for Older Americans provides tools to help people make better informed financial decisions to enhance their later-life financial security.



Upcoming Events

Florida Conference on Aging 2018

<http://fcoa.org/Conference>

Marriott Waterside, Tampa, FL • August 13–15, 2018



Past Sponsors



www.friendshipcenters.org



www.marionseniorservices.org/



Hillsborough County
Florida

<https://www.hillsboroughcounty.org/en/government/departments/aging>



<http://agingtrue.org/>



<http://caresfl.org/>



Real Possibilities

<http://www.aarp.org>



Washington County Council on Aging

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



<http://www.volencenter.com>



<http://www.coawfla.org/>



www.newvisioneyecenter.com



<http://www.seniorresourcealliance.org/>



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