



Florida Association of
Aging Services Providers

Florida Association of Aging Services Providers e-Newsletter

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Guest Editors: Nancy Green-Irwin, Friendship Centers
Mary Jo McKay, Hillsborough County Department of Aging Services

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Message from the President

*by Andrea Busada, Broward
County Elderly and Veterans
Services*



Dear FASP Members:

Summer is here, and that means the Florida Conference on Aging is just around the corner, August 28th-30th.

FASP is proud to partner with FCOA to bring timely workshops and speaker panels to Florida's Aging Network. Remaining up to date on policy issues and the possible changes ahead can only benefit us. This conference is the perfect place to take the time to evaluate the past year and envision what our future can be. I'll see you there!

Andrea Busada



Is Lean Six Sigma a Solution for the Aging Network?

Mary Jo McKay, Hillsborough County Department of Aging Services

Are process improvement methodologies, like Lean Six Sigma which are traditionally used in the manufacturing industry, a solution to the Aging Network's dilemma of having to do more with less?

Lean Six Sigma is a combination of two powerful process improvement methods: Lean and Six Sigma. Lean and Six Sigma complement each other. Lean accelerates Six Sigma, delivering greater results than what would typically be achieved by Lean or Six Sigma individually. Lean Six Sigma makes it easier for teams to solve problems and increase the speed and effectiveness of organizational processes. According to goLEANSIXSIGA.com, Lean Six Sigma will allow organizations to minimize cost, satisfy more customers, operate more efficiently, and build better teams.



With the understanding that governments will continually be challenged to do more with less, Hillsborough County Government is imbedding Lean Six Sigma in the way it does business. In 2015, Hillsborough County's Performance Improvement Department (PI) hired a Lean Six Sigma Master Black Belt, Remy Schott. Mr. Schott, in turn, trained over 300 employees and certified them as White and Yellow Belts. Additionally, the PI team has completed three Define-Measure-Analyze-Improve-Control Lean Six Sigma projects. One improved compliance with customer service standards for the Board of County Commissioners' (BOCC) escalated public works storm water cases by 40%. Another reduced the percentage of misdirected Clerk's Office public records requests into the BOCC Legal team from 35% to 11%. Most recently, the PI team completed a systems integration project that is estimated to save the Public Works Customer Resolution Team up to 10,000 hours of effort annually re-entering service requests into their work order system. With these successes in place, the PI team will launch its Green Belt training program in late 2017 and mentor County employees to complete Lean Six Sigma projects for their departments, advancing the goal of building an internal Hillsborough County process improvement capability.

Utilizing the data from the County's Lean Six Sigma successes and its previously Six Sigma trained staff, Hillsborough County Department of Aging Services has begun implementing Six Sigma tools ahead of PI's launch of the Green Belt training program. Aging Services has applied the Six Sigma scoring methodology to client file monitoring, vendor monitoring, and program monitoring tools, which includes case management, congregate dining, and adult day care, for integration and standardization. After program or service is reviewed, a score is generated which indicates whether the work products and/or performance is above or below the set standard. An analysis is completed to identify if there are any processes and/or performance deficiencies that need to be addressed. Once gaps are identified, an assessment is made to detect factors that are contributing to process variation and to prioritize opportunities for improvements.

Other governmental and aging services agencies such as, Ohio Department of Administrative Services and the County of San Diego Health and Human Services Agency, have also seen the value of Lean Six Sigma practices and have incorporated them in their business model.

What does this mean to the Aging Network?

Although Aging Services is early in the implementation phase of Lean Six Sigma, the Department has already identified performance improvements and can confidently move forward expecting:

- o Reduced waste that will allow the Department to serve more clients
- o Improved outcomes that will continue despite future reductions
- o Increased confidence in succeeding in a downsized environment

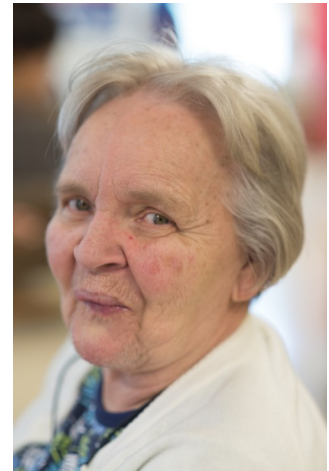
The Fear of a Failing Mind

Nancy Green-Irwin, Friendship Centers

One of the top fears that seniors 60 and older face is the fear of cognitive decline, being unable to care for oneself and being a burden on their families. According to the US National Vital Statistics the average 60 year old has a 4.8% chance of developing Alzheimer's in their life. That means there is a 95.2% risk of not developing it!

In addition there is other good news about dementia rates. A new study that came out at the end of 2016 finds the dementia rates in the US of those 65+, have dropped from 11.6% in 2000 to 8.8% in 2012, a decline of 24%. This is thought to be attributed to better education and better heart health. Even with this positive news we know that dementia remains a serious issue with the number expected to triple by 2050 due to the elder population increasing and living longer.

What can a Floridian do to reduce their fear of cognitive decline and continue to reduce the numbers of those who develop dementia? Participate in important educational, physical, health and social programs of the Friendship Centers and many more senior organizations throughout Florida.



- o Practicing motor skills by using your hands and fingers to complete tasks helps the brain to keep growing. Games and hobbies like knitting and crafting strengthen channels in the brain. Challenge brains by learning new things. This can cause new brain cells to clear away inflammation.
- o Exercise up to 150 minutes/week boosts blood flow and circulation to the heart and brain. These activities also strengthen balance; a fall can cause brain trauma.
- o A diet low in sugar and rich in grains, fruits and vegetables can control high blood pressure and diabetes helping to reduce strokes and vascular dementia.
- o Engaging and connecting with others create hormones boosting the brain and helping improve language skills.
- o Minimizing stress and maximizing quality deep sleep strengthens brain neurons which fight the plaques that are associated with Alzheimer's.

It is never too late. Even when diagnosed, keep living. The brain will always know love and joy.



CIRTS Replacement



FASP Members were able to participate in sending feedback about the new CIRTS replacement last month. FASP staff continues to monitor the progress of the project and plans to update the membership when more information about the replacement system becomes available.



Real Possibilities in

**NEW SCORECARD RANKS FLORIDA
FOURTH STATE FROM BOTTOM IN NATION
FOR SERVING FAMILY CAREGIVERS, FRAIL
ELDERS AND PEOPLE WITH DISABILITIES**

Florida

Florida is still the grayest state in the nation, but it is far from the greatest in supporting frail older people, the disabled and caregivers.

America's grayest state ranks a disappointing fourth from the bottom in the nation in meeting the long-term care needs of older residents and people with disabilities, according to a new, comprehensive state-by-state study.

The Long-Term Services and Supports Scorecard ranked Florida 46th among the 50 states on a detailed list of 23 specific indicators across five key dimensions on the report, issued by AARP with support of the nation's leading organizations behind quality long-term care, The Commonwealth Fund and SCAN Foundation.

The report, ***Picking Up the Pace of Change: A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers***, is the third in a continuing series of Scorecard reports. Florida's performance was ranked on 23 of 25 possible indicators, while data for two more indicators could not be determined.

"We are the grayest, but far from the greatest state in America when it comes to supporting family caregivers and caring for frail older people and the disabled," said Jack McRay, AARP Florida advocacy manager. "While there are some bright spots in Florida's long-term care record, it's clear Florida is falling further behind other states."



The report lists six areas where Florida has made progress since a 2014 scorecard listed Florida as the seventh-worst state. On one indicator, Florida suffered a significant decline since 2014. However, the 2017 report demonstrates that most other states have progressed more rapidly than Florida over the last three years.

For example, Florida ranked 46th in the nation on six indicators of affordability and access to long-term care services, such as the cost of private nursing-home care as a percentage of annual household income, the number of private long-term care insurance policies in effect and the proportion of people receiving Medicaid-financed in-home care. The state ranked even worse, 49th in the nation, for where and from whom older Floridians can choose long-term-care services. The quality of long-term care, as measured by three indicators, earned Florida a ranking of 10th worst in the nation. Support for family caregivers was ranked fourth-worst in the nation.

However, Florida ranked 21st in the nation on ensuring transitions between hospitals and long-term care in the home or in nursing homes.

In less than 10 years, the massive Boomer generation will begin to turn 80. More than eight in 10 older

AARP Continued...

Floridians tell AARP that they want to remain in their homes and communities as they grow older. AARP has pressed Florida lawmakers to act now to prepare the state for these changes, McRay said. The Long-Term Services and Supports Scorecard is one part of AARP's research and advocacy on the issue.

Among other indicators, McRay noted, the report showed Florida ranks seventh from the bottom among all 50 states in the percentage of its Medicaid and state-funded long-term care budget that goes to home- and community-based long-term care rather than to more costly nursing-home care. As of 2014, the most recent data studied by the Scorecard, only 22.6 percent of Florida's long-term care budget went to home- and community-based care. The best states devoted nearly 70 percent of their long-term care spending to home- and community-based care.

Today, unpaid family caregivers provide the bulk of care for older Floridians, in part because the cost of long-term care remains unaffordable for most families. In Florida, nearly 2.7 million residents help aging parents, spouses and other loved ones stay at home by providing assistance with bathing and dressing, transportation, finances, complex medical tasks like wound care and injections, and more. The value of this unpaid care totaled about \$29.7 billion in 2013.

Finally, McRay noted that if Congress enacts proposals to deeply cut Medicaid as part of health-coverage now under discussion in the Senate, Florida families, frail older residents and people with disabilities will be in worse shape than the 2017 Scorecard indicates. The U.S. House-passed version of the health-coverage plan would cut \$834 billion from Medicaid over 10 years.

Of the 25 **Scorecard** indicators, many could be improved through state policy changes. Securing those policy changes point to the importance of AARP's multi-state advocacy campaign, launched in 2014, to help older Americans live independently at home, and to assist the family caregivers that support them.

Long-term care (also called long-term services and supports) is a diverse set of services designed to help older people and those with disabilities. Those services can be provided in a person's home, in a community setting such as an adult day center, or in a group residential facility, like a nursing home.

The full state **Scorecard**, along with an interactive map of state rankings and information, is available at www.longtermscorecard.org.

###



[Register here for the FCOA Conference!](#)

FASP is hosting a Pre-Conference Intensive from 9:00 AM- 12:00 PM August 28th: *Budgets & Block Grants - What is Next for the Aging Network?*

This session is a dialogue with experts in health policy who can help you better understand potential impacts to Floridians so you can plan for potential impacts to your organization.

Separate registration fees apply. [Register Here.](#)



Imprint Aging on Florida
August 28-30, 2017 | Orlando, FL
www.fcoa.org

Maggie's Story



Written by: Allison Gould, Marketing Specialist, Center for Independent Living in Central Florida

Maggie Escobar served in the United States Air Force from 1998 – 2002. During that time, she mainly worked on plane maintenance, performing such tasks as refueling planes or ensuring the tires were properly inflated with air or nitrogen. Maggie said they planes were very loud and the engines didn't always get turned off when they were working on them. As a result, Maggie has a condition



called tinnitus; a hearing loss condition that can result from a wide range of underlying causes but most commonly noise-induced. Maggie also had a predisposition to this condition, having had a reoccurring cyst in her left inner ear most of her life. This cyst kept coming back, even after treatments. Finally, at her doctor's recommendation, Maggie had her ear removed and a prosthetic ear in place. Though functional, she still has troubles hearing, especially lower frequencies.

Maggie was aware of Center for Independent Living in Central Florida, Inc. through friends at her church, but admits, she never thought she'd utilize services offered and didn't know specifically how people with disabilities are helped at the Center. On a chance, Maggie came to CIL to see if there was anything that could help her hear better. Maggie was given information for an amplified phone offered through Florida Telecommunications Relay, Inc. Skeptical, Maggie agreed to try the phone, but didn't think it could give her the clarity she was looking for. When Maggie used the phone for the first time, her face lit up in amazement. Maggie says, "I never thought something that looks like a regular phone, could work like this! It's like a phone and hearing aid in one!"

Maggie has a lot of family in Texas and looks forward to being able to hear them clearly and have more meaningful conversations. She says she struggled often, especially when the other person was on a cell phone, but no longer worries she'll miss out on what someone is saying. "I found myself just 'yes-ing' people on the phone. But now, I know I'll be able to hear everyone clearly!"

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/1FASP>



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>



Resources

Is your organization in need of stock photos? Try Stock Snap - [Click Here](#)

The Milbank Quarterly for evidence-based improvements in population health - [Click Here](#)



July 2017

July 23-27, 2017: San Francisco, CA. International Association of Gerontology and Geriatrics Conference. <http://www.iagg.info/>

July 26-28: Orlando, FL. Oral Health Florida Conference. <http://oralhealthflorida.org/oral-health-florida-healthy-mouth-healthy-body-conference-2016/>

August 2017

August 28-30, 2017: Orlando, FL. Florida Conference on Aging. [Register Here.](#)

Past Sponsors



Washington County Council on Aging

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

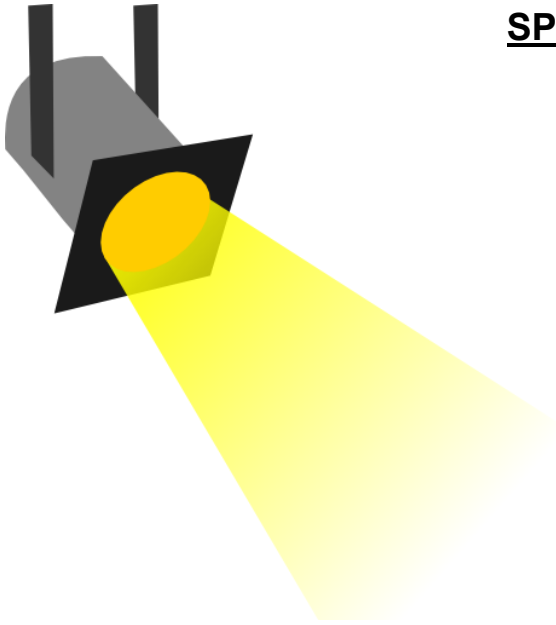


<http://www.seniorresourcealliance.org/>



www.newvisioneyecenter.com

SPONSOR SPOTLIGHT



Hillsborough County
Florida

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



Real Possibilities in

Florida

<http://www.aarp.org/fl>



www.friendshipcenters.org



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.