



## Florida Association of Aging Services Providers e-Newsletter

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**Sponsor:** G.A. Foods

**Guest Editor:** Teresa Barton, Aging True

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### THIS ISSUE SPONSORED BY:



### Message from the President

by Karen Deigl, Senior Resource Association, Inc.

Dear FASP Members:

I recently celebrated my sixth anniversary as the Senior Resource Association's President & CEO, and member of Florida's home and community based services network – a relative newcomer compared to many.

I entered this field at a time of significant change within the industry, and not only has change been continuous since, but it promises to steamroll into the foreseeable future. My greatest love and chief frustration about this work is that as soon as I think I know something, it changes.

One of the things that has been a great benefit to me and my agency is that throughout my tenure here, I have sought to engage with and learn from those in our statewide home and community service network, and have found it to be an

enormous source of information, inspiration and even comfort. As we face what promises to be a year of tremendous change, take heart in the fact that you are part of the FASP community and as such you will be upraised of the latest information impacting your agency, and that we will face these changes together.

Sincerely,

*Karen Deigl*



## Embracing the Challenge of Change by Teresa Barton, Guest Editor

As we all prepare for the impact of Medicaid reform on our programs within the aging network we hear much about the uncertainty and stress that always accompanies major changes. It is easy in an environment of uncertainty to assume the worst, and our jobs become more complicated as we plan and prepare for challenges ahead. Keeping our focus while we deal with yet unknown changes has become an important element for each of us.

The good news is that our network is used to challenges and change...just look around. Those of us who have been working in the aging network for more twenty years, can remember many changes.

Some of us can even remember a time before the Department of Elder Affairs. Many of us remember a time before there were Medicaid waiver programs serving seniors. And as difficult as this for me to admit, a few of us remember a time before the computerization and centralized data collection.

With each change we have tackled the challenges, learned the important lessons that come with change, and grown stronger for those lessons. We have adapted to become a much more competitive, robust, and sophisticated network. We have many more partners today because we have embraced change. We have learned how to incorporate new tools, new strategies, and new information into our programs, creating a much more effective and efficient network for the seniors we serve.

Looking at the beautiful new senior centers that double as community centers built by our aging network partners, the new approaches our members are embracing in nutrition and meal preparation, the new programs our network members have launched to assist frail seniors, it is immediately apparent that we can, and do, survive and thrive in a changing environment.

Of course, that doesn't make change less stressful. However, each of us have developed our own strategies for coping with change. I'm happy to share my tips for coping, which I learned from [Leadership with Sass.com](http://LeadershipwithSass.com)

I would love to hear from others about their tips, too...



- 1. Don't panic.** It makes you and those you influence nervous.
- 2. Be aware.** You will go through different emotions. It's natural, so prepare yourself to accept these different emotions. They are temporary and will not serve as your true long-term feelings. For example you may experience shock, sadness, anger, bitterness, doubt, guilt, and so on.
- 3. Be still.** If you're a believer, then you know now is a good time to be still and wait upon the Lord. If you're not a person of faith this is still good advice. Be still, and don't make any quick decisions. Try to chill and let your mind process things. You don't need to make important decisions during your temporary emotional time anyway so hang loose for a bit.
- 4. Prepare.** Change isn't a bad thing. It just sometimes catches us by surprise, so it appears bad. Now that you know change is in your world, start preparing for it as if you were creating the change.
- 5. Lead well.** You're not the only person learning through this process. Others you influence are also learning as they watch your example. Some day you may teach others how to deal with change. Motivate yourself during these difficult times by knowing you will someday tell your story. Make it a story you're proud to tell, not one you'll hide.



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

The FASP Awards Committee has begun accepting nominations for the 2012 Minotty Eye Foundation Best Direct Service Employee of the Year.



The deadline for submissions is **Wednesday, May 16, 2012**.

[Click here to submit online](#)

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.



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.

**Due to the generosity of the Minotty Eye Foundation's sponsorship**, the Award winner will receive complimentary registration on Tuesday, August 21st to receive their award which includes **\$500.00 for themselves and \$500.00 for their agency**.

Each year, FASP presents this award during the Florida Conference on Aging to honor the dedication of Florida service employees. The 2012 Florida Conference on Aging will be held August 20-22, at the Grande Lakes Ritz-Carlton – Orlando, Florida.

Nominations can be submitted online at [www.fasp.net](http://www.fasp.net). If you have any questions, please contact [moreinfo@fasp.net](mailto:moreinfo@fasp.net) or call (850) 222-2575.



### **“You’ve Earned A Say” Listening Sessions**

AARP has set a goal of having at least 1 You’ve Earned A Say Listening Session in every county in Florida by May 31. AARP has trained volunteers to lead the session, which can only accommodate about 10-20 participants and would run about 1- 1.5 hours long.

If you are willing to hold a listening session in your county, please notify the FASP Office at 850-222-3524. Let us know who is the lead contact person, with their Agency, Position Title, Email & Phone number. The FASP office will put them in touch with Victoria Funes of AARP.

Please visit [www.earnedasay.org](http://www.earnedasay.org) if you would like to encourage folks to express their opinions on the website.



## The Seven Principles of Successful Change

- 1. Accept your worth and acknowledge others' worth.** Accepting and acknowledging worth is the foundation of successful change.
- 2. Generate trust.** When there is trust between two or more people, change is more readily accepted. Being trusted and trusting others allows you and others to be positive, productive individuals. Trust is the centerpiece of successful change.
- 3. Learn by empathy.** Those who continuously learn about themselves, others, work and life have a greater capacity for change. By observing others, broadening interests and understanding different perspectives, you can gain an instinctive understanding of change. Connect to change by daily learning.
- 4. Embrace change.** Change is inevitable and appears to be increasing at exponential rates. You can either resist change or accept it.
- 5. Unleash the synergy.** Team synergy is the result of two or more people valuing and trusting each other. When two or more people produce ideas, they ultimately make improvements that are significantly greater than would have been possible separately.
- 6. Discover champions, depend on masters and find a sage.** Effective change will be steered by more than a leader. The environment of change will eliminate autocratic supervision. Instead, it will seek champions, masters and sages to foster change.
- 7. Liberate decision-making.** Change resulting from one person's decisions rarely works. Share decision-making with those around you. Empower them. Collective ownership in decisions promotes change.



\*From "The Eagle & the Monk: Seven Principles of Successful Change" by William A. Jenkins and Richard W. Oliver (United Publishers Group, 1998)



## How is the Population Changing?

- The U.S. population 65 and older is now largest in terms of size and percent of the population, according to information on household and family composition released by the U.S. Census Bureau.
- There were 40.3 million people 65 and older on April 1, 2010, increasing by 5.3 million since the 2000 Census. The percentage of the population 65 and up also grew.
- There was a 41 percent increase in unmarried partner households between 2000 and 2010. Opposite-sex unmarried partner households grew from 4.9 million in 2000 to 6.8 million in 2010. Same-sex unmarried partner households grew from 358,000 to 646,000 from 2000 to 2010.
- The number of interracial or interethnic opposite-sex married couple households grew by 28 percent over the decade, from 7 percent in 2000 to 10 percent in 2010. A higher percentage of unmarried partners were interracial or interethnic than married couples.
- Fewer households had people under age 18, from 36 percent in 2000 to 33 percent in 2010.

— U.S. Census Bureau



## **HHS Announces New Affordable Care Act Options for Community-based Care**

### **FOR IMMEDIATE RELEASE**

**Thursday, April 26, 2012**

*Medicaid and Medicare introduce greater flexibility for beneficiaries to receive care at home or in settings of their choice*  
New opportunities in Medicaid and Medicare that will allow people to more easily receive care and services in their communities rather than being admitted to a hospital or nursing home were announced today by Health and Human Services Secretary Kathleen Sebelius.

HHS finalized the Community First Choice rule, which is a new state plan option under Medicaid, and announced the participants in the Independence At Home Demonstration program. The demonstration encourages primary care practices to provide home-based care to chronically ill Medicare patients.

Both are made possible by the Affordable Care Act. Studies have shown that home- and community-based care can lead to better health outcomes.

“We know that people frequently prefer to receive services in their own homes and communities whenever possible. The rule and demonstration announced today give people choice and provide states with flexibility to design programs that better meet the needs of beneficiaries,” Secretary Sebelius said. “Prior to passage of the Affordable Care Act, many families had few choices beyond nursing homes or other institutions for their loved ones. The actions taken today will help change that and can lead to better health for these individuals.”

The final rule released today on the Community First Choice Option provides states choosing to participate in this option a six percentage point increase in federal Medicaid matching funds for providing community-based attendant services and supports to beneficiaries who would otherwise be confined to a nursing home or other institution.

Also today, the first 16 organizations that will participate in the new Independence at Home Demonstration were announced. They will test whether delivering primary care services in the home can improve the quality of care and reduce costs for patients living with chronic illnesses. These 16 organizations were selected from a competitive pool of more than 130 applications representing hundreds of health care providers interested in delivering this new model of care.

The Independence at Home demonstration, which is voluntary for Medicare beneficiaries, provides chronically ill Medicare beneficiaries with a complete range of in-home primary care services. Under the demonstration, the Centers for Medicare and Medicaid Services (CMS) will partner with primary care practices led by physicians or nurse practitioners to evaluate the extent to which delivering primary care services in a home setting is effective in improving care for Medicare beneficiaries with multiple chronic conditions and reducing costs. Up to 10,000 Medicare patients with chronic conditions will be able to get most of the care they need at home. The demonstration is scheduled to begin on June 1, 2012, and conclude May 31, 2015.

HHS is also seeking comment on a proposed rule that describes a separate Home and Community-Based Services state plan option, which was originally authorized in 2005 then enhanced by the Affordable Care Act. Like the Community First Choice Option, this benefit will make it easier for states to provide Medicaid coverage for home and community-based services.

“Our goal is to provide person-centered support to every Medicare and Medicaid beneficiary, regardless of their physical ability or chronic health conditions,” Acting CMS Administrator Marilyn Tavenner said. “These services and programs will help keep these individuals’ health stable, and keep them home where they want to be, while giving us even more tools to achieve better care for the patient, better health for the population, all at lower costs.”

The announcements made today are one part of the Obama administration’s efforts to help people with disabilities and those living with chronic illness stay in their own homes when they wish to do so. Earlier this month, Secretary Sebelius announced the creation of the new Administration for Community Living, bringing together key HHS organizations and offices dedicated to improving the lives of Americans with functional needs into one coordinated and stronger entity. This new agency will work on increasing access to community supports and achieving full community participation for seniors and people with disabilities.

For more information on the Administration for Community Living visit: <http://www.hhs.gov/acl/>.

For more information on the Community First Choice Option visit: [http://www.cms.gov/apps/media/fact\\_sheets.asp](http://www.cms.gov/apps/media/fact_sheets.asp).

For more information on the Independence at Home demonstration and the organizations selected to participate visit: <http://www.innovation.cms.gov/initiatives/independence-at-home/>

The rules may be viewed at [www.ofr.gov/inspection.aspx](http://www.ofr.gov/inspection.aspx).

## FASP Intensive to Focus on the Current Status of Medicaid Reform

The 2012 Aging Conference theme of AGING: New Game New Rules definitely applies to Medicaid Reform Legislation in Florida. As a service to FASP members, and others, FASP chose Medicaid Reform as the topic for their Intensive at the Conference.

The Intensive will feature key speakers from the Agency for Health Care Administration, DOEA, and other key presenters who can discuss the current status of the implementation and its impacts on aging network service providers.

The Intensive will be on Monday, August 20, from 8:30 AM until 11:30 AM; the early registration fee is \$60 per person. The number of participants may be limited, so be sure to register early. Registration is open on: [www.fcoa.org](http://www.fcoa.org).

The Conference will be August 20-22, 2012, in Orlando at the Grande Lakes Ritz-Carlton.

The Conference Opening Session begins at 12:30 PM on Monday, August 20.

Questions? Call your FASP office at 850-222-3524.



### Ethnic Elders Online

News America Media has posted a series of articles about how new technology is helping seniors in social networking, health, community action and small business.



**PART 1 -- ["African American Elders Log-In for Computer Fun—and Jobs"](#)**

**PART 2 -- ["Becoming an E-Patient: One Elder's Path From Online Games to Health Gains"](#)**

**PART 3 -- ["Senior Civil Rights Activist Amplifies Protest Voice Online"](#)**



### 3 Ways to Protect Facebook Info

How to keep Facebook from sharing your personal information through apps:



1. If you don't want your info shared with other websites, go to "Privacy Settings" on the right hand corner of your Facebook page. Then click on "Applications, Games and Web sites." Look for "Instant Personalization" and click "Edit settings." Then uncheck the box beside to "Enable instant personalization" at the bottom of the page.
2. To ensure complete safety, turn off all apps. Do this under the "Apps and Websites" section. Under "Apps you use," click "turn off apps."
3. To share some information through your friends' applications, go to "how people bring your info into the apps they use." Click the "Edit Settings" button next to "What your friends can share about you." This page will show you all the options that your friends' applications can access. Check or uncheck them based on what you're willing to share.

FOR IMMEDIATE RELEASE

Contact: AHCA Communications Office

AHCACommunications@ahca.myflorida.com, 850-412-3623

### Agency for Health Care Administration to Maintain Care Provider Background Screening Clearinghouse

**Tallahassee, Fla.** — As a result of Governor Scott's signing of House Bill 943, the Agency for Health Care Administration (Agency) will become the lead agency for the Care Provider Background Screening Clearinghouse, which streamlines employment background screening for employees and volunteers providing services to vulnerable persons in health care and social service settings. The Clearinghouse, which will be fully implemented by September 30, 2013, is to provide a single data source for background screening results of persons required to be screened by law to provide services to children, the elderly and disabled.

"Our Agency is pleased to be leading this multi-agency effort that promotes sharing of information among state partners," said Secretary Liz Dudek. "By reducing screening duplication and unnecessary costs related to screening, we can ensure our state's resources are being used effectively and efficiently."

In addition to the Agency, the Departments of Children and Families, Health, Juvenile Justice, and Elder Affairs, the Agency for Persons with Disabilities, and Vocational Rehabilitation within the Department of Education will all use the Clearinghouse. All state agencies involved in the regulation of providers will be able to access screening results conducted and entered into the Clearinghouse. The ability to share this information benefits the state, the health care provider community and the residents of Florida. Reducing the number of multiple screenings is estimated to save health care providers and workers in excess of \$500,000 annually.

The Agency recently released improvements to the background screening results website. The enhancements allow the 29 health care facility and provider types the Agency regulates to make prompt and informed hiring decisions, which helps to avoid the costs of re-screening employees as they change jobs or work for multiple health care providers. Health care providers can visit <http://ahca.myflorida.com/backgroundscreening> for more information. ###



### Agency Launches Health Care Facility Locator Smart Phone Application

**Tallahassee, Fla.**—The Agency for Health Care Administration (Agency) announces an extension of its valuable consumer tool, [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov), in an easy-to-use smart phone application (app) for iPhone and Android users. Consumers can use this app to get information on, locate and/or receive driving directions to any health care facility regulated by the Agency.

"I am excited the Agency is able to make this mobile technology available," said Secretary Liz Dudek. "The mobile facility locator will provide residents, consumers and tourists with easy access to facility information and driving directions for Florida health care facilities." Consumers can search for a facility by license type, county, city, proximity distance or a combination of those options. After a facility has been selected, the mobile app will provide directions using the same directions feature on [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov) or enter the facility address into the phone's independent navigation application.

The app also allows the consumer to learn what type of beds and capacity the facility offers, along with the names of the facility administrator and owner. From the app, the user can link directly to the facility's specific website, if available, to learn more. This additional resource can assist consumers in finding health care facilities that are nearby to them and fit their needs. The mobile facility locator app is now available through Apple's iTunes for the iPhone operating system and the Droid Marketplace for the Android phone operating system. The mobile application can also be accessed through the Agency's internet websites [www.ahca.myflorida.com](http://www.ahca.myflorida.com) or [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov). ###

## Upcoming Events



### May 2012

**May 11, 2012:** Orlando, FL. *Statewide Aging in Place Housing Summit* sponsored by the Florida Department of Elder Affairs. For additional information please visit <http://www.communitiesforalifetime.org/events.php>

**May 20-23, 2012:** New Orleans, LA. *AIRS Conferences*. For additional information please visit <http://www.airs.org/i4a/pages/index.cfm?pageid=3385>

### June 2012

**June 11-14, 2012:** Washington, DC. *Annual Conference on Independent Living*. For additional information please visit <http://www.ncil.org/conference/2012RFP.html>

### July 2012

**July 7-11, 2012:** Denver, CO. *National Association of Area Agencies on Aging Conference*. For additional information please visit <http://www.n4a.org/training-events/annual-conference/>

**July 22-23, 2012:** Washington, DC. *National Association of Social Workers National Conference*. For additional information please visit <http://www.socialworkers.org/nasw/conferences/hope2012/default.asp>

### August 2012

**August 20-22, 2012:** Grande Lakes Ritz Carlton, Orlando, FL. *Florida Conference on Aging*. For additional information please call 850-222-8877 or visit [www.fcoa.org](http://www.fcoa.org)

**August 23, 2012:** National Harbor, MD. *Perspectives on Nutrition and Aging: A National Summit*. For additional information visit <http://www.mowaa.org>.



### Upcoming “FREE” AARP Education & Outreach Hosted Webinar

**May 17 at 7PM ET** – Register for “Social Security – Ask the Experts” where you can ask AARP experts questions about Social Security benefits, including spousal benefits, benefits for divorced couples, survivor benefits, Social Security and work, and Social Security and taxes. Join the webinar to hear answers to the most frequently asked questions.

**Come visit us at the FASP website** [www.fasp.net](http://www.fasp.net)



## 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>



### Florida Department of Elder Affairs (DOEA) 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>

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[www.wellcare.com](http://www.wellcare.com)



[www.uhc.com](http://www.uhc.com)



[www.volencenter.com](http://www.volencenter.com)



[www.osceolagenertions.org](http://www.osceolagenertions.org)



An Independent Licensee of the  
Blue Cross and Blue Shield Association

[www.bcbsfl.com](http://www.bcbsfl.com)



[www.newvisioneyecenter.com](http://www.newvisioneyecenter.com)

## **SPONSOR SPOTLIGHT**

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



**<http://www.sunmeadow.com>**

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](mailto:moreinfo@fasp.net) or by phone at (850) 222-3524.

The mission of FASP is to support and advocate for public and non-profit organizations engaged in the provision of community-based services to Florida's elders to improve their quality of life.

***Mark your calendars now!***

*The 2012 Florida Conference on Aging  
will be held  
August 20-22, 2012  
at the Grande Lakes Ritz-Carlton  
in Orlando*



**Hotel Room Reservations Link** \$139/night

**Online Registration**

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**Quality Senior Living Awards Nominations**

**Advocacy Award**

