



Florida Association of Aging Services Providers e-Newsletter

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Sponsor: Sunshine State Health Systems
Guest Editor: Sarah Stroh, Marion Senior Services

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THIS ISSUE SPONSORED BY:



Dear FASP Members:

June 15, 2012, marked the seventh anniversary of World Elder Abuse Awareness Day.

Each year hundreds of thousands of older persons are abused, neglected and exploited yet only one in six cases of elder abuse are reported.

The Florida Association of Aging Services Providers (FASP) wants to change that, and recognize education about elder abuse is imperative if we are to prevent it.

Towards that goal, the Florida Council on Aging, in partnership with FASP, the Department of Elder Affairs-State of Florida and Florida Adult Day Services Association is planning an "Elder Abuse" workshop track during the 2012 Florida Conference on Aging, "Aging: New Game – New Rules."

The Elder Abuse tracks include:

- **Understanding Chapter 415—Adult Protective Services**
- **Up Close and Personal—Advocating From the Home Front**

The conference will take place from August 20th to the 22nd, at the Grande Lakes Ritz-Carlton Hotel in Orlando, and FASP members receive a conference discount.

I hope you will take advantage of this excellent opportunity to increase your awareness and deepen your understanding of elder abuse. Together, we can prevent abuse.

Sincerely,
Karen Deigl

Keeping Your Attitude Up When Circumstances Are Down by Chris Widner

Introduction by Sarah Stroh, Guest Editor

We are all facing many challenges in our agencies between Medicaid Reform, reduced funding, increased expenses, etc. that it can really cause us to feel "down". I received the following article by Chris Widener entitled "Keeping Your Attitude Up When Circumstances are Down" that I thought was very appropriate to share with everyone in the Aging Network. It really has some great ideas to keep in mind to help all of us get through these "down" times and turn them into something positive. Enjoy!

Everyone knows that a positive attitude is key to the successful life. But what happens when things go wrong? What happens when circumstances deal us a blow? We have a tendency to let our attitudes take the dive along with our state of affairs. Life deals us setbacks, both minor and major, on a regular basis, but if we are going to be successful, we need to know how to deal with them and keep our attitudes intact! We need practical tools to help us understand how we can go about keeping our attitude up, when the circumstances are down. Here are some thoughts to help us do so:

Take some time-out. I'm sure you are aware of what happens. You are going about your day and everything seems to be going well, when out of nowhere disaster strikes. All of your best-laid plans begin to tumble. Sometimes circumstances surprise us and we react. Unfortunately, this often compounds the problem because by reacting we tend to operate out of our weaknesses instead of our strengths. We make decisions that are not well thought out. We function with a bad attitude that says, "I can't believe this is happening!"

The next time circumstances turn against you, take some time to just step back from the problem and think. This will enable you to deal with the issue at hand rationally, instead of emotionally. It will allow you to put your state of mind back into its proper place. It gives you the opportunity to choose your attitude as you face the circumstances at hand. Remember that we don't have to do something right now. Go grab a cup of coffee and relax little bit. By doing this you function with you being in control and not the circumstances.

Keep your eye on the goal. A second step in keeping our attitude in the proper place is to make sure we keep the important things important. One of the biggest problems with trouble is that it gets your focus off of where it should be. When I experience difficult circumstances and people ask me how it is going, I tell them, "I am just keeping my eye on the goal." It has always been fascinating to me that when racecar drivers get into trouble, they keep their eyes straight ahead and do not move them away. There is just too much chance of wrecking that way. Instead, their eyes are on the goal, and this keeps them out of trouble. If you find yourself getting down about circumstances, sit down and write out what the goal is. Give some thought to how you can achieve that goal, or others you may have.

A man was asked how he was doing and he responded, "Pretty well, under the circumstances." The other man asked, "What are you doing under the circumstances?" Good question. We shouldn't be under the circumstances, we should be focused on the goal and moving forward.

Focus on solutions, not problems. The squeaky wheel gets the oil, the old saying goes. Negative circumstances don't sit idly by. They scream for our attention. When we face difficult circumstances, we tend to dwell on them. We talk about them, fret about them, and give them way too much attention. Instead of talking about problems, talk about solutions. Instead of spending your time thinking about how bad things are, think about how good they will be! Don't have family or staff meetings about the problems and how big they are. Have meetings on the solutions and how you will implement them. Don't let yourself or other team members complain. Encourage them to solve, with an emphasis on the positive results that will come from doing so. Then take some time to put these solutions down on paper, so you can monitor your progress.

Get some positive input. The mind tends to build on itself, so when we begin to go in one direction, i.e. worry, it can be a slippery slope. One thing we must do



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is get our thoughts back on track with positive ideas. When circumstances have got you against the emotional wall, get with a good friend who can encourage you. Listen to a tape by Zig Zigler or another motivational speaker. Pick up a good book and give it a read. Whatever external influence you can get to put your attitude back on the positive side of the tracks - do it! It must be one of our first goals to start plugging good things into our minds to fuel our attitudes.

Tell yourself the good. One of the greatest internal powers we have is the power to control our thoughts. Spend time dwelling on the good things about your life or job instead of the problems. Think about positive things, things you enjoy and give you a sense of happiness and peace. There is an old childhood song that says, "Count your blessings, name them one by one." That is great advice! Let your positive attitude develop from within as well as from without. This makes all the difference!

Remember that circumstances are not forever. Sometimes it seems like we are going to be up to our eyeballs in the situation forever, when in reality, this too shall pass. There will be a time in the future when circumstances will change and you will be on the mountain instead of the valley. This will give you a sense of hope as you live and work that will change your attitude, make you feel better and put you on the fast track for growth!

Some questions as we close:

- Q. Do you have a habit of reflection before responding?
- Q. Do you have a habit of keeping your eye on the goal?
- Q. Do you focus on solutions or problems?
- Q. Do you give yourself positive outside influence?
- Q. Do you have a habit of telling yourself the good?
- Q. Do you remind yourself that nothing is forever?



About The Author:

Chris Widener is a popular speaker and writer as well as the President of Made for Success, a company helping individuals and organizations turn their potential into performance, succeed in every area of their lives and achieve their dreams. Article reprinted with permission



Medicaid Reform in Florida: New Game-New Rules

Don't forget to register for the FASP Intensive

The Intensive will feature key speakers from the Florida Agency for Health Care Administration and the Florida Department of Elder Affairs who will discuss the current status of the implementation of Florida Medicaid Reform and its impacts on aging network service providers, including choice counseling and aging network roles. There will be ample time for questions and discussion.

The 2012 Florida Conference on Aging will be held August 20-22, 2012 at the Grande Lakes Ritz-Carlton in Orlando. [Click Here](#) to register online.





FASP/DOEA
TELECONFERENCE MEETING NOTES
MAY 4, 2012 ~ 9:00 A.M. EST



FASP Executive Committee Members Present

John Clark
Karen Deigl
Liz Lugo
Ginna O'Connor
Terri Barton

DOEA Members Present

Richard Prudom
Marcy Hajdukiewicz
Mary Hodges
Joshua Spagnola
Cheryl Young
Beverly Wilbert

Management Firm Staff Present

Margaret Lynn Duggar
Barbara Denmark

I. Level II Background Screening Latest Information

Josh Spagnola – The legislation was passed and signed. It essentially created two parts: the first part included several new exceptions to screening under Chapter 430 and the second part, which will take longer to design and implement, is the creation of a clearinghouse that would allow agencies to share screening results.

DOEA has sent out a Notice of Instruction to all the Executive Directors of the Area Agencies on Aging, which summarized the legislation and describes the process that is now in place as a result of the changes.

Volunteer Exemption changes include:

- a) For volunteers who work intermittently and have less than 20 hours a month of direct contact with the elder, the provider would need to check 2 free databases: Department of Justice – National Sex Offender Registry and the Florida Department of Law Enforcement (FDLE) Career Offender Search to assure there are no hits.
- b) If the individual is screened and cleared on Level II thru the Agency for Health Care Administration (AHCA) and they work within their scope of employment or licensure, there will not be an additional screening requirement under 430 thru DOEA until the clearinghouse is operational.
- c) If the individual is a relative of the client.

Changes:

- 1) New Definition of Direct Service Provider: If you have had face-to-face contact while providing services and one of the following settings: access to client's funds, access to personal identification information, access to client's living arrangement.
- 2) An individual can start working to perform the training and orientation of duties before the screening results are completed, provided that they don't provide services to clients until the screening results are completed.

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- 3) 'Affidavit of Good Moral Character' has been replaced by 'Affidavit of Compliance' to be kept in the employee file. This form will document if the employee meets any of the exemptions allowed by law.

FASP wishes to thank Josh Spagnola and the Florida Department of Elder Affairs for all their diligent work on the Background Screening issue. FASP has requested that the Florida Department of Elder Affairs also send the Notice of Instruction to the FASP Office for dissemination to its members.

II. Medicaid Reform

Marcy Hajdukiewicz - We are currently in the planning stages of Long Term Care/ Medicaid Reform. The Intention to Negotiate (ITN) is scheduled to be released on July 1st. A data book was released in the beginning of May that has some information on rates and services that potential providers or potential applicants would be able to use to discern if this is something that they would like to participate in. AHCA has also provided an alert system for any updates to their website on Medicaid Reform. DOEA staff is help on developing iCanada contract and also a variety of workgroups that the staff is on to help AHCA move forward to make detailed operational decisions. Once the ITN is released there will be a two month period for replies and then the DOEA staff will also help AHCA with the review of the ITN responses and the readiness review.

The money was vetoed for Choice Counseling but DOEA is continuing to go forward with working with Florida Association of Area Agencies on Aging (F4A) and AHCA to have the ADRCs do part of the Choice Counseling. DOEA held a meeting with F4A and AHCA to go over questions on how to set up the operations with our system, people and all resources available. They will continue to move forward with future meetings. DOEA's main goal is a seamless transition for the client from the current program to the new program.

Over the next year, we need to get as many people in these wavier programs as possible because we don't know how much money will be available for new slots. If we can get as many people into services as possible it would more of a guarantee of maintaining the slots. Starting in July we are going to start pushing the wait list and trying to get these people into services as soon as we can.

FASP Member – Many PSAs are currently not adding at all. We are being told by our AAAs that we are overspent. Do you foresee it radically changing July 1st? We had geared up once before and were told to stand down because there were no funds.

Marcy Hajdukiewicz – For ADA, ALE and Nursing Home Diversion we did get additional funds for the next fiscal year. Cheryl Young is the new DOEA Bureau Chief for Medicaid Programs and Long Term Care Support. She previously worked at DOEA and AHCA. She succeeds David Oropollo, who has taken a position with Medicaid. I will be discussing this with Cheryl next week. We know that it takes people awhile to gear up for July 1st. Now is a good time to start taking a hard look at that and to start release people on the wait list.

FASP Member – When you are talking about adding people you are looking at a minimum of 90 days gear-up process for most. All kinds of issues can pop up if we don't plan in advance.

Marcy Hajdukiewicz- We hope we will be able to have something out quickly.

FASP Member – We are currently down to 60 days until July 1. When DOEA met with the AAAs what were they told about gearing up and when can providers expect to implement this expansion?

Marcy Hajdukiewicz- Our meeting didn't discuss the programs. The meeting just covered Medicaid Reform in the respect of the roles of the area agencies. We understand that we are less than 60 days to July 1st. If we can make a decision next week and we are also talking DCF too to see if there are some other avenues so we can get folks through quicker. The big problem that we have is getting through the DCF process and getting the 3008 form (the physician form) those are the two things that really take a long time. We are trying to streamline that a little at least

with the financial eligibility piece. We are working with the new management at DCF as well to be more efficient and handle less paperwork and more electronic in hopes it will decrease the eligibility time going forward.

III. Why are all PSA's not governed by the same rules?

Each AAA appears to create their own monitoring, reporting, budgeting processes. What, if any, standards exist to create a more consistent and "integrated" network of providers who are funded/monitored by AAAs? With the development of managed care protocols for Medicaid, will DOEA be looking to expand the same/similar protocols and standards for non-Medicaid services?

Marcy Hajdukiewicz asked for examples. DOEA provides guidance in our contracts and we have very specific monitoring from our standpoint. We outline what we are looking for and those documents are shared with providers and the AAAs. We also have our Program and Services Handbook and that delineates what AAAs are supposed to do. We prescribe some of this but there are nuances in different areas that could drive the differences. We are looking for best practices and distributing them to the AAAs to operate more efficiently.

FASP Member – One example is flexibility in my area that others don't have in regards to how private funding for client services is handled.

FASP Member – In one PSA, the provider can put someone on the waiting list and in another PSA the provider can't put someone on the waiting list. Another example would be how you take someone off the waiting list or if you have private funding and you want to take someone off the waiting list and serve them – in one area the answer is 'go for it' in another area the answer is no.

FASP Member – We seem to be having the most concern with the processes and procedures of the ADRCs and ARCs. I have not seen anything about that in the Programs and Services manual or from DOEA in the way of directives, guidelines or what expectations and standards for each ADRC. There seems to be a lot of variation in how the AAAs are managing the ADRC from project to project. Could that be shared with the Aging Network?

Marcy Hajdukiewicz – We can share a copy of contract for ADRC services and Beverly indicated that we are going to be including that information in the handbook going forward.

FASP Member – Here are some specific questions: How should an AAA take people off the waiting list? When a provider asks for names, how long should it take for the AAA to provide the names? In some cases it is 2 weeks. Have the clients been called recently so that the AAA knows that they are still in need of services or were they called a year ago, resulting in the provider getting a list of names that are no longer valid? Providers are then told we can't touch the list because it is being managed by the Area Agency but then when we send in information about persons that are deceased or not needing services we are told we have to go in and update the waiting list and terminate them. To the question: Can we give examples of what is not consistent across the PSAs? I think the better question is giving an example of what is consistent among the PSAs. I don't believe there is 10% consistency from what I see and from talking with my colleagues across the state.

FASP Member – This pertains to Question V. - On the November FASP/DOEA conference call Secretary Corley asked for examples and not just anecdotal information in regards to differences across the State. FASP has surveyed the membership and will have a workgroup this summer to compile and summarize the information to disseminate the results to DOEA. It would be great if we can get the copy of the contract information prior to that workgroup meeting.

FASP Member - What is the DOEA policy for any Area Agency if they were to release a client name to a provider? How recently should the AAA have contacted the person and what is their responsibility to know that they are a viable client for services?

Marcy Hajdukiewicz - The legislation for Medicaid Managed Care actually tasks the Department with managing the wait list going forward. DOEA has been looking at the operations of the Medicaid portion of the wait list manage-

ment. DOEA is looking forward to receiving the FASP survey results, it will help us. We will have to pull the current policy to see how often they should be contacting the names on the list and give you the timeframes but the names that you receive should be valid.

Cheryl Young – If you would like to compile some thoughts and concerns in advance to the FASP workgroup we would love to hear them.

IV. Cash Advances & Reconciliation

Some providers have been told that DOEA plans to change the process for cash advances and reconciliation. Is this true? If yes, what is planned?

Beverly Wilbert – We have some contract language that did change the advance schedules this year. We plan on evaluating that information after we complete the closeout in August. We certainly don't want to be processing refunds at the end of the year. We are asking the AAAs for very specific justification for any advances.

FASP Member – That is the issue. The projects are put in the position that, if they go the kind of schedule you are anticipating, they could be out of compliance in terms of turnaround. The new schedule that was talked about by the Area Agencies would put them out of compliance on turnaround - it could be as last as 90 days before we see the first dollar in contract. For the smaller projects that would be a huge burden. It is a cash-flow question.

Marcy Hajdukiewicz – What Beverly was discussing is what is in current contract and it did change this current year, 2011-2012. We are looking at different options going forward and will be working with the new DOEA CFO. We are looking at how to be more efficient on how we do this but we haven't said anything specific to the AAAs about how we plan to move forward. The contracts begin July 1st so if there are any changes we will have to do it between May and June.

Beverly Wilbert – We are using the same schedule in the contracts going forward starting in July. We will evaluate how this schedule works when we finish the closeout. We haven't made any decisions on how we are going to change or if we are going to change it.

FASP Member - We will place this item on the agenda of the next quarterly FASP/DOEA conference call to follow up on this issue.

V. Follow up to the Providers Wait List Questions & the Survey FASP conducted as a result of the November DOEA/FASP call.

On the November FASP/DOEA conference call Secretary Corley asked for examples and not just anecdotal information in regards to differences across the State. FASP has surveyed the membership and will have a workgroup this summer to compile and summarize the information to disseminate the results to DOEA.



FASP Lead Agency Survey Results

To those of you who participated in the FASP Survey, thank you very much. The Summary Report was sent to the Florida Department of Elder Affairs. (You may recall that DOEA requested this information from FASP.)

The Survey Report was developed by a Committee, approved by the FASP Executive Committee and sent to the FASP Board for review before being sent to DOEA. Please [Click Here](#) to download a pdf version of the summary.

Upcoming Events



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

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

September 2012

September 10-13, 2012: Arlington, VA. *National Home and Community Based Services Conference*. For additional information visit http://www.nasuad.org/events/hcbs2012/national_hcbs_conference_2012.html



AARP Florida Appoints Yolanda A. Rodriguez New Manager of State Operations

AARP Florida State Director Jeff Johnson announced today that Yolanda A. Rodriguez will join AARP Florida as its manager of state operations in June. Since 2008, Ms. Rodriguez has served on AARP's Executive Council, a group of volunteer leaders who advise the AARP state director on the Association's work in America's grayest state, and she has a distinguished history of working with many organizations that serve the state's older residents.

"I am delighted that Yolanda Rodriguez will be joining the AARP Florida staff team," Johnson said. "Yolanda has proven herself to be a strong leader and manager in her professional life, and her commitment to the issues facing 50+ Floridians is evident not only from her work, but from the ways she devotes her free time through community service."

"Not only has she been a dynamic volunteer on AARP Florida's Executive Council, but she has also been a leader on the boards of the Florida Association of Aging Services Providers and the Florida Council on Aging," Johnson said. "Yolanda has earned the respect of leaders in aging services, Florida communities, in elected office, and among the volunteers and staff she will join later this month."

As manager of state operations, Ms. Rodriguez will lead a team of nearly 200 AARP Florida volunteers and staff members across the state. The team plays a key role in AARP's advocacy and service efforts, connecting the Association directly to the 2.7 million AARP members in Florida.

"AARP has afforded me some of the most amazing experiences as a volunteer and senior advocate during the past four years. Accepting a full-time leadership role is not only a natural progression for me, but it enables me to focus all my energy on a vibrant segment of Florida's population," said Yolanda Rodriguez. "I am thrilled to once again have the opportunity to make a daily difference in the lives of older Floridians, now in a more formal capacity with AARP."

Ms. Rodriguez comes to AARP from her role as city manager of Margate, a city of more than 53,000 residents in Broward County. Before being named city manager, she spent three years as Margate's assistant city manager. For the prior 10 years, she served as project director of the Northwest Focal Point Senior Center in Margate. During her tenure as the center's director, the organization was recognized as a leading senior-service agency by county, state, and national aging-service leaders. Ms. Rodriguez is a life-long Florida resident and native Spanish speaker. She earned a bachelor's degree in economics from the University of Florida.

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>



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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.

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](#)

[Exhibitor Registration](#)

