



Florida Association of
Aging Services Providers

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Florida Association of Aging Services Providers

Guest Editors:

Larry Dixon, Independent Consultant & AARP Volunteer
Tourea Robinson, Aging True Community Senior Services

Message from the President

By Andrea Busada, Broward County Elderly and Veterans Services



Greetings, fellow FASP members! I just finished the amazing virtual Florida Conference on Aging and it was even better than I thought it would be. All the speakers and workshop presenters infused me with so much energy in addition to the great information they shared. I would like to thank and congratulate our Management Firm, Margaret Lynn

Duggar and Associates, and in particular Colette Vallee for this Herculean effort and trip into the unknown. As the COVID-19 pandemic continues to dictate everything we do, and as hurricane season is upon us, the conference was a much-needed respite from our day-to-day work. I hope that everyone who participated came away as rejuvenated as I did, and I am so excited to watch all the presentations that I did not watch live.

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This Issue's Sponsors

**Larry Dixon,
Independent Consultant
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As you probably know, my term as FASP President is nearly over. I want to thank you from the bottom of my heart for these years that you trusted me to lead this great organization. I especially want to thank the Management Firm and all the Board of Directors members who are always so committed, generous and caring. Hopefully in the future we can be together, and I can thank you in person. It has been such a great pleasure to serve as your President. However, the great news is that your new President,

Darrell Drummond, is going to take FASP even further. He is one of the most amazing people I have had the pleasure of meeting during my time on the FASP Board and I am so excited to support him in his new role. The providers, and the seniors, could not ask for a better advocate.

Thank you again for all your support and I continue to keep all of you in my thoughts to stay safe and healthy. Wishing you all the best in life, Andrea

United HomeCare Initiatives Address Critical Needs of Older Adults



This summer United HomeCare began two initiatives to address concerns that will help older adults and college students—training and summer internships. United HomeCare is training and

hiring Home Health Aides (HHAs) through their new Learn & Work United HHA Training Program. Individuals who want to learn the HHA vocation and who have a good disposition to work with older adults are invited to participate. There is a free 1-week training under the supervision of a registered nurse. A video training library and other resources are also included.

As the U.S. population grows older going into 2030, the caregiver workforce shortage is expected to increase and many more well-trained HHAs will be needed. The HHA Training

Program will increase the caregiver workforce capacity and address the local shortage.



The 2020 Summer Internship for College Students was also launched. The interns provide telephone reassurance to older adults who are socially isolated due to COVID-19. The calls and friendly conversation may alleviate symptoms of depression experienced by older adults who are socially distancing. The college students listen to the client's needs and make referrals to community resources for food, counseling, care coordination and more. For more information about United HomeCare, visit www.unitedhomecare.com or call 305-716-0710.

UNITED HOME CARE© initiatives address future care giver workforce shortage - See pages 1 and 4.

We would like to congratulate Carlos L. Martinez, United HomeCare's President & CEO, on his recent award from the United Way of Miami-Dade. See the article [here](#) and award acceptance remarks [here](#).

Ignore the Noise and Focus on Humanity

By Larry Dixon, AARP Volunteer

Ghana proverb - “The ruin of a nation begins in the home of its people”.

Over the last few months, the news networks, social media and other public broadcasting have created a traffic jam in the minds of many related to the coronavirus pandemic. The question is, who are you going to believe, and at what cost? Some of us have experienced the ultimate price of losing family, friends and familiar faces, because of the viral attack. To survive, we must filter the outside noise and search for calmness within our broken heart, in what seems an absence of humanity.

Muhammad Ali - “The man who views the world at fifty the same as he did at twenty has wasted thirty years of his life”.

We are witnessing a global disconnect, fighting an invisible enemy of mankind. What is truth and honestly being spoken about the pandemic? It is exceedingly difficult to tell. “Believe me” in one corner of the ring versus “they have the vaccine” in other corner of the ring and they both continue to meet in the middle, throwing



insults and punches, but never landing the knockout blow, to this coronavirus pandemic.

It makes little sense for anyone to be judgmental or condemnatory, because as much as we perceive or think we know about what we are experiencing with this COVID-19, it is just as obvious no individual has all the facts or a known antidote at the moment.

“Smart people learn from their mistakes. Wise people learn from the mistakes of others”.

We all do things in life, or not, for various reasons, to sustain our lives. We take prescribed medication, despite the side effects, to chance a better quality of life. Some of us drive faster than the speed limit, risking consequences of receiving a speeding ticket, or endangering our self or others. And long before COVID-19, we are taught to cover our

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mouth when coughing or sneezing, to protect the health of those around us. The new normal would serve the same purpose if everyone would wear a face mask. No shoes, no shirt, no service. Social distance and wear a mask, less chance of spreading a virus.

“If it is raining, be blessed it is not a storm. If it is storming, be encouraged because a storm does not last forever, and is always followed by a rainbow”.

Whether you are the head or the tail, **life is too far to walk alone**. We need to give each other our best humanity, to get through tough times. The core of every human existence, cares and values something or someone in life. I have never seen someone hanging from a cliff,



refuse a helping hand, regardless of the color. Some things about us have never been different, it's just being exposed. Let us be better than we think we are and restore the value of life matters, in the minds of our children, grandchildren and everyone we influence.

HB Charles - “The smallest package in the world is a man wrapped up in himself”.



- **START** the survey
- **ASSESS** your risk
- **FORM** a plan
- **EXAMINE** your options

[**CLICK HERE**](#) to access the Florida SAFE Survey CV19 CheckUp online self-assessment. The survey allows individuals to make important self-assessments on how their behavior affects their own health, and the health of others. At the conclusion of the survey, a Safe Behavior Report will be generated to allow the individual to review the customized recommendations.

Seniors, COVID-19 and the Holidays: How to Manage

By: Tourea Robinson, Aging True Community Senior Services

If you have been in the malls and stores lately you can definitely tell that the holidays are quickly approaching. What traditionally has been a time for large family gatherings and celebration will look drastically different this year for thousands of seniors and their families. In March, COVID-19 began to spread like wildfire across the United States and to this day has impacted over 170,000 families, forcing loved ones into separation and isolation.

Elderly parents and grandparents have been reduced to seeing their families virtually using Zoom or simple phone calls, or in the case of those hospitalized or in nursing homes or other long term care facilities, not seeing them at all. After forgoing spring and summer celebrations like Easter, Passover, Vaisahki, Ramadan, Mother's Day, Father's Day, Memorial Day and Independence Day, families are now faced with the grim realities of continued social distancing during Thanksgiving, Christmas and Hanukkah.

As the holidays near, more and more families will be forced to make tough decisions regarding family gatherings. While it is very tempting to get together during these special times, it is important to remember to remain safe.



This year, families should identify creative and fun ways to celebrate if they must remain apart. For example, depart from the norm and come up with a dinner theme that is not the traditional meal for the holiday. For example, instead of turkey and dressing for Thanksgiving, families can all agree to cook a meal that includes all Italian dishes. While everyone may not physically be together, families can enjoy a similar meal, feel connected, and it gets the creative juices flowing.

Another way to remain connected is to send cards and hand written notes to aging loved ones with words of love, reassurance and encouragement. The notes become tokens of



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appreciation and can be reflected upon time and time again providing comfort that family members do care and are concerned. Lastly, celebrate the holidays by dressing up! Don't let the fact that families can't be together stop the fun. Don your festive sweaters and other spirited attire. It will get you in the holiday mood; as will decorating! Pull out the holiday décor and spruce up your house. It will make your home feel inviting even if no one is visiting!



In normal times, holidays can be difficult for some but during COVID-19 there has been an increase in depression in seniors. Family, friends and neighbors of older individuals are encouraged to monitor any changes in an older person's mood or behavior that

may indicate depression. Keep a watchful eye and if you do notice something different or concerning, don't ignore it. "If their mood doesn't improve or gets worse over a few weeks, suggest that they see a doctor to determine if what they are feeling is more serious than just the loneliness, sadness and nostalgia that often accompanies the holiday season" (Factor, 2018).

Social isolation has long plagued seniors and COVID-19 makes matters worse. Keeping seniors socially connected during this challenging time will be difficult but we must remain diligent and committed to keeping them engaged. If you must visit, limit the amount of time you visit and restrict the visit to adults only. Kids may find it difficult or lack the self control to maintain appropriate social distancing. Also, wash your hands regularly, sanitize and disinfect, maintain social distancing when possible and when you can't, wear face coverings.

Regardless of how you decide to celebrate, remember first and foremost to be safe. Let us all commit to taking care of ourselves and to remember our family members and neighbors this holiday season, especially those who are elderly, frail and alone!

Resources

- [Factor, R. \(2018\). Depression in seniors: Why the holidays can be hard. U.S. News and World Report.](#)



“Silver Platter” - Meals for Seniors at Home Local Restaurant Partnership with Aging Services

*By Mary Jo McKay, Hillsborough
County Department of Aging Services*

The Florida Department of Elder Affairs (DOEA) initiated a partnership with the Department of Business and Professional Regulation (DBPR) and the Florida Restaurant and Lodging Association (FRLA) allowing the needs of the business community and workers in the restaurant business to be matched with the needs of the elderly and meal delivery services. Governor DeSantis and Secretary Prudom helped to facilitate this process and allowed restaurants and food establishments to become emergency meal vendors for Florida's seniors who are homebound or self-isolating for protection.

Hillsborough County Department of Aging Services (Aging Services) leveraged this partnership to support Hillsborough County's restaurants while addressing the additional nutritional support needs of seniors. “In addition to meeting the needs of our seniors, the primary goal was to provide business to our local restaurants so that they can remain viable and hopefully maintain employment of their restaurant staff or



return furloughed staff to work” stated Tracy Gogichaishvili, Aging Services Director. Through this partnership, restaurants have been able to employ their wait staff to make the meal deliveries, although some restaurants use other approaches.

Aging Services worked with its Area Agency on Aging (Senior Connection Center), FRLA, DOEA, Hillsborough County Economic Development and their Entrepreneur Collaborative Center, and Procurement Services to develop its implementation strategies. The County's Communications Department was instrumental in marketing the initiative and assisting with branding. The Aging Services' Director thought it was important to give the initiative a special name, “Silver Platter” and logo to

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make the Department's seniors feel a little extra special during these times and have them look forward to the restaurant prepared meals. The Department's dietitian worked with the restaurants' chefs to ensure menu items are appropriately modified to meet the state dietary guidelines, which have been slightly relaxed to ensure the success of the initiative. The intent is for restaurants to use, as much as possible, meals from their existing menus. The DOEA dietitian provides final approval.

Aging Services initiated the program with a relatively small pilot while working through operational adjustments. The initial target population included seniors who live alone, as well as seniors who live in more remote areas of the county - "restaurant deserts". Aging Services was able to begin with the outlying areas by way of a partnership with the Tampa Bay Food Truck Rally, whereby they parked their food trucks in a designated area to deliver meals to seniors' homes by way of the delivery personnel's vehicles, with specified routes for the delivery.

Currently, Aging Services is providing dinner meals once to twice per week to 650 seniors and partnering with Tampa Bay Food Truck Rally and three restaurants.



Seniors who are currently receiving home delivered meals from its contracted vendor, GA Foods, will continue to do so. The meals provided through this project are in addition to those meals, and they will be funded by the Families First Act and CARES Act dollars. These funds will also be used to support meals for new clients who contact Aging Services for assistance during the COVID-19 emergency response period.

Silver Platter Media Coverage

- [10 Tampa Bay News Video](#)
- [In rural Hillsborough, restaurants and food trucks help keep seniors fed](#)
- ['Silver Platter' program helps seniors and restaurants in Hillsborough County](#)
- [Silver Platter Program Delivers for Seniors](#)
- [Hillsborough Offers Silver Platter to Enhance Meal Programs for Seniors](#)

Humana®

Congratulations to the 2020 Humana FASP Award Winners



These distinctions are bestowed to those who have:

- Added value to the service benefiting and being delivered to elders
- Gone above and beyond to provide customer service and ensure customer satisfaction
- Developed community resources and support for provided services
- Demonstrated a high level of commitment to excellence

Humana Senior Volunteer of the Year Award

Congratulations to Denise Hegener of Senior Resource Association on her recent selection as the Humana Senior Volunteer of the Year. The award was announced at the Virtual Florida Conference on Aging, August 26, 2020. The award included \$500.00 for Ms. Hegener and \$500.00 for Senior Resource Association.



**Click [here](#) to
view the 2020
Humana
FASP Award
Presentation**

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Humana®



Humana Best Direct Service Employee of the Year Award

Congratulations to Belkys Poueriet of Hillsborough County Aging Services on her recent selection as the Humana Best Direct Service Employee of the Year. The award was announced at the Virtual Florida Conference on Aging, August 26, 2020. The award included \$500.00 for Ms. Poueriet and \$500.00 for Hillsborough County Department of Aging Services.



Past Best Direct Service Employee of the Year Award Winners

2019 Lizbeth Miguel

2018 Carole Ware

2017 Ed Gines

2016 Paula Jory

2015 Sherry Tucker

2014 Toula Wootan

2013 Paulette Kozlowski

2012 Lori Radice

2011 Debbie Slade

2010 Therese Pokryfke



Tallahassee Senior Center's UPSLIDE Program Wins National Award

In 2018, the Tallahassee Senior Center received a grant from the Florida Blue Foundation to implement a three-year program called UPSLIDE to help prevent isolation and depression among the senior population.

UPSLIDE stands for Utilizing and Promoting Social Engagement for Loneliness, Isolation and Depression in the Elderly. The program helps identify individuals age 50 and older who may be socially isolated. It aims to break the cycle of loneliness and isolation that leads to poor health, cognitive decline, and early death by ultimately connecting them with other people and meaningful activities.

The UPSLIDE Program received national attention recently when it was named by the National Institute of Senior Centers (NISC) as the 2019 Programs of Excellence Health and Wellness Award Winner. Every year, NISC honors outstanding efforts made by senior centers across the nation to offer innovative, creative, and replicable programs for older adults.

The UPSLIDE Program has five components:

- 1) Assessment Visits - To examine an individual's situation and to determine if they are a candidate. Meeting can take place in home, in public, or private office.
- 2) Individual Counseling - Offered (at no-cost) by MSW or licensed mental health counselor to provide emotional guidance and address barriers to social engagement.
- 3) Friendly Chat Groups - Called "Friends Connection," these groups offer interaction with others in a creative, relaxed, therapeutic environment. There are 4 groups currently in rural and urban settings.



- 4) Social Engagement Support - Assistance with identifying an individual's interests and options, and supporting involvement in activities. Also includes organizing events and outings for UPSLIDE participants.
- 5) Transportation Assistance - Facilitation and funding of transportation for participants to get to Senior Center, Community Centers, Church, etc.

At this time due to COVID-19 pandemic, UPSLIDE offers individual counseling by phone and video conferencing; virtual Friends Connection meetings allow social connection and support for participants; and a private Facebook page so that UPSLIDERS can stay in touch with each other. Email Melanie.Lachman@talgov.com or call 850-891-4066 for more information/assistance/individual counseling. Services are provided at no cost to participants, but donations accepted. UPSLIDE is sponsored by the Florida Blue Foundation and the Tallahassee Senior Center Foundation.

Resources

- [Tallahassee Senior Center wins national award for wellness program](#)
- [Tallahassee Senior Center Wins National Award](#)
- [2019 NISC Programs of Excellence](#)
- [City of Tallahassee Neighborhood Sites & Resources](#)
- [Tallahassee Senior Center](#)
- [Senior Center to Launch Program to Combat Loneliness](#)



Innovative Programs Help Address Social Isolation

The network of aging services providers in Tallahassee/Leon County have been working to expand, adapt and innovate their services during the COVID-19 pandemic to address mental health issues such as anxiety and depression as seniors remain safer at home. The Area Agency on Aging for North Florida or Advantage Aging Solutions (AAA), Elder Care Services, Inc. (ECS) and the Florida Department of Elder Affairs (DOEA) are working together to ensure that the mental health effects of social isolation are being addressed.

AAA and ECS launched a goody bag drive to help ease the isolation for homebound seniors. Due to the generosity of the community over 500 bags were distributed throughout the region by Meals on Wheels volunteers. The goody bags included crossword and word search books, coloring books, crayons, color pencils, sketch books, decks of playing cards, water color paints, bubbles and jigsaw puzzles.

ECS is also providing social connection to over 900 seniors through telephone reassurance calls from staff and volunteers. Virtual programming and services are also being offered through the Tallahassee Senior Center. Click [here](#) to participate in classes.

In addition to focusing on mental health, advocates are also ensuring that seniors continue to receive nutritional meals. ECS revamped their meal program by providing drive through meal pick up at their congregate meal locations and safe distance delivery to their homebound clients.

DOEA has launched the "Talk It Out" campaign and is encouraging seniors to reach out for help if they are feeling anxious or depressed.



Organizations are sharing the "Talk It Out" [flyer](#) with seniors which provides credible resources and tips for assistance. Seniors who need assistance with their meals or need to "Talk It Out" are encouraged to call the Elder Helpline at 1-800-963-5337.

Seniors who are feeling anxious, depressed, and alone can also receive services by doing the following:

1. Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.
2. Text HOME to 741741 to connect with a Crisis Counselor.
3. Call 1-800-662-4357 to talk to a trained mental health professional.
4. Call the Senior Friendship Line at 1-800-971-0016.

Resources

- [Providers address social isolation of older adults with innovation](#)
- [Area Agency on Aging, Elder Care Services and Department of Elder Affairs Emphasizes Importance of Addressing Mental Health Effects of COVID on Florida's Seniors](#)
- [Tallahassee agencies deliver goody bags to keep seniors active amid stay at home order](#)

Study Finds Resilience in Response to COVID-19

A recent study by researchers at Florida State University College of Medicine found that “despite some detrimental impact on vulnerable individuals, there was no large increase in loneliness but remarkable resilience in response to COVID-19”.

The study on how loneliness and perceived support has changed was published in [American Psychologist](#) and is part of a larger study on changes in mental health during the COVID-19 crises and how psychological factors contribute to various aspects of response to the pandemic.

Even before the pandemic, loneliness was a public health issue because of its association with increased risks to mortality and morbidity. In fact, a 2019 [study](#) found that emotional loneliness (perceiving a lack of close relationships) was associated with an 18% increased risk of all-cause mortality in older adults who lived alone.

In order to contain COVID-19, social distancing and “stay-at-home” orders were implemented but there are concerns that these measures would increase feelings of loneliness, particularly in vulnerable groups. It is perceived that older adults are a high-risk group for both COVID-19 and loneliness and, in addition to uncertainty and fear due to the pandemic, that social restriction measures may increase loneliness.

The study examined the change in loneliness in response to the social restriction measures taken to control the coronavirus spread. A nationwide sample of American adults was assessed on three occasions: in late January/early February 2020 (before the outbreak), in late March (during the President’s initial “15 Days to Slow the Spread” campaign), and in late



April (during the “stay-at-home” policies of most states).

Despite expectations, no significant mean-level changes in loneliness across the three assessments were found. In fact, respondents perceived increased levels of support over the follow-up period. Older adults reported an increase in loneliness during the acute phase of the outbreak but less loneliness overall compared to younger age groups. After the issuance of stay-at-home orders, their loneliness leveled off. Initially, individuals living alone and those with at least one chronic condition reported feeling lonelier but loneliness did not increase after social distancing measures were implemented.

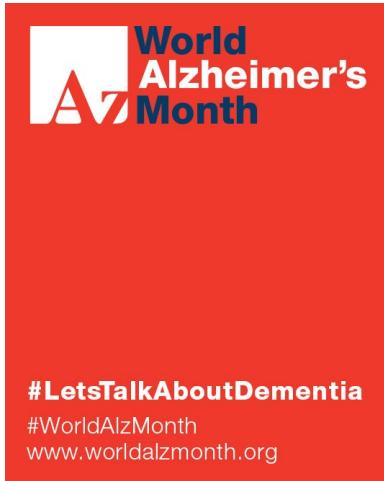
Resources

- [**Research finds resilience in response to pandemic safety measures**](#)
- [**The Trajectory of Loneliness in Response to COVID-19**](#)
- [**The growing problem of loneliness**](#)
- [**Loneliness, Living Alone, and All-Cause Mortality: The Role of Emotional and Social Loneliness in the Elderly During 19 Years of Follow-Up**](#)

September is World Alzheimer's Month

World Alzheimer's Month is the international campaign by [Alzheimer's Disease International](#) (ADI) every September to raise awareness and challenge the stigma that surrounds dementia. World Alzheimer's Month was launched in 2012 and World Alzheimer's Day is September 21.

According to ADI, 2 out of every 3 people globally believe there is little or no understanding of dementia in their countries. The stigmatization and misinformation that surrounds dementia remains a global problem that requires global action. World Alzheimer's Month is a time to recognize the impact of



dementia but also to act to support those affected globally.

For more information about World Alzheimer's Month or to download materials, please visit www.worldalzmonth.org.





FASP is on Social Media—Are You?



[Find our sponsors on Social Media!](#)

[Larry Dixon, Independent Consultant & AARP Volunteer](#)



<https://twitter.com/agingtrue>

Member News

Angela “Angie” Vazquez resigned from Southwest Social Services Programs, Inc. and all of the older adult boards and committees of which she was a member in July 2020. Southwest Social Services Programs, Inc. was started by Angela Vazquez, her mother, and Maria Penedo, the current executive director, in 1981. Angie began working there in 1998 doing “odd jobs” such as data entry, homebound assessments, spreadsheets, etc. In January of 2002, her mother retired as Executive Director and Angie was asked to be the Assistant Director. She served in that position until her resignation.



Angie served on the Board of Directors of FASP and has resigned her position. Carlos Martinez said “Angie is a steadfast advocate for older adults and she has done it all her adult life not as a job but out of passion and dedication.”

Upcoming Events



This year, the Walk to End Alzheimer's is happening on every sidewalk, track and trail

across this country. Click [here](#) to find a walk near you.

Events are being held from August 8- November 14, 2020



[National Preparedness Month](#) is recognized each September to promote family and community disaster planning now and throughout the year. As our nation continues to respond to COVID-19, there is no better time to be involved.



Thank You Sponsors!



Promoting Independence in our Community

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



Council on Aging
of St. Lucie, Inc.

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



<https://volencenter.com/>



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



<http://agingtrue.org/>



<https://friendshipcenters.org/>



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



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<https://www.unitedhomecare.com/>



<https://local.aarp.org/fl/>



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



<https://summithome.net/>



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



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