



Florida Association of
Aging Services Providers

Volume 81: March/April 2021

Florida Association of Aging Services Providers

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Darrell Drummond, Council on Aging of St. Lucie
Karen Deigl, Senior Resource Association

Message from the President

By Darrell J. Drummond, Council on Aging of St. Lucie, Inc.



April is National Volunteer Month. Speak to any non-profit organization and they will tell you that they would not be able to accomplish their mission without volunteers. Each year, more than five million (5,000,000) volunteers provide service to their communities in the State of Florida. These brave souls provide service to seniors and other senior programs to assist in the care and support of their fellow

seniors. Volunteerism has proven to be an excellent way for individuals to give back to their communities and it provides an opportunity for individuals to remain engaged in community support. As I view my future, I am confident that I will find a way to continue to volunteer, if for no other reason than the health and sanity of my marriage.

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This Issue's Sponsors





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FASP organizations encourage and support volunteer programs within their agencies. During the month of April, we traditionally recognize and thank our volunteers, often providing luncheons to showcase their contributions. In the last year, getting together to recognize our volunteers has been difficult as a result of the COVID-19 virus. None-the-less, during this period, we have seen a tremendous increase in volunteer service as individuals stepped up to assist our seniors who have been isolated as a result of the pandemic. They have volunteered to provide meals, do grocery shopping, make daily social checkup calls and many more services during the last year. Now, many are assisting seniors in getting registered and transported for vaccinations. Their service, quite frankly, is lifesaving and priceless!

This month's newsletter discusses the many innovative things that our members are doing this year to celebrate our seniors. I am confident that many of you are finding new and exciting ways to do the same. Please feel free to reach out to us and share some of your experiences; we will be happy to share them with our membership. On behalf of our FASP leadership, I want to say thank you to all of our volunteers and to you and your organizations for your assistance during this past year.

On a separate note, I am pleased to inform you that I participate monthly in a call with our Secretary of Elder Affairs, Richard Prudom, the Florida Council on Aging (FCOA) President, Dr. Christine Cauffield, and Kristen Griffis, President of Florida Association of Area Agencies on Aging (F4A). These calls allow for open discussion on items affecting the senior network and are extremely effective in furthering communication and cooperation within our network. A FASP member presented me with a question regarding the negotiation process for determining rates for



services between the AAA's and providers. Secretary Prudom assured me that the decision on rates was completely within the purview of the Area Agencies on Aging (AAA) and not the Florida Department of Elder Affairs (DOEA). Of course, he reminded us that those rates need to be substantiated by the data and the prevailing rates for their area. The Secretary stressed that he feels strongly that the AAA's are best suited to determine the appropriate rates for their Planning Service Area. This is a good example of how any misunderstanding and/or confusion can be addressed and resolved.

The FASP Board met this month and voted to adopt the recommendation from the Board subcommittee increasing annual dues from \$60 to \$65. Additionally, we have created a new membership category of "Government Agency" with \$325 for annual dues. Hopefully this new structure will allow us to continue to grow our member benefit offerings.

Please remember, as we look to the successful eradication of this deadly virus, to remain committed to taking the same precautions of distancing, washing, sanitizing and wearing face masks!

HAPPY VOLUNTEER MONTH

Darrell Drummond



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Senior Resource
ASSOCIATION

Promoting Independence in our Community

Annual Bingo Event Goes Virtual

By: Karen Deigl, Senior Resource Association, Inc.



COVID-19 challenged the world, the U.S., and our communities in unimaginable ways. Beyond safely caring for

our clients and teams in this environment, we quickly realized the financial risk to organizations large and small.

Senior Resource Association, Inc. (SRA), serving Indian River County, Florida, completed a vital signature event just days prior to the 2020 closure of local businesses and activities. With a 15-year history that saw 61 percent growth in 2016-2020, leaders knew that successfully converting the annual Bingo Luncheon into a virtual experience would be crucial to continued friend-raising and fund-raising.

Dedicated committee volunteers and staff spent six months developing the 2021 plan to capture the essence of this vital touchpoint for loyal SRA supporters. Our themed in-person bingo luncheons normally take 6-8 months to plan, with major emphasis on overall ambiance, created through music, décor, and attention to the smallest details, and focused on fun! The shift to a virtual experience posed the ultimate challenge.

What did it look like in the past?

In-person bingo typically began with an hour-long cocktail reception featuring live entertainment to set the mood of the annual theme. There were opportunities to peruse a silent auction, purchase tickets for extravagant drawings by chance, and mingle with friends. Guests gathered in groups for themed photo booth shots, posing with feathery boas and other whimsical themed accessories.

Next, all were ushered into a beautifully decorated dining room to find each place contained a bag with all the supplies needed to play bingo. During lunch, CEO Karen Deigl welcomed and thanked our generous sponsors and participants, and shared compelling stories of seniors in our care. Over dessert, event hosts presented the ever-popular “Purse Game,” a la Let’s Make Deal, asking guests to produce themed items packed in anticipation of winning. Fully energized and ready to play, guests began four games of traditional bingo, watching multiple cards in hopes of finding five-in-a-row. Conversation subsided as numbers were called; the quiet punctuated by shouts of “Bingo!” for multiple winners per game. Announcements kept guests alert to closure of the silent auction and the drawings, encouraging more chances to claim a wonderful prize.

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With all games completed and winners announced, guests moved toward valet, each receiving a parting gift and heartfelt thanks from key leaders and volunteers. Hugs, congratulations, and goodbyes were shared, as another beloved Bingo Luncheon drew to a close.

How in the world do we recreate?

First and foremost, we relied on a committee of devoted supporters – new and long-standing volunteers and sponsors – to help tackle this daunting task. With input from staff, the committee identified critical components to address for success:

- Technology and ease of access would be key. With all ages now widely familiar with Zoom, the program proved ideal for the event, produced by a local audio-visual technician and tech-savvy SRA staff. Many rehearsals helped anticipate all potential glitches, develop work-arounds, create a day-of event “help-desk” plan, and prepare clear, concise user-friendly instructions for participants.
- Familiar faces and running commentary would be key to creating a celebratory mood. Two previous guest hosts, selected for their energy and humor, were paired for the first time to be the on-camera and voice-over personalities of virtual bingo. They provided game and prize info with players, thanked generous sponsors, shared SRA stats and stories, checked and announced bingo winners, even “chair-danced” to their favorite tunes. Suffice to say, they set the desired tone!
- Music was a must to avoid lulls and downtime. The clear choice was musical bingo, in place of traditional bingo. Songs popular from the ‘50s to present played at random, while the titles appeared on the main Zoom screen and in the chat feature, enabling players to check their custom printed bingo cards for a winner. Viewing the Zoom gallery, all could see fellow participants rockin’ & rollin’ to the popular play list.
- Exclusive benefits were needed to ensure renewed sponsor support. Raising the bar required creativity. Benefits included video recordings at sponsors’ places of business which were promoted on Facebook and YouTube, as well as in a half-hour lead-up to the start of the virtual event. Unique, high-end bottles of wine and gift items were delivered, along with participant



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swag bags, to provide an elevated experience for sponsors and their guests, some of whom gathered in small groups to play.

- Popular favorites, such as the Purse Game and prize drawings, must be included. Committee members and staff secured an amazing array of donated prizes, ensuring many winners received very desirable prizes. Drawings were held in the days leading up to the virtual event and recorded for posting on social media, the SRA website and Zoom. Our co-hosts conducted the Purse Game and highlighted the drawings, celebrating the lucky winners and the generous prize donors.
- Ultra-special “swag bags” would help create a party atmosphere and convey value to our supporters. Adorable hats, fine scarves, premier chocolates, bubbly and other festive beverages, coupled with snacks, special offers and various goodies filled these bags to the top. Carefully prepared by volunteers



and staff, bags were available for pick-up at sponsor locations, providing additional exposure for top partners.

The result was a tremendous success. Nearly 150 participants were involved and while our total revenue didn't quite reach the high mark set in 2020, financial results surpassed expectations. Equally as important, a vital connection with our supporters was sustained during challenging times, maintaining relationships and our visibility in the community.

Celebrating Senior Nutrition Programs

Adequate nutrition is critical for the well-being and health of all individuals but is particularly important for older adults. Community-based food and nutrition programs are resources for addressing the nutritional health of aging adults. Among the most well-known and impactful of these programs are senior nutrition programs – which offer services like home delivered meals and congregate nutrition services. The programs may also provide nutrition education, nutrition screening, assessment, and counseling.

The Administration for Community Living has developed the [Senior Nutrition Program Celebration Toolkit](#) to help all of us lift up and share the great work being done.



Senior Nutrition Programs

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Administration for Community Living | [ACL.gov](https://acl.gov)



The Perfect 10

By: Elizabeth Lugo, The Volen Center

For much of her life my oldest daughter was a high level competitive gymnast. I spent many years traveling around the state and country for her competitions—in pursuit of the perfect 10. I enjoyed watching all of the talented athletes as they executed their routines and made it look so effortless. As a “gym mom” I knew all of the hours spent in the gym as well as the sheer grit and determination that it took to get to this level. Not to mention the wing at the local orthopedics’ office named after my family and our significant --involuntary---financial contributions.

The floor program with the music and awe inspiring tumbling sequences and the beam routine where you could hardly bring yourself to watch because of the sheer danger associated with just one toe not making it back on the beam. And who can forget the uneven bars as they left one and grabbed for another at top speeds, while maneuvering their bodies in ways I could never even dream of.



And then there was the vault. To this day, I have trouble reconciling the concept of the vault. I mean who runs at full speed towards a stationary object? It goes against basic human instinct and a desire for self-preservation. And

in reality, a fleeting fear, brief

hesitation or momentary lapse in confidence is what could cause the most devastating result. There was no room for second-guessing, overthinking or questioning if running full speed at a stationary object was a good idea. Doing so was almost a guarantee of physical and emotional disaster.

It’s been years since I have seen my daughter compete as she has grown up and moved on to her college years and adult life. I truly hadn’t thought about that darn vault for at least five years. But when COVID-19 hit and everyone was scattering, avoiding crowds, gatherings, stores, family functions, social events, school, church and so on, I was shocked to see volunteers showing up on my doorstep and calling to ask how they could help. In the face of such fear and the unknown associated with this thing we now casually refer to as a “pandemic,” people were swimming against the current. They were just like my gymnast daughter and her colleagues. Running fearlessly at something that was not going to move out of their way, had the potential to cause them serious physical harm and pain, even death. These selfless volunteers stepped up, and asked how they could help.

And now for almost a year, week after week, they show up and deliver hundreds of boxes of a week’s worth of meals to seniors sheltering at home. Without them, nearly 800 seniors every week would have gone without the food they



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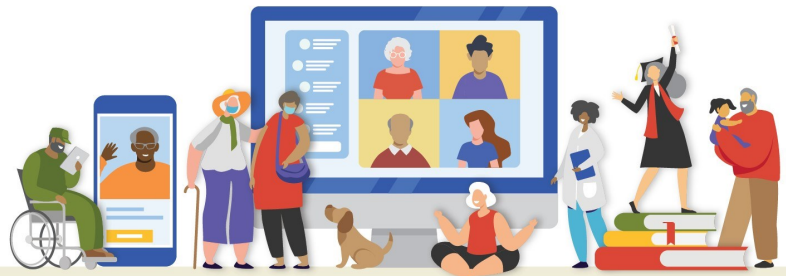
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needed. The volunteers wear their masks, willingly subject themselves to temperature checks and the COVID-19 questionnaire, line up their cars and fill them with boxes of food and head out. They do it without expecting payment or accolades. They know there won't be any big volunteer luncheon and we can't give them hugs and pats on the back as we stay six feet away and smile with our eyes peeking out from above our masks. And they keep coming back.

Just as the gymnast, had they let fear or doubt cast a shadow on their desire to help others and the community during such a dire time, they may have reconsidered and our program would have faced catastrophic consequences. Like the vault, COVID-19 was not going to move out of their way. Their dedication to helping fellow human beings and showing support and



compassion to the most vulnerable population during this time, kept them running, full speed ahead straight at that looming defiant opponent, COVID-19. I am sure that across the state many of us as providers have similar experiences and stories to share. Our volunteers this past year have earned not only our love and appreciation, but the elusive perfect 10.



In tough times, communities find strength in people—and people find strength in their communities. In the past year, we've seen this time and again as friends, neighbors, and businesses have found new ways to support each other.

Each May, the Administration for Community Living leads the celebration of Older Americans Month (OAM). This year's theme is *Communities of Strength*, recognizing the important role older adults play in fostering the connection and engagement that build strong, resilient communities.

Strength is built and shown not only by bold acts, but also small ones of day-to-day life—a conversation shared with a friend, working in the garden, trying a new recipe, or taking time for a cup of tea on a busy day. And when we share these activities with others—even virtually or by telling about the experience later—we help them build resilience too.

For more resources, visit the official [OAM website](#), follow ACL on [Twitter](#) and [Facebook](#).



Humana | Healthy Horizons™

Recognize a Valuable Service Employee and a Senior Volunteer with a FASP Award!

The 2021 FASP Awards Committee is accepting nominations for the Humana Healthy Horizons Best Direct Service Employee of the Year and the Humana Healthy Horizons Senior Volunteer of the Year Awards.

The deadline for submissions is **Wednesday, June 30, 2021**.

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

- **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**

The Humana Healthy Horizons 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.

The Humana Healthy Horizons Senior Volunteer of the Year Award acknowledges the accomplishments of a Senior Volunteer who serves clients.

FASP will present these awards during the Florida Conference on Aging to honor the dedication of Florida service employees and volunteers. The 2021 Florida Conference on Aging will be held virtually August 10-11th.

Due to the generosity of Humana Healthy Horizons in Florida, Award winners will receive \$500 for themselves and \$500 for their agency, one year complimentary membership in FASP and complimentary registration to the Florida Conference on Aging.

You can submit nominations at:

Humana Healthy Horizons Best Direct Service Employee of the Year

<https://fasp.wufoo.com/forms/best-direct-service-employee-award-nomination/>

Humana Healthy Horizons Senior Volunteer of the Year

<https://fasp.wufoo.com/forms/senior-volunteer-of-the-year-award/>

If you have any questions, please contact moreinfo@fasp.net or call **(850) 222-3524**.

Beyond the Driver's Seat Month – April 2021

The Florida Department of Transportation's (FDOT) Safe Mobility for Life Coalition is helping Floridians achieve lifelong mobility independence during **Beyond the Driver's Seat Month**. The goal of **Beyond the Driver's Seat Month** is to educate aging drivers on how to find all the transportation options available in their communities and empower them to practice and take advantage of these opportunities.

How can you or your agency participate?

To help older adults achieve mobility independence, the coalition developed transit-related resources geared toward this age group. You can easily support the coalition's **Beyond the Driver's Seat Month** efforts by sharing these resources on your website, in your newsletters, by email, and through social media. Resources include:

Public Transit: Tips on How to Use Transportation Options in Florida: Tackling transit is easier than many aging drivers realize, and it comes with many benefits. This booklet walks users through the many benefits of riding transit and how to safely do so.

Transit Ready Kit: What do you need when you ride transit and why do you need it? This [print-ready Transit Kit](#) helps older adults better prepare for their transit trips by recommending items to bring, from face coverings and hand sanitizer to navigation tools and entertainment.

How to Use Find a Ride Florida: This tip card helps older adults navigate FindaRideFlorida.org, an online listing of transportation service providers in Florida, including public transit, community transportation coordinators, mobility managers, travel trainers, and other transportation providers.



Florida's Guide to Safe Mobility for Life: This workbook was developed to help Floridians understand the impacts of aging on driving, drive safely as they age, and achieve mobility independence *beyond the driver's seat*.

To download or order print copies of the tip cards and booklets, visit the coalition's [Resource Center](#). These materials can be distributed through travel training programs and other local events.

Please also follow along on [Facebook](#), [Twitter](#), and [Instagram](#) at @SafeMobilityFL, where we will be sharing resources that you can like, share, and retweet on your agencies' accounts.

For questions or additional support, please email Contact@SafeMobilityFL.com.

The [Safe Mobility for Life Coalition](#) consists of 29 member organizations working together to reduce the number of fatalities and serious injuries of Florida's aging road users while maintaining their safe mobility and connection to the community.



Upcoming Events



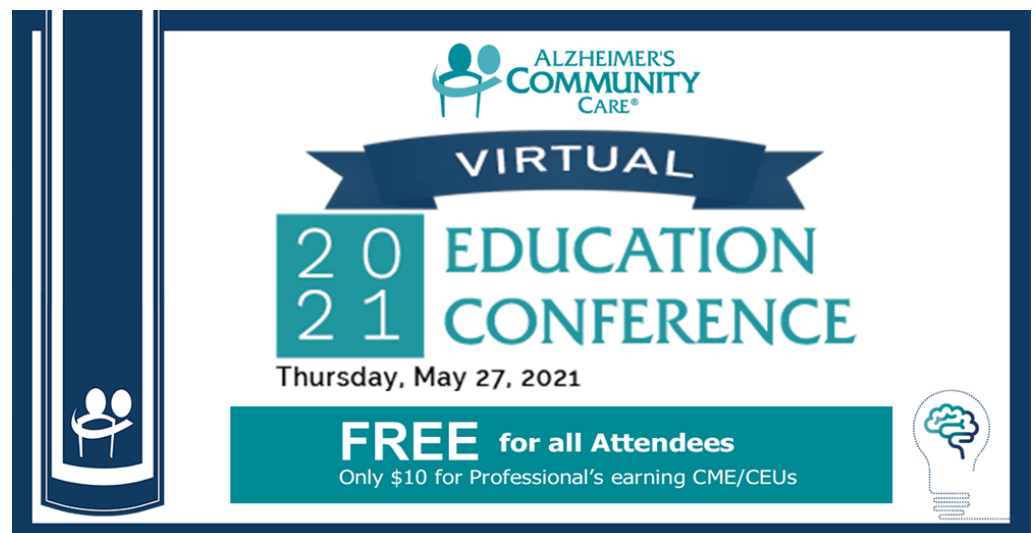
For more information, please visit
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For more information , please visit
<https://fcoa.org/Conference>

Please check out the conference page:
www.LSNF.org/ElderJusticeConference

For more information , please visit <https://www.alzcare.org/educationconference-webinar>





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Council on Aging
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Together we make community happen.

<https://twitter.com/VolenCenter>



Administration for Community Living

Funding Opportunity

New Grant Opportunities: Innovations in Nutrition Programs and Services

ACL has released two Innovations in Nutrition (INNU) Funding Opportunities Announcements (FOAs) to establish cooperative agreements to conduct research projects that enhance the quality, effectiveness, and outcomes of nutrition programs and services within the aging services network.

Innovations in Nutrition Programs and Services – Statewide Research

(HHS-2021-ACL-AOA-INNU-0092) - **Applications are due on May 24, 2021.**

The purpose of this funding opportunity is to test and validate the effectiveness of innovative Senior Nutrition Program policies created during COVID-19 which result in improved health indicators among those served or the capacity of an organization to provide services. Projects should include the development and implementation of statewide policies that support transitioning to and sustaining congregate meal programs and delivering impactful nutrition education. Research projects proposed under this grant program must have the potential for broad implementation throughout the aging services network.

Innovations in Nutrition Programs and Services – Community Research

(HHS-2021-ACL-AOA-INNU-0084) - **Applications are due on May 24, 2021.**

The purpose of this funding opportunity is to verify the effectiveness of innovative Senior Nutrition Program programs and practices created during COVID-19 that positively impact participants and support transitioning to and sustaining congregate meal programs and delivering impactful nutrition education. Research projects proposed under this grant program must have the potential for broad implementation throughout the aging services network.

Learn more about the Innovations in Nutrition Programs and Services Research Grants Funding Opportunities at www.grants.gov.



Thank You Sponsors!



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



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