

HighLIGHTS

December 2016

2016 Wrap Up

Jane Mack, CEO of FSA shares year end reflections.

With the end of 2016 in sight, we want to take a minute to pause and reflect on the past year, express our thanks to all of you who make FSA such a vibrant organization, and take a quick look toward 2017.

In 2016 we celebrated 25 years of FSA operating as an association, and enjoyed the “walk down memory lane” at the Annual Meeting.

[Click here for the Power Point presentation that included highlights in the development of FSA side-by-side with historical and pop culture events.](#)

Of the 38 member organizations in FSA, someone from the FSA staff was on the campus or in the offices of all but 6 of the organizations during the year, and 3 do not have campuses or offices! We might have been delivering an education program, working with the governing board, or providing compliance or risk management services, but we were there.

We celebrated the graduation of 9 talented individuals from the FSA Leadership Institute, and placed 9 interns at FSA member organizations for opportunities to experience the possibilities of working in the senior living field. Our Internship Program was mentioned in the white paper “The Next Generation: Strategies to Attract and Develop Senior Living’s Future Leaders” published by *Senior Housing News*. Both the FSA Leadership Institute and Internship Program are made possible by generous and ongoing support from Friends Foundation for the Aging.

Our Compliance and Risk Management programs are recognized for their quality and support. As the federal government continues to emphasize the importance of valid compliance programs and stiffen associated fines and penalties for organizations, we are well positioned to provide expertise to our members and beyond. We currently provide compliance and risk management services to 75+ organizations in 14 states.

It would be easy to sit back and bask in the glow our success, but we know better. Led by a committed and engaged board we are looking at the future and what it may mean for FSA. The number of Quaker-

Jane’s Corner

Jane Mack, CEO of FSA, shares year end reflections.
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New Board Members for 2016-2017

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3rd Annual Compliance and Risk Management Conference

Over 100 members of the PCCP compliance and risk Management Programs attended this year’s Compliance Conference.
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2017 Training Opportunities

New!!! Essential Tools for New Managers and Supervisors Workshop - February 21 and March 14 and FSA Management Practices for Values-Based Organizations – April 4, 25 and May 3, 2017
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How to Post a Job on FSAinfo.org and Indeed.com

FSA wants to remind you how to get your job listings to a wider audience.
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Reminder: 2017 Leadership Institute Applications Due Dec. 16th

Just a friendly reminder of the upcoming date for the application deadline.
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affiliated senior living organizations in the United States is not growing, and in fact, slowly diminishing. As the trends of consolidation, affiliation, and sponsorship changes continue in our industry, we are called to consider the potential impact on FSA. As leadership turnover occurs, and new leaders come to FSA members who are not familiar with Quaker organizations or FSA, we know it means change. As organizations are stretched to do more with less, and every employee feels the burden of increased responsibilities, employees find it more challenging to leave the campus for meetings, thus decreasing the amount of face time together for committee meetings, Peer Groups, and education and training events across our membership ... what does that mean for the future?

As we turn our attention to 2017, we look ahead with anticipation and energy to tackle the challenges ahead. We plan to take a closer look at how we are communicating within our membership and outside. We also want to focus on values – what does it mean to be a Quaker – inspired/directed/affiliated organization in 2017 and how do Quaker values connect with the issues of our time in senior living? And what can FSA do to continue to engage and support its members and those we serve in all ways.

We know one thing for sure – we succeed when you succeed!

Thank you to all of you who help to make FSA an exciting and energetic association. We look forward to our continuing partnership in 2017! Wishing everyone a happy and healthy holiday season.

New Board Members for 2016-2017

We are very happy to announce appointments to the Friends Services for the Aging Board Members for the 2016-2017 year.

Please join us in welcoming our incoming Chair, Ben Hoyle, as well as new members: Frank Engle, Director of Marketing at Friendsview Retirement Community, Mike Griffin, CFO at Pennswood Village, Dennis Russell, Consultant at Dennis Russell Solutions and Bill Yost, Consultant at Eventus Strategic Partners. We look forward to their contributions as

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Upcoming Events

[Leadership Institute](#)
[Application Deadline](#)
Dec. 16th

Board Members and look forward to the efforts they will foster within our organization.

We would also like to send our most heartfelt thanks to Peggy Hanson from Friendsview Retirement Community and Wayne Mugrauer, at-large, who rotated off the Board. Wayne served as Chair for the past two years. We greatly appreciate their time, dedication and commitment to the FSA organization. Their impact and inspiration will always be reflected in the work we continue to accomplish moving FSA forward.

3rd Annual Compliance and Risk Management Conference

Over 100 members of the PCCP Compliance and Risk Management Programs attended this year's Compliance Conference.

Over 100 members of the PCCP Compliance and Risk Management Programs gathered together at the Crown Plaza in King of Prussia for the 3rd Annual Compliance and Risk Management Conference on September 15 and 16. This year's conference offered attendees the option to attend different sessions throughout the two days and provided the opportunity for Nursing Home Administrator credits. In addition to the keynote session on Quality Assurance, Quality Improvement (QAPI), there were 12 separate sessions for the attendees to choose from including: Legal Updates; Root Cause Analysis; LGBT Seniors; Security Risk Assessments; Therapy Trends; Communication to Boards; Social Media; Antibiotic Use, and many more. The conference was a huge success and the PCCP Compliance and Risk Management team are looking forward to the 2017 conference during the week of October 16, 2017.

2017 Training Opportunities

**New!!! Essential Tools for New Managers and Supervisors
Workshop - February 21 and March 14**

This two-day workshop focuses on practical, hands-on tips, tools and knowledge to build management skills and confidence and is applicable

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to new managers and supervisors with 5 or less years of experience. (Those who need a refresher are also welcomed to attend!) Participants learn what makes the supervisory role different from others, and acquire practical management skills that build trust and confidence, gain commitment and improve goal setting and feedback. [Click here for more information and to register.](#)

Management Practices for Values-Based Organizations – April 4, 25 and May 3, 2017

In this three-part workshop series managers will experience interactive workshops in a co-learning environment as we explore ways to manage within the framework of values in our organizations. [Click here for more information and to register.](#)

How to Post a Job on Fsainfo.org and Indeed.com

FSA wants to remind you how to get your job listings to a wider audience.

Member organizations seem to have great success with our listings being indexed on Indeed.com. If you didn't know, when you send a job listing to be posted on the Fsainfo.org website, Indeed will link that job listing on their website as well. If you want to post a job listing, here is what you need to do:

1. Send your job listing to dravuschak@fsainfo.org

Emily Dravuschak, FSA's Digital Communication Coordinator, is the person who uploads your job listings.

2. Include an email address where applications should be sent

Indeed.com looking for the line "Interested parties may send an email to ---" at the end of the posting. With this line, the program will then link the listing and add it to the Indeed.com website. If you do not want an email at the end of the listing, that's fine. Just know it won't be posted on the Indeed.com website.

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3. Please include time frame for job listing to be active

When you send an email to Emily, please include the time frame you want your listing to be live. That could be as long as you want, such as a week to a few months. If you want the listing up continuously, that's fine too! Just be sure to email Emily when you are ready to take the listing down.

Reminder: 2017 Leadership Institute Applications Due December 16th

Just a friendly reminder of the upcoming date for the application deadline.

The FSA Leadership Institute offers unique and in-depth experiential learning opportunities for current, emerging and new senior leaders to enhance and deepen an understand of leading in a Quaker affiliated organization. The experience is designed to give leaders ways of thinking and practicing that are congruent with Quaker Values.

The dates for the 2017 Leadership Institute are as follows:

Wednesday, March 8 – Friday, March 10, 2017
Wednesday, May 17- Friday, May 19, 2017
Wednesday, July 19 – Friday, July 21, 2017

[Click here for more information](#)

[Click here for application](#)

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