

HighLIGHTS

February 2017

FSA Values Summit

What does it mean to be a Quaker “inspired” organization in 2017?

“Engagement.” “Empowerment.” “Resident Choice.” “Meaningful life.” These words have been prominent in the senior living space of late. In September 2016, Michelle Holleran, CEO of the research and consulting firm *Holleran*, wrote, “prepare now for the coming shift in resident engagement.” In November 2016, the LeadingAge Center for Applied Research (CFAR) presented findings from their study of the PEAK program, a pilot project in Kansas skilled nursing facilities promoting culture change around the four domains of resident choice, staff empowerment, the home environment, and meaningful life. The study showed that when fully implemented, residents experienced a decrease in such things as depressive symptoms, pressure ulcers, and episodes of incontinence. In January, Mather Lifeways Institute on Aging partnered with several national organizations including LeadingAge and Ziegler Investment Bank to launch a survey on “Resident Engagement in Decision-Making and Transparency in Life Plan Communities.”

These approaches to supporting seniors and their caregivers sure sound like characteristics of a culture rooted in Quaker values.

The topic of values in our work has surfaced repeatedly in the past few years in discussions with various groups when talking about the work of FSA and the work of our members. We talk about the “SPICES,” the Quaker values of Simplicity, Peace, Integrity, Community, Equality, and Stewardship as the backbone of how Friends organizations serve and support seniors. However, what do they mean in 2017? How do they inform the culture of organizations that are members of Friends-affiliated organizations and manifest themselves in approaches to leadership, operations, healthcare, and supporting informed decisions and choices of those being served?

As senior living organizations and programs seek to thrive in these times of unprecedented change, it seems an ideal time for FSA to facilitate an in-depth discussion among its members to think deeply

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Upcoming Events (click links to register)

[Introduction to Quakerism](#)
Apr. 12

[FSA-APG Board Forum
“The Board’s Duty of
Foresight”](#)
April 21

[Essential Tools for New
Managers and Supervisors
Workshop](#)
April 25

2017 Annual Meeting
Activities,
Kendal~Crosslands
Communities
Sept. 27-29

FSA-APG Governance Best
Practices Workshop
“Board Compliance and
Quality Benchmarking”
Oct. 13

4th Annual Compliance and
Risk Management
Conference –
Mitigating Your Internal
Risks
Oct 24-25

about what Quaker values mean in aging services today. How they are reflected in the day-to-day work and life of organizations, and how to help employees connect to the values in a meaningful way. To advance these conversations, planning is underway for an FSA Values Summit in June 2017. This will be a large-group, in-person meeting with representatives from across our membership coming together for a specifically designed and facilitated process to discuss these topics. It is our hope that the outcomes of this summit will be useful to you, as well informing plans for FSA, as we think together about what defines us as Quaker-affiliated senior living organizations.

Introducing the 2017 FSA Leadership Institute Class

We are pleased to introduce the 2017 FSA Leadership Institute participants. This group will begin a journey this March to explore identified leadership practices that are especially important in Quaker-inspired organizations.

Barbara Brubeck

Friends House Retirement Community

Maria Buehler

Friends Life Care Partners

Adam Day

Foxdale Village

Annie Mazur

Medford Leas

Ann Patterson

Broadmead

Christine Popplewell

Friends Home & Village

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Deborah Santoro
Foulkeways at Gwynedd

Kathryn Saunders
Friendsview Retirement Community

Rodney Sykes
The Hickman

Welcome Kimberly Weichel

Meet our newest staff person

FSA welcomes Kimberly (Kim) Weichel to our team! Kim joined Friends Services for the Aging as an Executive Administrative Assistant in January! She has 15+ years' experience supporting executives and Boards of Directors. Kim enjoys her profession, volunteering, walking/hiking and biking, the beach and she loves to travel. She originally comes from NJ, but has spent the last 18 years in Bucks County beginning in Perkasio and recently relocating to Chalfont. Welcome Kim!



FSA APG-Board Forum 2017

Keynote Address “The Board’s Duty of Foresight”

FSA and the Anabaptist Provider Group (APG) are pleased to sponsor an outstanding educational opportunity for trustees of member organizations. Jeff DeCagna, Chief Strategist and Founder of Foresight First, will be speaking about “The Board’s Duty of Foresight.” The program will also include a panel of board members from FSA and APG organizations discussing what their boards do to meet their duty of foresight. The program will be held on April 21, 2017 at Tel Hai Retirement Community in Honey Brook, PA.

[Click here to register](#)

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Governance Best Practices Workshop

Board Compliance and Quality Benchmarking – October 13, 2017

All trustees of Friends Services for the Aging (FSA) and the Anabaptist Providers Group (APG) member organizations are invited. The workshop will highlight a number of best practices for boards of senior living organizations. Some of the specific topics covered include:

- What are today's expectations regarding corporate compliance for non-profit boards?
- How does the board appropriately monitor the quality of services provided without micromanaging?
- Understanding the associated risks of information provided to the board and oversight responsibilities.

Resource Persons (Speakers):

- Jane Mack, MS-ODL, President and CEO of FSA
- Karla Dreisbach, CHC, CHPC, Vice President of Compliance, FSA and the Peace Church Compliance Program
- Emerson L. Leshner, Ph.D., President and CEO of APG
- *May include additional staff from Peace Church Compliance Program*

More information and registration will be provided later this year.

Essential Tools for New Managers and Supervisors Workshop

April 25 and May 23, 2017

This two-day workshop experience is designed for new managers and supervisors (with five years or less experience) to learn practical tools that will help build confidence and success in their role.

Session One: April 25

What does a Manager do? We will examine top skills of managers and discover the four keys of managing people.

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Strengths Based Leadership Participant's will complete an assessment, which will give insight into their style of leadership and learn how preferences matter when it comes to leading people.

Situational Leadership Introduction to the Situational Leadership Model, which can assist participants in adjusting their management efforts, based on competency and commitment of their staff.

Session Two: May 23

Listening Skills & Tools We will explore the “Levels of Listening” and the Power of Questions when it comes to coaching and managing employees.

Situational Leadership Part II Participants will coach each other using the situational leadership model and real life situations.

Feedback Participants will practice giving effective feedback in performance reviews and beyond.

Cost: \$275

Time: 9 – 4pm, Lunch Provided

CEU Credits Available

[Click here to register](#)

Interfaith Roundtable

Jane Mack, CEO of FSA, attended a meeting of the Interfaith Roundtable, a group of leaders of national faith-based health and human services associations. The group met in Washington, DC on February 16-17. Included in their meeting were presentations by Barbara Gay, VP of Public Policy Communication for LeadingAge and Kathy Curran, Senior Director of Public Policy for Catholic Health Association. The presentations came the morning after the release of Speaker of the House Paul Ryan's release of the revised “Better Way” plan. Both presenters discussed the proposed changes to Medicaid funding models aimed at shifting the burden to states and the importance of providers of health and human services making their voices heard in Washington regarding federal funding for Medicare and Medicaid. Their advice – emphasize personal stories of those you serve!

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Pictures (left to right)

Sitting:

Julie Trocchio, Catholic Health Association;
Marisa Geitner, Heritage Christian Services;
Mary Kemper, United Methodist Association.

Standing:

Cindy Ray, Presbyterian Association of Homes and Services for the Aging;
Michael Readinger, The Council for Health & Human Service Ministries, United Church of Christ;
Garth Brokaw, American Baptist Homes and Caring Ministries;
Rick Stiffney, Mennonite Health Services Alliance;
Jean Biel, Catholic Charities USA;
Jane Mack, FSA;
Charlotte Haberaecker, Lutheran Services in America;
Mark Anderson, National Benevolent Association;
Phil Rapp, Episcopal Community Services in America

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