

# The Informer

## Lifelong Learning for Aging Minds

By Bart Young, CEO

Aging is often associated with concerns about cognitive decline, but recent insights into lifelong learning have highlighted the remarkable potential of continuous education in preserving cognitive vitality among older adults. This paradigm shift challenges the notion of inevitable cognitive decline with age, emphasizing the role of ongoing intellectual stimulation in maintaining cognitive function and overall well-being.

Cognitive aging, the natural process of changes in cognitive abilities over time, varies widely among individuals. While some decline in aspects of processing speed and memory can occur, it's crucial to recognize that cognitive aging is not a one-size-fits-all trajectory. Factors such as genetics, lifestyle choices, and environmental influences significantly influence cognitive health in older age.

Contrary to common misconceptions, cognitive decline is not an inevitable outcome of aging. The brain retains its plasticity and adaptability throughout life, a concept known as neuroplasticity. This means that older adults can continue to learn, adapt, and form new neural connections, even in later life stages. Lifelong learning harnesses this neuroplasticity, promoting cognitive reserve and resilience against age-related cognitive changes.

Engaging in lifelong learning activities, such as attending classes, workshops, reading, and learning new skills, offers numerous cognitive benefits for older adults. These include enhanced cognitive function, improved memory retention, neuroprotective effects, emotional well-being, and increased social engagement. Continuous learning stimulates the brain, challenges the mind, and fosters a growth mindset, leading to a more positive outlook on life.

To promote lifelong learning initiatives for aging adults, it's essential to create age-friendly learning environments, provide tailored educational programs, leverage technology for remote learning, offer financial assistance, and facilitate intergenerational learning experiences. These efforts not only empower older adults to maintain cognitive vitality but also contribute to a more inclusive and engaged society.

In conclusion, lifelong learning is a potent tool for promoting cognitive health, resilience, and well-being in aging adults. By embracing continuous education and intellectual stimulation, seniors can enhance cognitive function, protect against cognitive decline, and lead fulfilling lives enriched by ongoing learning experiences. Investing in lifelong learning initiatives is an investment in the cognitive vitality and well-being of our aging population.



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### Special Inserts

- Notes From All Over

# Update From Occupancy

By Carmen Olivas, Director of Occupancy

## What's Ahead for Us?



If my email messages have been shared in the office, then you know that HOTMA changes are ahead for 2025. What is HOTMA? The word stands for Housing Opportunities Through Modernization Act, and it represents upcoming changes to the HUD Handbook 4350.3. I say “upcoming,” because the changes will not be available in the handbook when required to be implemented. The HUD Handbook 4350.3 will be updated much later, which is why I have mentioned several times that it is important for you to attend the FGA Seminar this month. A representative from LOMOD, our HUD contract administrator, will attend our seminar to provide HOTMA guidance. HOTMA changes take place January 2025... if vendors have completed their software updates. I know it will be several months from the time of our seminar until HOTMA changes become effective, but you should be made aware of the changes ahead.

This is our seminar month, and you will be meeting a group of non-Section 8 staff members representing the fifteen properties referred to as our Palm Desert households. Being that the properties are non-Section 8, there will be two meetings taking place during the May seminar. The two groups will come together for the Occupancy portion of the seminar, during which questions will be posed to each contestant group. So, listen carefully to seminar presentations.

Do you have questions that you have not been able to present to Betty Rodriguez or Laurie Henry during their visit to your building? If so, bring those questions to the seminar so they can be discussed prior to the closing of the seminar.

The theme for FGA Seminar 2024 is “HUD Mania: Your Winning Edge.” Have you come up with a costume idea for this month’s seminar? It is a sports theme. To be included in the group of contestants, your costume must be a full-blown outfit, not just a jersey/t-shirt, or a hat, or a prop (baseball, football, etc.). There will be tickets issued to those attending the Occupancy session, and a separate-colored ticket for those who participate in the costume contest. There is a lot to learn and a lot to win. Good luck.

**Daily Logbook:** You will recall during a prior seminar that all sites were encouraged to keep a daily logbook of occurrences/conversations, especially those that could end up a court issue or fair housing issue. A daily logbook is not intended as a replacement for Incident Reports. The logbook is viewed as a valuable tool by our legal counsel. The writings in your logbook can serve as a reminder of forgotten incidents/conversations. The writing should be short and brief. We have had a few court cases where the writings in the logbooks helped to show the number of times complaints were received regarding another tenant’s behavior. The complaining tenant did not want to put anything in writing, and so the logbook provided not only the name of the complaining tenant, but also the number of complaints received.

**Applications:** We had a situation where an application was provided to an applicant in a foreign country. It turned out to be quite a hassle for the site manager trying to get the applicant to provide timely documentation. In fact, by the time the applicant finally provided the last document needed, some of the documentation provided early on could not be used because it was no longer 120 days current to the anticipated move-in date. So much postage was spent on both sides. We also had a comparable situation, but this time documents were being provided via email. There were so many emails and skypes taking place. So much time and effort were expended by the site staff, only to end up with the applicant deciding to stay in Europe. Are we really required to provide Applications to persons in foreign countries? Well, according to HUD’s Office of General Counsel (OGC), the answer is: YES. The OGC encourages conducting the application process electronically when dealing with applicants living in foreign countries. Was that a groan I heard?

That is enough for now. Happy Mother’s Day to all mothers and grandmothers. I wish you a Happy Mother’s Day full of new memories. In celebrating Memorial Day, please remember those who fought for our freedom:

### Freedom’s Price

Today we celebrate freedom, thanks to those who came before.  
Those brave men who fought and died in each and every war.  
Freedom always comes at a price, and while we celebrate,  
We should tip our hats to the heroes who made our country great.

## Happy Anniversary

Eddie Reyna Jr.	13 yrs.	Las Torres
Daniel Miryanov	6 yrs.	Geneva Plaza
Daniela Miryanova	6 yrs.	Geneva Plaza
Jessica Gonzalez	2 yrs.	Woodman Manor
Young Lee	1 yr.	Casa Santa Maria

These individuals have completed another year with a Falkenberg/Gilliam building. Your ongoing efforts enable residents to live in comfort and safety. Thank you!

## May Dates

**Cinco De Mayo**  
May 5th, 2024

**Mother's Day**  
May 12th, 2024

**Memorial Day**  
May 27th, 2024

## May Birthdays

<b>Adriana Ruelas</b> La Posada	4
<b>Irma Garcia</b> Green Manor	5
<b>Hersime Melkonians</b> Harvard Plaza	5
<b>Gabriel Hluz</b> Wesley Tower	6
<b>Noah Kelley</b> Verdugo Tower	11

Please save trees; don't send cards. Thank you!



## What's up Chuck?

*By Chuck Eldred, Director of Property Management*

### **Parking Lot Perils: The Comedy of Expired Records**

Attention all managers, and guardians of the sacred concrete expanse! It's time for a gentle reminder that keeping tabs on our tenants' registration, license, and insurance records is not just an administrative chore but a crucial task to keep the wheels of our parking lot turning smoothly. And yes, I mean this with a sprinkle of humor, because let's face it, there's a comedy waiting to unfold when these records hit their expiration date.

Picture this: a tenant strolls into our domain, proudly driving a car that resembles a relic from a forgotten era, with a license plate sticker so faded it's practically whispering, "I used to be valid." Meanwhile, their insurance card is about as current as a floppy disk in a world of cloud storage, and their license? Well, let's just say it might as well be scrawled in hieroglyphics.

Now, you might be thinking, "But where's the harm in a little expired paperwork?" Oh, dear managers, let me regale you with tales of the chaos that ensues when Murphy's Law meets a parking lot without updated records.

Imagine a fender bender, a minor scratch, a dent that's more of a love tap than a battle scar. In a perfect world, this would be a simple matter to resolve. But in the realm of expired documents, it's like navigating a bureaucratic labyrinth. Suddenly, what should be a straightforward process of insurance claims and liability assignments turns into a comedy of errors worthy of its own sitcom.

The insurance adjuster arrives, armed with a clipboard and a sense of dread that only rivals tax season. They sift through paperwork older than the internet itself, muttering incantations to summon the spirits of policy coverage. But alas, they find themselves lost in a sea of expired dates and revoked privileges. Meanwhile, our tenant, oblivious to the impending storm, is left scratching their head, wondering why their vintage insurance policy isn't cutting it in the modern world. And as for our parking lot, it bears witness to the tragicomic dance of paperwork shuffle, where the only winners are the dust bunnies collecting in forgotten corners.

But fear not, dear managers, for there is a remedy to this madness! A simple solution that can spare us from the clutches of bureaucratic comedy: regular updates. Yes, it's as simple as reminding our tenants to dust off those insurance cards, renew those licenses, and slap a fresh sticker on those plates. By keeping our records up to date, we not only ensure smooth sailing in the event of mishaps but also demonstrate our commitment to maintaining a safe and orderly parking environment. So, let's band together, armed with pens and paperwork, and declare war on the scourge of expiration dates!

In conclusion, dear managers, let us not underestimate the power of paperwork in the grand tapestry of parking lot management. For in the battle between chaos and order, a well-updated record is our most potent weapon. And who knows, maybe, just maybe, we'll turn the parking lot into a comedy of triumph rather than a tragedy of errors.

## Melissa's Minute

*By Melissa Salazar, Regional Supervisor*

### Caring for Residents

We've recently encountered situations involving residents who are facing significant challenges, including dementia, severe paranoia, and Alzheimer's. It's imperative that we approach these instances with patience and meticulous documentation. Depending on the nature of the incident, please ensure to log it appropriately in your logbook, create an incident report if necessary, and promptly notify your Regional Supervisor and Service Coordinator.

We understand the complexities and frustrations that may arise when interacting with residents experiencing cognitive decline. Despite the challenges, it's essential to handle these situations with empathy, patience, and understanding. By providing compassionate care and support, we can positively impact the well-being of our residents and help alleviate their distress effectively.

As a gentle reminder, please prioritize the regular updating of emergency contact information for all residents. This ensures that we can swiftly reach out to their family members if further assistance is required. Keeping this information current and accurate is vital for providing the best possible support to our residents during times of need.

I thank every one of you for your ongoing dedication to the care and comfort of our residents. Your commitment makes a significant difference in their lives every day!



## Focus in FGA Employees

*Welcome to the team!*

Hello everyone, my name is Juliet Melikian. I am holding an accountant position with Falkenberg/Gilliam & Associates, and I have had the pleasure of working for FGA for over three months.

Most people think that accountants like the accounting profession because they simply like to crunch numbers. Although this maybe be true, for me and am sure many others, it's much more than that. We think helping people solve their problems and achieve their business goals is a pretty rewarding way to spend our time.

What makes me most excited about working at FGA is that I have the skills and experience necessary to help the company reach its goals and I am passionate about the company's mission and values. Additionally, I am excited by the potential for growth and development opportunities that this role offers.

On my free time, my favorite thing to do is to spend time with my family, especially with my two beautiful grandchildren. Also, I like to take long walks in nature and do yoga for physical and mental health.

