DEPARTMENT OF ELDER AFFAIRS

Summary of Programs and Services

MARCH 2010

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This document is produced by the Florida Department of Elder Affairs and updated periodically to provide the public and the Legislature information about programs and services for Florida’s elders. Services and programs for elders vary in relation to consumer needs, demographics, funding availability and legislative directives. This Summary of Programs and Services, unless otherwise noted, contains information and data compiled as of October 2009.

For additional or updated information about any of the services or programs listed in this document, please contact the Department of Elder Affairs. Additional information is also available in the Department’s Long-Range Program Plan, Master Plan on Aging and State Plan, and on the Department’s website: http://elderaffairs.state.fl.us.
This 2010 Summary of Programs and Services contains comprehensive information about the activities of the Florida Department of Elder Affairs and those it serves. It is organized as follows:

**Section A – General Overview** describes the Department’s organizational structure, including the responsibilities of each division and bureau. It also has maps and contact information for the Department’s services network including Area Agencies on Aging, Comprehensive Assessment and Review for Long-Term Care Services (CARES) and Long-Term Care Ombudsman Program offices. Locations of the Statewide Public Guardianship Office and cities and counties participating in the Communities for a Lifetime program are also included.

**Section B – Services and Utilization** provides a means to cross-reference a particular service with the program or programs that provide that service. This cross-reference defines each service, the program(s) providing the service, and the number of units of service provided for the last complete program year.

**Section C – Older Americans Act (OAA) Programs and Services** offers an alphabetic listing of OAA programs with information such as program administration, eligibility, statutory authority, appropriation history and funding source.

**Section D – State General Revenue Programs** is an alphabetic listing of state-funded programs, with information such as program administration, eligibility, statutory authority, appropriation history and funding source.

**Section E – Medicaid Programs** provides detailed information about Medicaid-funded programs. Information about the Comprehensive Assessment and Review for Long-Term Care Services (CARES) program is included in this section. Program information includes administration, eligibility, statutory authority, appropriation history and funding source.

**Section F – Other Department Programs** describes programs with funding sources other than the Older Americans Act, General Revenue and Medicaid.

**Appendix** provides a variety of technical information about Department programs, including annualized program cost comparisons per customer served, classification of programs by activity and budget entity per the Department’s Long-Range Program Plan (LRRP), budget by revenue source, elder population statistics and program enrollment by county, customer profiles by assessment priority level, definitions and a list of acronyms.
# Section A
## General Overview

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The Florida Department of Elder Affairs works to create an environment that enables most older Floridians to live independently in their own homes and communities. Through partnerships with 11 Area Agencies on Aging, the Department provides community-based care to help seniors age with dignity, purpose and security. By working together with community-based organizations across the state, the Department is able to provide information to elders and their caregivers on how to live healthy lives. The Department, in partnership with Florida’s aging services network, offers many services – such as adult day care or help with transportation and chores – to elders based on various criteria, including income level and health status.

The Department was constitutionally designated by Florida voters to “serve as the primary state agency responsible for administering human services programs for the elderly” (Section 430.03, Florida Statutes). Its purpose is to serve elders in order to help them maintain their self-sufficiency and self-determination.

With more than 4.4 million residents age 60 and older, Florida currently ranks first in the nation in the percentage of its citizens who are elders, and will continue to do so for the foreseeable future (23 percent in 2009 growing to 35 percent in 2030). One in 11 Floridians is age 75 and older, a number that is expected to increase to about one in 10 (9.8 percent) in 2010. The population age 100 and older is currently the state’s fastest-growing age group by percentage. Florida is also rich in generational and cultural diversity, especially among individuals age 55 and older. Florida’s future is linked to the financial, health and physical security of its elder population.

The Department recognizes that individuals age differently. Some people have chronic conditions that begin prior to age 60, while others live their entire lives without need of long-term medical or social services. In order to efficiently use its limited resources, the Department works with individuals and families to determine both frailty level and appropriate level of care, targeting services to individuals with the greatest relative risk of nursing home placement. A goal of many of the Department’s programs is to help seniors continue to live in their homes or communities for as long as possible, rather than in less familiar and more costly nursing homes.

Policy and program development is shaped in part by the Department of Elder Affairs Advisory Council, whose members are appointed by the Governor and legislative leadership. The Council advises the Secretary and makes recommendations to the Governor and the Legislature.

The Department of Elder Affairs, in partnership with the Advisory Council, emphasizes activities that will maintain and improve the quality of life for older Floridians.

The Department also works in concert with other federal, state, local and community-based public and private agencies and organizations to represent the interests of older people, their caregivers and elder advocates.

**MISSION STATEMENT**
To foster optimal quality of life for elder Floridians.

**VISION**
To foster a social, economic and intellectual environment for all ages, and especially for those age 60 and older, where all can enjoy Florida’s unparalleled amenities in order to thrive and prosper.
Florida is home to a large number of seniors who bring vitality and a wealth of life experience to all generations of Floridians. For this reason, Governor Charlie Crist and Lieutenant Governor Jeff Kottkamp are firmly committed to securing safety and affordability in health care, protecting seniors from fraud and creating opportunities for seniors to live active and enriched lives.

This commitment focuses on the following guiding principles:

- **Affordability** – Ensure affordable housing options that provide Florida’s seniors the freedom and flexibility to live in homes that accommodate their lifestyles and unique needs.

- **Accessibility** – Increase access to affordable long-term care for Florida’s most vulnerable citizens while ensuring the quality of care and cost effectiveness. Enhance opportunities for home- and community-based care, because many seniors do not require institutional care and may be better served at home or in their communities.

- **Empowerment** – Increase awareness among Floridians as health care consumers by improving access to meaningful information that helps in comparing the quality and cost of health-care options.

- **Intergenerational Partnerships** – Increase lifelong learning opportunities for seniors and assistance to caregivers by developing partnerships with schools and workforce programs. Enhance opportunities for seniors who are – or want to be – in the workforce so that as baby boomers retire, their expertise is available to strengthen the workforce.

- **Protection and Safety** – Emphasize the importance of preparing for storms and other emergencies by assisting efforts to put up shutters, secure yard furniture, purchase supplies or understand evacuation shelters for individuals with special needs. Empower seniors in combating fraud, scams and identity theft.
COMMUNITIES FOR A LIFETIME INITIATIVE
Governor Crist remains committed to the Communities for a Lifetime initiative, begun in 1999 to address the future challenges of a rapidly growing and aging population. More than 100 Florida cities, counties, towns and villages are active partners, recognizing that elder-friendly enhancements benefit people of all ages. Participating communities engage in a self-assessment and planning process, addressing a variety of areas including universal design for housing, accessibility, health care, transportation and efficient use of natural resources.

At the start of 2010, a total of 106 Florida cities, counties, towns and villages were Communities for a Lifetime partners.

The initiative focuses on enhancing opportunities available for people of all ages to continue living in their own communities for a lifetime and encourages partnerships and collaborations to meet identified needs.

The Department is statutorily charged with serving all citizens in the state age 60 and older – almost one-fourth of the state’s population. However, a majority of Department staff time and resources goes toward assisting a very small percentage of seniors through home- and community-based services and conducting pre-admission screenings for Medicaid applicants for skilled nursing care. The Communities for a Lifetime initiative provides the Department with a mechanism to help more elders live independently, as well as to help communities plan for the future needs of all their citizens, both young and old.

The Department is focusing efforts on four extremely vital issues facing Florida seniors and retirees who are not enrolled in Medicaid programs: 1) transportation, 2) housing, 3) employment and 4) volunteerism. This increased focus has resulted in part from many requests for assistance from elders who wish to maintain an independent lifestyle for as long as possible. Florida’s growing senior population will further increase the need for programs and services addressing these key issues. In many instances, these efforts also provide opportunities for elders who require long-term care to find appropriate home- and community-based care options that are less restrictive and less costly than skilled nursing care. Therefore, the goal and values of the Communities for a Lifetime initiative are reflected in all Department programs.

Under the Communities for a Lifetime initiative, the elder housing unit provides information and technical assistance to elders and community leaders to help them create affordable senior housing choices and assisted living to foster aging in place with dignity. The elder housing unit provides information about assisted living facilities, adult family care homes and other affordable supportive housing, as well as access to the most appropriate information and resources to meet an individual’s housing needs and preferences.

The Office of Volunteer and Community Services provides technical assistance, public awareness and other support for volunteer-based programs and innovative demonstration projects that foster intergenerational connections – interaction between youth and elders – at the state and local levels. Elders serve as mentors to youth by sharing life experiences, while young volunteers in turn assist elders with home repair, companionship, respite and other services. Department staff actively participates in the Governor’s Mentoring Initiative through one-on-one mentoring, special projects at partner schools and activities that promote community volunteerism. The Department also works with local providers to coordinate information on available funding for volunteer intergenerational programs, partnership development, coordination of resources for grandparents raising grandchildren, and coordination of health and education events to engage the skills and talents of elders and young people.
In April 2004, the Department received a federal grant from the U.S. Administration on Aging and the Centers for Medicare and Medicaid Services to establish at least two pilot aging and disability resource centers (ADRCs). As a result, aging and disability resource centers in the Orlando, St. Petersburg and Fort Lauderdale areas began providing services to caregivers, elders and adults with severe and persistent mental illnesses (SPMI) in the summer and fall of 2005.

Florida’s ADRCs provide information and referral not only to elders, but also to adults age 18 and older who have SPMI (such as bipolar disorder, schizophrenia or clinical depression). The ADRC is not meant to compete with existing mental health referral, but rather to enhance the existing mental health referral network. Information and referral specialists are trained to refer callers to mental health providers if they indicate that they have a severe and persistent mental illness or if the specialist discerns that the inquiry may be related to SPMI.

The success of the ADRC pilot sites in three of the state’s Planning and Service Areas has enhanced the implementation of aging resource centers (ARCs) on a statewide basis to make it easier for all Florida elders to access long-term care services. In accordance with the provisions of section 430.2053, Florida Statutes, the Department worked with the Area Agencies on Aging in the remaining eight Planning and Service Areas to complete their transition to ARCs. The 2009 Florida Legislature appropriated $3.185 million in recurring funds to the Department to support the statewide network of ARCs.

The development of ADRCs/ARCs has increased the efficiency of long-term care service delivery and helped individuals navigate the long-term care system more easily. ADRCs/ARCs build on the strengths of the current long-term care network and give Florida’s citizens better opportunities to receive services in a seamless and highly responsive manner.

A statewide memorandum of agreement between the Department and the Department of Children and Families ensures that the different government entities that determine whether a person is eligible for services are located in the same place, either physically or electronically. Those entities are DOEA’s Comprehensive Assessment and Review for Long-Term Care Services (CARES) program and the Department of Children and Families’ Economic Self Sufficiency (ESS) unit. The ADRC/ARC approach ensures that each eligibility determination occurs as efficiently and quickly as possible.

One measure of the effectiveness of ADRCs/ARCs is how the eligibility determination process has been streamlined, reducing the time needed to collect the necessary paperwork to enroll a client in a Medicaid waiver program. By co-locating staff members from the ADRC/ARC, the CARES program (DOEA) and the ESS unit (DCF), staffs have been able to process applications much more efficiently.
To improve an individual’s entry into the system, the ADRC/ARC is accessible through a number of local providers, including senior centers, lead agencies, health care providers and other community agencies. Additionally, individuals can access ADRC/ARC services by telephone or through the internet. It is anticipated that approximately 80 percent of questions and service needs will be handled through improved access to information and referral to community, faith-based, charitable, for-profit and public non-long-term care programs.

To ensure consistent access to aging and other long-term care resources, the three ADRCs and the eight ARCs are using a common information and referral (I&R) software system that is centralized and web-based. Statewide information will now be available to consumers regardless of their access location.

SERVICES TO ELDERS IN STATE FISCAL YEAR 2008-2009 INCLUDED:

- More than 6.7 million “Meals on Wheels” delivered to homebound elders
- More than 4.2 million meals served at nutrition sites, preventing isolation and loneliness
- More than 3.2 million hours of caregiver respite
- More than 8.6 million hours of homemaker and personal care
- More than 1.3 million trips to or from doctor’s appointments, senior centers and shopping
The Department of Elder Affairs was created following voter approval of a constitutional amendment in 1988, established in statute in 1991. The Department began operation in January 1992, responsible for administering human service programs for the elderly and developing policy recommendations for long-term care. Department responsibilities also include combating ageism, creating public awareness and understanding of the contributions and needs of elders, advocating on behalf of elders, and serving as an information clearinghouse.

The Department of Elder Affairs is one of the smallest of the Governor’s executive agencies. The Department implements a variety of innovative programs such as Consumer-Directed Care Plus, Medicaid Home- and Community-Based Waivers, and Community Care for the Elderly. These programs result in significant cost savings for Florida. Home- and community-based services are provided at an average annual cost per client between $4,063 and $19,524, compared to an average annual cost of $50,334 for care in a skilled nursing facility.

The majority of programs administered by the Department are privatized. More than 94 percent of the Department’s budget is directed to services provided primarily by not-for-profit agencies and local governments under contract through Florida’s 11 Area Agencies on Aging (AAAs), entities mandated by the federal Older Americans Act.

**Elder Volunteers**

In Fiscal Year 2008-2009, a total of 45,678 volunteers - mostly elders themselves - provided more than 5.2 million hours of service valued at more than $105.8 million.

**Office of the Secretary**

The Office of the Secretary is the focal point for management and overall coordination of the Department’s activities. The Secretary, appointed by the Governor and confirmed by the Florida Senate, serves as the Department’s chief administrative officer and charts the agency’s overall direction. The Secretary represents the Governor on matters relating to Florida’s elder population and serves as an advocate regarding issues and programs that affect the Department and the elders it serves.

The Office of the Secretary includes the Offices of the General Counsel and Inspector General, the Research and Policy Coordinator, and the Divisions of Financial Administration and Internal & External Affairs.

**Office of the General Counsel**

The Office of the General Counsel provides legal advice for the Department. The office renders legal opinions, reviews all contracts, grants and inter-agency agreements, and helps formulate agency policy. The office also is responsible for promulgating all long-term care rules for assisted living facilities, adult family care homes, adult day care centers, hospices, and Alzheimer’s trainer and training standards for nursing homes and assisted living facilities. In conjunction with the Agency for Health Care Administration and
the Department of Health, the Department is responsible for end-of-life care education. The office provides legal representation in cases filed against the Department and the Secretary, as well as cases filed by the Department. The office responds to constituent letters, phone calls and emails of a legal nature and provides referrals to appropriate resources. The Office of the General Counsel also serves as the Department’s primary public records point of contact.

**Statewide Public Guardianship Office** – Established in 1999 by Chapter 744.701-709, Florida Statutes, the Statewide Public Guardianship Office (SPGO) is responsible for designating Florida’s public guardians. Public guardians serve indigent persons who lack the capacity to make their own decisions and have no willing or able family or friend to act as their guardian.

The office, which contracts with 15 local Offices of Public Guardian throughout Florida, is also responsible for the registration and education of professional guardians. The Statewide Public Guardianship Office can be reached by calling 850-414-2381.

**OFFICE OF INSPECTOR GENERAL**
The Office of Inspector General provides independent, objective assurance and consulting activities designed to add value and improve the agency’s operations. The office provides a central point to coordinate activities that promote accountability, integrity and efficiency in government. The office helps the Department accomplish its objectives by providing a systematic, disciplined approach to evaluating risk management, internal controls and agency performance.

**RESEARCH & POLICY COORDINATOR**
The Research and Policy Coordinator serves as the Department’s primary liaison with the organizations and entities that make up Florida’s aging network. The coordinator maintains regular communication with the Area Agencies on Aging and other key entities, detailing the Department’s position on various topics and receiving input from the Department’s partners on how best to serve the state’s elder population. The coordinator is also responsible for evaluating how the Department carries out its critical functions in order to develop more effective and efficient ways to meet its legislative and constitutional responsibilities.

**DIVISION OF INTERNAL & EXTERNAL AFFAIRS**
The Division of Internal & External Affairs encompasses most of the Department’s administrative functions that are not directly connected to financial administration, as well as units that represent the Department to external audiences and help safeguard the legal rights of Florida elders.

**INTERNAL AFFAIRS**
Internal Affairs includes General Services/Human Resources, Information Systems, Planning and Evaluation, and Staff Development.

**General Services/Human Resources/Disaster Preparedness & Emergency Operations**
The General Services and Human Resources Unit handles property and records management, personnel/human resource services, leasing and facility management, and disaster preparedness and emergency operations. As home of the agency’s Emergency Coordinating Officer, the unit coordinates with the Florida Division of Emergency Management on emergency preparedness issues and post-disaster response. The coordinating officer ensures that the Department, Area Agencies on Aging and local service providers have approved all-hazards Disaster and Continuity of Operations Plans to be implemented during a threat of imminent disaster. Emergencies/disasters can include weather-related or man-made events, including hurricanes, tornadoes, civil disturbances, contractual disputes, epidemics, massive migrations, fires, nuclear power plant accidents, train derailments, terrorism, floods and bio-terrorism.

**Information Systems**
The Information Systems Unit provides valuable technical support to both the Department’s employees and private non-profit partners statewide, specifically the Area Agencies on
Aging information technology units. Dedicated to maintaining the appropriate level of information security, the unit works in partnership with the Agency for Enterprise Information Technology to assure compliance with current security industry standards and to provide the appropriate level of information security in accordance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law 104-191. The unit is divided into three functional groups as follows:

**Applications Support Group** – This group is responsible for maintaining all applications developed for the Department. It administers the Department’s Client Information & Registration Tracking System (CIRTS), which is used by the aging network to manage client assessment data, register clients for services, plan client services and maintain program waiting lists. CIRTS is also used by CARES caseworkers to evaluate client eligibility for Medicaid services and to develop recommendations for client placement. In addition to providing technical assistance for supported applications, this group also actively works to develop web-based applications and websites.

**Enterprise Support** – This group is responsible for providing technology support to all Department employees throughout the state, as well as the Area Agencies on Aging. The group maintains, supports, troubleshoots and implements various software and hardware technologies for the Department, including but not limited to computers, software and other wireless technologies.

**Technical Support** – This group is responsible for all system software and technical infrastructure, including servers, networks, operating system software, email, databases and database administration for applications. This group troubleshoots malfunctioning equipment and software, and is also responsible for information security and HIPAA compliance for information systems and interchange.

### Planning & Evaluation Bureau Publications

- Consumer Resource Guide
- Long-Range Program Plan
- Florida Master Plan on Aging
- State Plan on Aging
- Summary of Programs and Services

### Planning & Evaluation

The Bureau of Planning and Evaluation measures and evaluates the efficiency and cost-effectiveness of the Department’s programs. It supports the Department’s commitment to providing the highest quality of services by regularly surveying and monitoring to assess consumer satisfaction. The bureau provides the Department and its stakeholders with the following services:

- Strategic planning and needs assessment
- Performance-based program budgeting
- Program analysis and evaluation
- Demographic analysis and forecasting
- Program data gathering and dissemination
- Grant writing

The bureau also acts as a clearinghouse for demographic, economic and social information about older Floridians, provides planning and other analytical support for the Department’s partners within Florida’s elder service delivery network, and prepares documents required by the federal Older Americans Act and the Florida Legislature.

### Staff Development

The Staff Development Unit, which houses the Department’s training manager, develops beneficial training required of agency employees and ensures that all employees receive the training.
The unit also coordinates other staff development opportunities for employees.

**EXTERNAL AFFAIRS**
External Affairs includes the Long-Term Care Ombudsman Program, Legislative Affairs, Communications, Communities for a Lifetime, and Elder Rights.

**Long-Term Care Ombudsman Program**
The Long-Term Care Ombudsman Program (1-888-831-0404) advocates on behalf of residents of long-term care facilities through a statewide system of 17 district councils of volunteer ombudsmen. Ombudsmen identify, investigate and resolve complaints made by or on behalf of residents of nursing homes, assisted living facilities and adult family care homes.

**Legislative Affairs**
The Legislative Affairs Office serves as the Department’s liaison to the legislative branch of government, advocating the Department’s positions on matters before the Florida Legislature. The office is responsible for drafting legislative proposals designed to assist Florida’s elders and for helping to review any legislation proposed by the Legislature or others. The office’s objective is to assure that all laws passed are in the best interests of Florida’s elders. In addition, the office helps legislators and their constituents with concerns related to elder issues.

**Communications**
The Communications Office is responsible for educating the public about the Department’s programs and services. Communications staff helps assure that all Department materials present an appropriately positive image of aging and a balanced representation of elders, including diversity in cultural distinction, geographic location and degree of frailty or wellness. The Department’s audience includes Florida’s elders, caregivers, the general public, the news media, professionals in the aging network and other state agencies. To communicate to this diverse audience, the office utilizes the Department’s Elder Update publication, an internet website and the mass media.

**ANNUAL ELDER UPDATE DISASTER PREPAREDNESS SPECIAL ISSUE**

“All of your Elder Update issues are very interesting and informative, but the ‘Disaster Preparedness’ issue is my favorite. I keep it the whole year for reference until the new one arrives.

Although I am most interested in the hurricane information, it is good to know all the other disaster advice is in one issue.”

—Sharon Goldman, Miami Beach

**Elder Update** – The Department’s bi-monthly newspaper Elder Update includes articles covering relevant topics important to Florida elders. Some 50,000 copies of Elder Update are distributed at no cost to individuals and groups within Florida who request it, and the publication is also available on the Department’s website.

**Internet Site** – Internet users can directly access Department information on a broad range of elder-related subjects through the state’s MyFlorida.com web portal (www.myflorida.com) or directly at http://elderaffairs.state.fl.us.

**Communities for a Lifetime**
The Communities for a Lifetime initiative administers programs that help communities create environments that embrace the life experience and valuable contributions of older adults and feature improvements to benefit all residents, youthful and elder alike. These programs help ensure the continued healthy aging of all citizens:

**Housing** – The elder housing unit focuses on independent housing and assisted living planning and policy development. The unit provides technical assistance and disseminates senior housing and supportive services information to local governments, community organizations, providers, state agencies and
the general public, working to address senior housing and supportive services needs. One goal of the unit is to ensure that elder interests are represented on relevant committees and workgroups that address housing and assisted living issues.

Senior Employment – In addition to administering Older Americas Act Senior Community Service Employment Program (SCSEP), the unit works to increase awareness among employers of the benefits of hiring older workers.

Health, Wellness and Injury Prevention – This unit provides opportunities for health education, nutrition consultation and education, fitness promotion, medication management, and osteoporosis and preventive health screenings. The Florida Injury Prevention Program for Seniors (FLIPS) provides safety information on fire prevention tips for seniors, as well as other home-safety tips to prevent accidental falls and poisoning. In addition, the unit collaborates with the Alzheimer's Disease Initiative Advisory Committee to educate Floridians about driver safety issues.

Transportation and Mobility – This unit works with communities to develop a range of options designed to allow seniors to remain mobile and independently able to access needed services and activities.

Volunteerism and Intergenerational Programs – This unit works to bring elders together with their communities to share their knowledge and experience, recognizing that volunteers enhance their own lives and those of the people they serve. The unit also works with Florida's communities to create local programs and services that cross generational boundaries to benefit elders and youth.

Elder Rights
The Elder Rights Bureau helps elders age with security through programs to help ensure that older individuals are able to access and maintain benefits and legal rights. This includes protection from abuse, neglect and other crimes, whether at home, in the community or in institutional care:

Serving Health Insurance Needs of Elders (SHINE) – The SHINE program provides free, unbiased health insurance counseling and information to elders and their caregivers regarding Medicare, prescription assistance, long-term care planning and insurance, Medicaid and a variety of other health care issues. Through a statewide network of trained SHINE counselors, individuals can receive personal and confidential assistance for their Medicare-related questions and issues.

Elder Abuse Prevention Program – This program is designed to increase awareness of the problem of elder abuse, neglect and exploitation. The program also includes training, dissemination of Elder Abuse Prevention materials and funding of special projects to provide training and prevention activities.

Legal Services Development – In compliance with a requirement of the federal Older Americans Act, the unit develops and coordinates the state's legal services and elder-rights programs.

Senior Legal Helpline – The Department partners with Bay Area Legal Services, Inc., of Tampa on a toll-free helpline to increase access to legal advice and referrals for underserved Florida seniors. The Senior Legal Helpline provides free legal advice and brief services by telephone to Florida residents age 60 and older, regardless of income, for civil legal problems. The helpline (1-888-895-7873) is available each weekday.

**DIVISION OF FINANCIAL ADMINISTRATION**
The Division of Financial Administration coordinates organization, direction and support activities for all Department programs. This includes contract management, accounting, budgeting and revenue management.
Contract Administration and Purchasing
The Contract Administration and Purchasing Unit helps contract managers, management and administrative staff acquire goods and services to meet the Department’s program needs, including procurement of client-based contractual services. The unit helps develop and execute all written contracts and solicitations for the Department.

Budget
The Budget Office prepares the Department’s Legislative Budget Request (LBR) and the Approved Operating Budget (AOB). The unit also monitors the Department’s budget throughout the year and requests adjustments as necessary.

Accounting and Contract Payment
The Accounting and Contract Payment section is responsible for recording and reconciliation of all financial transactions, in order to properly and accurately account for all expenditures of funds appropriated to the Department.

Revenue Management
The Revenue Management Unit is responsible for the draw-down of federal dollars granted to the Department, and is also responsible for all revenue collections and trust fund management activities to ensure that cash is available for departmental expenditures.

OFFICE OF THE DEPUTY SECRETARY & CHIEF OF STAFF
The Office of the Deputy Secretary performs the Chief of Staff functions for the Department and oversees the Division of Statewide Community-Based Services.

DIVISION OF STATEWIDE COMMUNITY-BASED SERVICES
The Division of Statewide Community-Based Services consists of the Bureau of Comprehensive Assessment and Review for Long-Term Care Services (CARES), Bureau of Long-Term Care & Support and Bureau of Community & Support Services. Division-wide services provided by these units include:

Nursing home pre-admission screening. Federal regulations require pre-admission screening for mental illness or mental retardation for all applicants entering nursing homes that receive state and federal funding. In order to establish the applicant’s need for nursing facility services, the Medicaid program has developed admission review policies and procedures. They are designed to evaluate the medical necessity for nursing facility care, the level of care required by the individual and preadmission screening of all nursing facility applicants to determine mental illness or developmental disabilities. Findings are entered into the CARES “section” of CIRTS.

Support and oversight for the Department’s Medicaid Waiver programs (operated in partnership with the Agency for Health Care Administration, Florida’s designated Medicaid agency). Like other Medicaid programs, Medicaid Waiver programs are provided through joint state and federal funding. However, Medicaid Waiver programs authorize the state to provide care in the individual’s home, or in a community setting such as an assisted living facility or adult day care center, rather than in an institutional setting such as a nursing home or other skilled nursing facility. These Medicaid Waiver programs provide consumers independence and a choice of care settings, with the goal of also reducing the cost of care. Findings are entered into the CARES “section” of CIRTS.

Support and oversight for the Department’s non-Medicaid home- and community-based programs and services. Most of these services are provided by not-for-profit agencies and local governments under contract through the state’s 11 Area Agencies on Aging. Contracted programs include the federally funded Older
Americans Act (OAA), Emergency Home Energy Assistance for the Elderly (E HEAP), and Food and Nutrition Services programs, as well as the state-funded Community Care for the Elderly, Alzheimer’s Disease Initiative and Home Care for the Elderly programs.

Services provided directly by the Department or contracted to entities other than Area Agencies on Aging. These services include the Adult Care Food Program, Elder Farmers’ Market Nutrition Program, memory disorder clinics, brain bank and the Senior Community Service Employment Program. The division also approves Alzheimer’s disease training providers and training curricula for specified staff of nursing homes and assisted living facilities.

Comprehensive Assessment & Review for Long-Term Care Services (CARES)
CARES is Florida’s federally mandated nursing home pre-admission assessment program. CARES staff members, including registered nurses and assessors, perform medical needs assessments of individuals. These assessments are part of the process to assist elders in receiving appropriate services through local funding sources and/or Florida Medicaid. The CARES staff members identify a client’s long-term care needs, determine the level of care required to meet those needs and, if appropriate, suggest less restrictive alternatives that may allow the client to continue living at home or in a community setting rather than in a nursing home.

Long-Term Care & Support
The Long-Term Care and Support Bureau administers the Department’s various Medicaid Waiver programs. These programs are designed to help individuals who qualify for the level of care offered by nursing homes but may be able to remain in their own homes or communities by receiving waiver services. Through contracts with Area Agencies on Aging and local service providers, the bureau administers programs including:

COST SAVINGS
In Fiscal Year 2008-2009, the state had a cost avoidance of more than $634 million in General Revenue expenditures for nursing home payments by spending $482 million on home- and community-based services.

Consumer-Directed Care Plus Program (CDC+) – This statewide program provides consumers the flexibility to be in charge of directing their own care by allowing them to manage a budget and purchase home- and community-based services that meet their needs. Individuals currently enrolled in the Aged and Disabled Adult Waiver (ADA), Traumatic Brain and Spinal Cord Injury Waiver or Adult Services Waiver are eligible to participate in CDC+.

Long-Term Care Community Diversion Pilot Project – Designed to target the frailest individuals who would otherwise qualify for Medicaid nursing home placement, this project strives to provide frail elders with community-based alternatives in lieu of nursing home placement. By using managed care principles, the project provides these alternatives at a cost less than Medicaid nursing home care. This program, implemented in consultation with the Agency for Health Care Administration, has been expanded from four service providers in four counties serving 950 enrollees in October 2003 to 15 providers in 32 counties serving 15,346 enrollees as of July 2009.

Aged and Disabled Adult Waiver (ADA) – This program helps maintain independence while living at home for Medicaid-eligible frail elders and persons with disabilities who are at risk of nursing home placement. Administered through an interagency agreement with the Agency for Health Care Administration, the program provides services and items including chore, homemaker, personal care, respite, case management, adult day health care, counseling, case aide, physical therapy, caregiver training and support, emergency alert response, consumable medical supplies,
home-delivered meals, environmental modification, health risk management, speech therapy and occupational therapy.

**Alzheimer’s Disease Waiver** – This waiver program provides home- and community-based services to people age 60 and older who have Alzheimer’s disease and are living with a caregiver. Implemented in consultation with the Agency for Health Care Administration, the program is approved in four Florida counties through 2010 to provide services and items such as case management, adult day health care, respite care, wanderer alarm system, wanderer identification and location program, personal care, caregiver training, incontinence supplies, behavioral assessment and intervention, environmental modification and pharmacy review.

**Assisted Living for the Frail Elderly Waiver (ALE)** – This waiver program makes support and services available in assisted living facilities that have Extended Congregate Care or Limited Nursing Services licenses. The program serves clients age 60 or older who are at risk of nursing home placement and meet additional specific functional criteria. Services and items include assisted living (i.e., companion, homemaker, personal care, etc.), case management and incontinence supplies.

**Program of All-Inclusive Care (PACE)** – The PACE program provides voluntary managed long-term care programs to address the increase in state expenditures for long-term care services and to meet consumer needs. The program is implemented in consultation with the Agency for Health Care Administration. PACE targets individuals eligible for Medicaid nursing home placement, and provides a comprehensive array of home- and community-based, long-term care services as well as all Medicare (acute care) services. Services are typically delivered in an adult day health care setting.

**Adult Day Health Care (ADHC) Waiver** – This program is designed to meet the health and supportive needs of adults age 75 and older with functional and/or cognitive impairments through an individual plan of care implemented at an adult day health care center. The program provides supervision, increased social opportunities, assistance with personal care or other daily living activities, and relief for the caregiver.

**Channeling Waiver** – This program serves adults age 65 and older who are at risk of nursing home placement. The program is operated through a contract with an organized health care delivery system and provides 19 home- and community-based services at a cost less than Medicaid nursing home care.

**Community & Support Services**

The Community and Support Services Bureau consists of the following four teams: (1) Aging Resource Center Implementation, Contract Management and Technical Assistance; (2) Caregiver Support; (3) Nutrition, and (4) Monitoring and Quality Assurance. Bureau functions include most non-Medicaid community-based programs and oversight functions to help elders remain in their own homes and avoid institutional care.

**Aging Resource Center Implementation, Contract Management & Technical Assistance**

This team assists Area Agencies on Aging and other contracting organizations in implementing programs and services at the regional and local levels. In addition to having primary responsibility to implement the Aging and Disability Resource Centers/Aging Resource Centers (ADRCs/ARCs), this team provides contract management and technical support for organizations to help implement in-home and community-based services funded through federal or state General Revenue dollars. Programs, services and funding sources include the following:

**Older Americans Act (OAA)** – Services and items funded through Florida’s federal OAA allotment include adult day care, caregiver training and support, chore, congregate dining, home-delivered meals, homemaker services, information and referral assistance,
medical transportation, nutrition education, personal care and shopping assistance.

**Alzheimer’s Disease Initiative (ADI)** – This program utilizes state General Revenue funds to provide caregiver training and support including counseling, consumable medical supplies and respite for caregiver relief; memory disorder clinics to provide diagnosis, research, treatment and referral; model day care programs to test new care alternatives; and a research database and brain bank to support research. ADI services are provided in conjunction with the Alzheimer’s Disease Initiative Advisory Committee, which helps the Department provide program services to foster an environment where persons with Alzheimer’s disease can safely congregate during the day, socialize or receive therapeutic treatment.

**Community Care for the Elderly (CCE)** – This long-standing program utilizes state funds to provide case management and other services to frail elders age 60 and older. Other services include adult day health care, home health aide, counseling, home repair, medical therapeutic care, home nursing, emergency alert response, and information. Eligibility is based in part on a client’s inability to perform certain daily tasks such as meal preparation, bathing or grooming.

**Home Care for the Elderly (HCE)** – This program utilizes state funds to provide a subsidy to caregivers to help them maintain low-income elders in their own home or in the home of a caregiver. Payment is made for support and health maintenance and to assist with food, housing, clothing and medical care. A special subsidy is available to help with specialized health care needs.

**Emergency Home Energy Assistance for the Elderly (E HEAP)** – This federally funded program provides limited financial assistance during a home energy emergency for low-income households with at least one person age 60 or older.

**Caregiver Support**
This program provides caregiver support services through federally and state-funded programs such as the OAA National Family Caregiver Support Program, Respite for Elders Living in Everyday Families (RELIEF), AmeriCorps and Senior Companion.

**Nutrition**
This program offers technical assistance to help local providers of OAA nutrition programs provide quality services. It administers the following federally funded programs:

**Adult Care Food Program** – This program assists eligible Adult Care Centers and Mental Health Day Centers in providing meals to elders.

**Elder Farmers’ Market Nutrition Program**
– This program improves the nutritional health of low-income elders by providing coupons that can be redeemed for locally grown fresh fruits and vegetables at approved farmers’ markets.

**Nutrition Services Incentive Program (NSIP)** – This program reimburses Area Agencies on Aging and service providers for the costs of congregate and home-delivered meals.

**Monitoring and Quality Assurance (MQA)**
This unit acts on behalf of the Department in its oversight role, ensuring the integrity of programs and services funded through and by the Department. The MQA unit performs periodic monitoring reviews of programs and services administered by Area Agencies on
Aging and/or funded entities to ensure that they:

- Adhere to contract provisions and to state and federal laws;
- Comply with industry standards and best practices;
- Achieve legislatively-mandated performance measures; and
- Align with the Department’s statutory mission and focus.

The Department’s monitoring function not only identifies operational weaknesses and related remedial controls associated with various programs, but also focuses heavily on the evaluation and effectiveness of existing preventive measures and controls. These measures include good governance, identification and management of related business risks, and the establishment of an internal control and quality assurance environment that provides effective oversight of grantees.
ELDER SERVICES NETWORK COMPONENTS & THEIR ROLES

1. **U.S. Department of Health & Human Services, Administration on Aging**, led by the Assistant Secretary for Aging, funds home- and community-based services for millions of older persons through Older Americans Act (OAA) allotments to the states and competitive grants.

2. **Florida Department of Elder Affairs** is the designated State Unit on Aging in accordance with the Older Americans Act and Chapter 430, Florida Statutes. The Department’s role is to administer Florida’s OAA allotment and grants and to advocate, coordinate and plan services for elders provided by the State of Florida. The Older Americans Act requires the Department to fund a service delivery system through designated Area Agencies on Aging in each of the state’s 11 Planning and Service Areas. In addition, Chapter 430 requires that the Department fund service-delivery lead agencies that coordinate and deliver care at the consumer level in the counties comprising each Planning and Service Area.

3. **Area Agencies on Aging (AAA)** are the designated private not-for-profit entities that advocate, plan, coordinate and fund a system of elder support services in their respective Planning and Service Areas. The designation of AAA is in keeping with the Older Americans Act. Area Agencies on Aging operate Aging and Disability Resource Centers (ADRCs) or Aging Resource Centers (ARCs).

4. **Lead Agencies** provide and coordinate services for elders in the state’s 11 Planning and Service Areas. There are 54 lead agencies serving all of Florida’s 67 counties. Some lead agencies provide services in more than one county due to the scarcity of providers in some rural counties. Lead agency providers are either non-profit corporations or county government agencies. Among the non-profit corporations are senior centers and councils on aging. Lead agencies are the only entities that can provide fee-for-service case management on an ongoing basis.

5. **Local service providers** include non-profit and for-profit corporations. Among non-profits are senior centers, county organizations, community action agencies, faith-based organizations and Alzheimer’s clinics. Among for-profit entities are assisted living facilities, in-home service agencies and managed care organizations.
AREA AGENCIES ON AGING OFFICES

PSA 1
Northwest Florida Area Agency on Aging, Inc.
5090 Commerce Park Circle
Pensacola, FL 32505
phone: 850-494-7100
fax: 850-494-7122
nwflaaa.org

PSA 2
Area Agency on Aging for North Florida, Inc.
2414 Mahan Dr.
Tallahassee, FL 32308
phone: 850-488-0055
fax: 850-922-2420
aaanf.org

PSA 3
Elder Options
Mid Florida Area Agency on Aging, Inc.
5700 SW 34th St., Suite 222
Gainesville, FL 32608
phone: 352-378-6649
fax: 352-378-1256
agingresources.org

PSA 4
ElderSource, The Area Agency on Aging of Northeast Florida
4160 Woodcock Dr., 2nd Floor
Jacksonville, FL 32207
phone: 904-391-6600
fax: 904-391-6601
myeldersource.org

PSA 5
Area Agency on Aging of Pasco-Pinellas, Inc.
9887 4th St. N., Suite 100
St. Petersburg, FL 33702
phone: 727-570-9696
fax: 727-570-5098
agingcarefl.org

PSA 6
West Central Florida Area Agency on Aging, Inc.
5905 Breckenridge Pkwy., Suite F
Tampa, FL 33610
phone: 813-740-3888
fax: 813-623-1342
agingflorida.com

PSA 7
Senior Resource Alliance
988 Woodcock Rd., Suite 200
Orlando, FL 32803
phone: 407-514-1800
fax: 407-228-1835
seniorresourcealliance.org

PSA 8
Area Agency on Agency of Southwest Florida
15201 Cleveland Ave., Suite 1100
North Fort Myers, FL 33903
phone: 239-656-6900
fax: 239-652-6999
aaaswfl.org

PSA 9
Area Agency on Aging of Palm Beach/Treasure Coast
4400 N. Congress Ave.
West Palm Beach, FL 33407
phone: 561-684-5885
fax: 561-214-8678
myanswersonaging.org

PSA 10
Aging & Disability Resource Center of Broward County, Inc.
5300 Hiatus Rd.
Sunrise, FL 33351
phone: 954-745-9567
fax: 954-745-9584
adrcbroward.org

PSA 11
Alliance for Aging, Inc.
760 NW 107th Ave.
Suite 214, 2nd Floor
Miami, FL 33172
phone: 305-670-6500
fax: 305-670-6516
allianceforaging.org
AGING SERVICES NETWORK

COMPREHENSIVE ASSESSMENT & REVIEW FOR LONG-TERM CARE SERVICES (CARES) OFFICES

PSA 1
Quietwater Business Park
1101 Gulf Breeze Pkwy.
Suite 331
Gulf Breeze, FL 32561
850-916-6700

PSA 2A
101 West 5th St.
Panama City, FL 32401
850-747-5840

PSA 2B
2002 Old St. Augustine Rd.
Suite E-40
Tallahassee, FL 32301
850-414-9803

PSA 3A
3801 NW 40th Ter.
Suite A
Gainesville, FL 32606
352-955-6560

PSA 3B
1515 E. Silver Springs Blvd.
Suite 203
Ocala, FL 34470
352-620-3457

PSA 4A
Bldg. 3300
4161 Carmichael Ave.
Suite 101
Jacksonville, FL 32207
904-391-3920

PSA 4B
210 N. Palmetto Ave.
Suite 408
Daytona Beach, FL 32114
386-238-4946

PSA 5A
11351 Ulmerton Rd.
Suite 303
Largo, FL 33778
727-588-6882

PSA 5B
11351 Ulmerton Rd.
Suite 110
Largo, FL 33778
727-518-3795

PSA 6A
701 W. Fletcher Ave.
Suite D
Tampa, FL 33612
813-631-5300

PSA 6B
200 N. Kentucky Ave.
Suite 302
Lakeland, FL 33801
863-680-5584

PSA 7A
The Tedder Building
Suite 200
988 Woodcock Rd.
Orlando, FL 32803
407-228-7700

PSA 7B
Bldg. J West
Cocoa, FL 32922
321-690-6445

PSA 8
12381 S. Cleveland Ave.
Suite 402
Fort Myers, FL 33907
239-278-7210

PSA 9A
4400 N. Congress Ave.
Suite 102
West Palm Beach, FL 33407
561-840-3150

PSA 9B
337 N. 4th St.
Suite E
Ft. Pierce, FL 34950
772-460-3692

PSA 9C
1238 W. Indian River Rd.
Suite 220
West Palm Beach, FL 33401
561-840-3150

PSA 10
7771 W Oakland Park Blvd.
Suite 123
Sunrise, FL 33351
954-746-1773

PSA 11A
7270 NW 12th St.
Suite 130
Airport Executive Tower 2
Miami, FL 33126
786-336-1400

PSA 11B
7300 N. Kendall Dr.
Suite 780
Miami, FL 33156
305-671-7200

PSA - Planning & Service Area
LONG-TERM CARE OMBUDSMAN PROGRAM

OFFICE LOCATIONS

Northwest Florida
Quietwater Business Park
1101 Gulf Breeze Pkwy., Suite 119
Gulf Breeze, FL 32561
850-916-6720
Serving: Escambia, Santa Rosa, Okaloosa & Walton

Panhandle
2002 Old St. Augustine Rd., Suite E49
Tallahassee, FL 32301
850-921-4703

North Central Florida
3801 NW 40th Terrace, Suite A
Gainesville, FL 32606-6183
352-955-5015

Withlacoochee Area
1515 E. Silver Springs Blvd., Suite 203
Ocala, FL 34470
352-620-3088
Serving: Marion, Citrus, Hernando, Sumter & Lake

First Coast
Midtown Center Office
Center Park, Bldg. #3300
4161 Carmichael Ave., Suite 141
Jacksonville, FL 32207
904-391-3942
Serving: Nassau, Baker, Duval, Clay & St. Johns

Mid & South Pinellas
11351 Ulmerton Rd., Suite 303
Largo, FL 33778
727-588-6912
Serving: Mid & South Pinellas (South of Belleair Rd. in Clearwater)

Pasco & North Pinellas
Holiday Tower, Suite 330
2435 US Hwy. 19
Holiday, FL 34691
727-943-4955
Serving: Pasco & North Pinellas (North of Belleair Rd. in Clearwater)

West Central Florida
701 W. Fletcher Ave., Suite C
Tampa, FL 33612
813-358-5591
Serving: Hillsborough & Manatee

East Central Florida
988 Woodcock Rd., Suite 198
Orlando, FL 32803
407-228-7752
Serving: Orange, Seminole, Brevard & Osceola

South Central Florida
200 N Kentucky Avenue, #224
Lakeeland, FL 33801
863-413-2764
Serving: Polk, Highland & Hardee

South Dade & the Keys
7300 N. Kendall Drive, Suite 780
Miami, FL 33156
305-671-7245
Serving: Monroe & S. Miami Dade (South of Flagler St., All SE & SW Addresses)

North Dade
7270 NW 12th St., Suite 550
Miami, FL 33126
786-336-1418
Serving: N. Miami Dade, (North of Flagler Street, All of Hialeah & NE and NW Addresses)
**COMMUNITIES FOR A LIFETIME**

**PARCIPATING MUNICIPALITIES**

- **Alachua County**
  - City of Alachua
  - City of Gainesville
  - City of Hawthorne
- **Baker County**
  - City of Macclenny
- **Bay County**
  - City of Panama City
  - City of Panama City Beach
- **Brevard County**
  - City of Cocoa
  - City of Cocoa Beach
  - City of Indian Harbor Beach
- **Bradford County**
  - City of Starke
- **Broward County**
  - City of Coral Springs
  - City of Lauderdale Lakes
  - City of Tamarac
- **Charlotte County**
  - Cities of Trinidad and Port Charlotte
  - City of Punta Gorda
- **Citrus County**
  - Cities of Inverness and Weeki Wachee
  - City of Spring Hill
- **Clay County**
  - City of Green Cove Springs
  - City of Orange Park
- **Collier County**
  - City of Naples
  - City of Marco Island
- **Columbia County**
  - City of Lake City
- **Duval County**
  - City of Jacksonville
- **Escambia County**
  - City of Pensacola
- **Flagler County**
  - City of Palm Coast
- **Gadsden County**
  - City of Quincy
- **Hardee County**
  - City of Wauchula
- **Hendry County**
  - City of Avon Park
- **Hillsborough County**
  - City of Tampa
- **Lee County**
  - City of Cape Coral
- **Leon County**
  - City of Tallahassee
- **Madison County**
  - City of Madison
- **Manatee County**
  - City of Bradenton
- **Martin County**
  - Cities of Stuart, Jensen Beach, and Indiantown
- **Miami-Dade County**
  - Cities of Miami, Hialeah, and North Bay Village
- **Orange County**
  - City of Orlando
- **Osceola County**
  - City of Kissimmee
- **Palm Beach County**
  - Cities of West Palm Beach and Palm Beach Gardens
- **Putnam County**
  - City of Palatka
- **Santa Rosa County**
  - City of Milton
- **St. Lucie County**
  - City of Fort Pierce
- **Seminole County**
  - City of Sanford
- **Sumter County**
  - City of Marion
- **Taylor County**
  - City of Lake City
- **Union County**
  - City of Columbia

**KEY**

- ( ) Indicates a CFAL county

**PARTICIPATING COUNTIES**

- **Alachua County**
- **Bay County**
- **Baker County**
- **Brevard County**
- **Broward County**
- **Charlotte County**
- **Citrus County**
- **Clay County**
- **Collier County**
- **Columbia County**
- **Duval County**
- **Escambia County**
- **Gadsden County**
- **Hardee County**
- **Hendry County**
- **Hillsborough County**
- **Lee County**
- **Leon County**
- **Manatee County**
- **Martin County**
- **Marion County**
- **Miami-Dade County**
- **Monroe County**
- **Orange County**
- **Osceola County**
- **Putnam County**
- **Santa Rosa County**
- **Sanford County**
- **St. Johns County**
- **Union County**
- **Volusia County**
- **Washington County**
- **Wakulla County**
- **Walton County**
FLORIDA COUNTIES SERVED BY OFFICES OF THE PUBLIC GUARDIAN

SHADeD COUNTIES ARE SERVeD BY OFFICES OF THE PUBLIC GUARDIAN.
Florida’s aging services network encompasses a wide range of organizations and providers that help create a better life for the Sunshine State’s 4.4 million seniors. The Department of Elder Affairs is the organization primarily responsible for administering elder-related programs within Florida, but it is really at the local level that the “rubber meets the road” – where essential services are actually provided to seniors who need them.

With the nation’s largest concentration of residents age 60 and older, Florida relies on a network of committed volunteers and dedicated professionals to deliver helpful services. The Department coordinates most of its activities through 11 Area Agencies on Aging, which work closely with lead local agencies, faith-based and non-profit community organizations, and local governments. Their common goal is to delivering an array of services that enable Florida to continue offering active, healthy living for seniors throughout their later years.

Among the most important elements of the aging network are Florida’s senior centers. Studies show that elders are happier and healthier when they are engaged socially, intellectually and physically, and senior centers are involved in all three pursuits.

Senior centers are community facilities that provide a broad spectrum of services suited to the diverse needs and interests of independent older persons. Florida’s 240-plus centers provide a wide range of activities that enhance the daily lives of seniors and extend beyond traditional programs and events. An estimated 380,000 seniors visit Florida’s senior centers every year. These centers provide seniors the opportunity to participate in community-based activities within their own neighborhoods and among their friends.

Each senior center is unique, offering its own mix of services and activities ranging from educational and recreational opportunities to fitness and wellness classes, nutritional meals and more. Each center relies on its own funding sources for operations. The vast majority are located in free-standing buildings, within recreation or multi-generational community centers, or in local government buildings. Because most have small full-time staffs, senior centers rely heavily on volunteers.

Most Florida senior centers are open at least 30 hours each week, many on weekends, and they offer affordable programs at little or no cost. The services most commonly offered in the state’s senior centers are information and referral, congregate meals and transportation. A list of Florida’s senior centers is available online on the Department’s website at http://elderaffairs.state.fl.us/english/seniorcenter/sc.pd.

In 2007 and 2008, the Florida Legislature authorized the Department to award one-time grants for fixed capital outlay projects for senior centers. The grants awarded by the Department are enabling the establishment of new senior centers in 14 communities across the state – Apalachicola, Bradenton, Clearwater, Cross City, Delray Beach, Fernandina Beach, Gainesville, Lake Butler, Melrose, Miami, Milton, Pembroke Pines, Starke and West Palm Beach – as well as repairs and maintenance on existing facilities throughout the state.

All Senior Centers in Florida are encouraged to seek national accreditation from the National Institute of Senior Centers. Currently nine centers have attained this distinction, as follows:

<table>
<thead>
<tr>
<th>APPROPRIATION HISTORY:</th>
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<tbody>
<tr>
<td>STATE FISCAL YEAR</td>
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<tr>
<td>2007-2008</td>
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<tr>
<td>2008-2009</td>
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</tbody>
</table>
Sunshine Senior Center (St. Petersburg)
Accredited 2001
330 5th Street North
St. Petersburg, FL 33701
phone: 727-893-7190
fax: 727-892-5464
website: stpete.org/seniors

Tallahassee Senior Center
Accredited 2002
1400 North Monroe Street
Tallahassee, FL 32303
phone: 850-891-4000
fax: 850-891-4020
website: talgov.com/senior

Mary L. Singleton Center (Jacksonville)
Accredited 2002
1805 Flag Street
Jacksonville, FL 32209
phone: 904-630-0928
fax: 904-630-0212
website: coj.net

Senior Friendship Center of Sarasota
Accredited 2003
1888 Brother Geenen Way
Sarasota, FL 34236
phone: 941-955-2122
fax: 941-366-8247
website: seniorfriendship.com

Senior Friendship Center of Venice
Accredited 2003
1888 Brother Geenen Way
Sarasota, FL 34236
phone: 941-955-2122
fax: 941-366-8247
website: seniorfriendship.com

Boynton Beach Senior Center
Accredited 2006
1021 S. Federal Highway
Boynton Beach, FL 33425
phone: 561-742-6570
fax: 561-734-5926
website: boynton-beach.org/government/departments/recreation_and_parks/community_centers/senior_center/index.html

Lane Wiley Senior Center (Jacksonville)
Accredited 2007
6710 Wiley Road
Jacksonville, FL 32210
phone: 904-783-6589
fax: 904-693-1424
website: coj.net

Coastal Community Center (St. Augustine)
Accredited 2007
180 Marine Street
St. Augustine, FL 32084
phone: 904-209-3700
fax: 904-209-3654
website: stjohnscoa.com

Mae Volen Senior Center (Boca Raton)
Accredited 2008
1515 W. Palmetto Park Road
Boca Raton, FL 33486
phone: 561-395-8920
fax: 561-886-0110
website: maevolen.com

A full listing of Florida’s senior centers is available online at: http://elderaffairs.state.fl.us/english/seniorcenter/sc.pdf