### Elder Programs at a Glance - Fiscal Year 2016-2017

<table>
<thead>
<tr>
<th>Program</th>
<th>Funding</th>
<th>Clients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Care Food Program (ACFP)</td>
<td>$4,508,186</td>
<td>167 Program Facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2,383,097 Meals and Snacks Served</td>
</tr>
<tr>
<td>Alzheimer's Disease Initiative – Respite/Special Projects</td>
<td>$18,031,499</td>
<td>3,567</td>
</tr>
<tr>
<td>Alzheimer's Disease Initiative – Memory Disorder Clinics</td>
<td>$3,463,683</td>
<td>8,092</td>
</tr>
<tr>
<td>AmeriCorps</td>
<td>$226,173</td>
<td>200 Clients Served</td>
</tr>
<tr>
<td></td>
<td></td>
<td>60 Volunteer Members</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27,000 Member Hours of Service</td>
</tr>
<tr>
<td>Community Care for the Elderly</td>
<td>$52,434,837</td>
<td>42,966</td>
</tr>
<tr>
<td>Comprehensive Assessment and Review for Long-Term Care Services (CARES)</td>
<td>$18,332,574</td>
<td>100,304 Assessments</td>
</tr>
<tr>
<td>Emergency Home Energy Assistance for the Elderly Program (EHEAP)</td>
<td>$4,207,309</td>
<td>11,114 Households Served</td>
</tr>
<tr>
<td>Home Care for the Elderly (HCE)</td>
<td>$7,903,357</td>
<td>2,627</td>
</tr>
<tr>
<td>Local Services Programs (LSP)</td>
<td>$9,555,811</td>
<td>10,982</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman Program (LTCOP)</td>
<td>$2,845,882</td>
<td>4,304 Administrative Assessments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5,651 Complaints Investigated</td>
</tr>
<tr>
<td>Nutrition Services Incentive Program (NSIP)</td>
<td>$6,116,211</td>
<td>7,715,226 Meals Served</td>
</tr>
<tr>
<td>Office of Public and Professional Guardians (OPPG)</td>
<td>$7,327,575</td>
<td>3,861 Public Wards Provided Services</td>
</tr>
<tr>
<td>Older Americans Act Title III B Supportive Services</td>
<td>$31,382,127</td>
<td>36,680</td>
</tr>
<tr>
<td>Older Americans Act Title III C1 Congregate Meals</td>
<td>$21,088,718</td>
<td>29,869</td>
</tr>
<tr>
<td>Older Americans Act Title III C2 Home-Delivered Meals</td>
<td>$21,204,115</td>
<td>14,921</td>
</tr>
<tr>
<td>Older Americans Act Title III D Disease Prevention and Health Promotion Services</td>
<td>$1,444,234</td>
<td>8,894</td>
</tr>
<tr>
<td>Older Americans Act Title III E Caregiver Support</td>
<td>$12,289,000</td>
<td>80,889</td>
</tr>
<tr>
<td>Older Americans Act Title V Senior Community Service Employment Program</td>
<td>$4,660,264</td>
<td>747</td>
</tr>
<tr>
<td>Program of All-Inclusive Care for the Elderly (PACE)</td>
<td>$50,282,833</td>
<td>1,866 Clients Approved</td>
</tr>
<tr>
<td>Respite for Elders Living in Everyday Families (RELIEF)</td>
<td>$977,256</td>
<td>303 Volunteers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>97,000 Hours of Service</td>
</tr>
<tr>
<td>Senior Companion Program (SCP)</td>
<td>$400,935</td>
<td>260 Clients Served</td>
</tr>
<tr>
<td></td>
<td></td>
<td>80 Volunteer Companions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>64,000 Hours of Service</td>
</tr>
<tr>
<td>Senior Farmers’ Market Nutrition Program (SFMNP)</td>
<td>$101,366</td>
<td>48 Farmers’ Markets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2,535 Clients Served</td>
</tr>
<tr>
<td>Serving Health Insurance Needs of Elders Program (SHINE)</td>
<td>$4,200,390</td>
<td>518 Volunteers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>175,762 Client Contacts</td>
</tr>
<tr>
<td>Statewide Medicaid Managed Care Long-Term Care Program (SMMC LTC)</td>
<td>$616,260,626</td>
<td>122,068 Clients Enrolled</td>
</tr>
</tbody>
</table>

*SMMC LTC funding is at the Agency for Health Care Administration (AHCA).

Note: Programs operate on different annual periods, i.e., state fiscal year, federal fiscal year, grant year, or calendar year. The most recent final data available at the time of publication are for state fiscal year 2016-2017, federal fiscal year 2016-2017, and calendar year 2016. Please refer to individual program listings for information on their respective program periods.
This publication is produced by the Florida Department of Elder Affairs and is updated annually to provide the public and the Florida Legislature with information about programs and services for Florida’s elders. Programs and services for elders vary in relation to consumer needs, demographics, funding availability, and legislative directives. The information and data provided therein were compiled as of November 2017.

For additional or updated information about any of the services or programs listed in this document, please contact the Department of Elder Affairs.
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DOEA and the Aging Network

General Overview

The Florida Department of Elder Affairs (Department, DOEA) works to help Florida’s elders remain healthy, safe, and independent.

DOEA 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).

The Department began operation in January 1992 and is also responsible for developing policy recommendations for long-term care, combating ageism, creating public awareness of aging issues, understanding the contributions and needs of elders, advocating on behalf of elders, and serving as an information clearinghouse.

DOEA is the designated State Unit on Aging, in accordance with the federal Older Americans Act and Chapter 430, Florida Statutes. The Department works in concert with other federal, state, local, and community-based public and private agencies and organizations to represent the interests of older Floridians, their caregivers, and elder advocates. The organizations and providers that help create a better life for Florida’s 5.2 million seniors make up Florida’s aging network. An important part of the aging network is the 11 Area Agencies on Aging (AAAs), also called Aging and Disability Resource Centers (ADRCs), that provide a wide range of programs and assistance. Each AAA is managed at the local level and is responsible for selecting the services and providers that assist elders within each county. AAAs are funded with federal, state, and local resources. Through partnerships with the AAAs, the Department provides community-based care to help seniors safely age with dignity, purpose, and independence. This includes services such as meals, adult day care, respite, and help with transportation and chores, to name a few.

The Department of Elder Affairs Advisory Council provides recommendations to the DOEA Secretary and the Florida Legislature regarding policies and aging program development, as specified in section 430.05, Florida Statutes. Advisory Council members are appointed by the Governor and leadership of the Florida Legislature. The Advisory Council meets quarterly, and its members do not receive salary but are entitled to reimbursement for travel and per diem expenses.

MISSION
To help Florida’s elders remain healthy, safe, and independent.

VISION
All Floridians aging with dignity, purpose, and independence.
About Florida’s Elders

Florida has the highest population percentage of residents age 65 and older in the nation. This ranking is expected to continue for the foreseeable future. Florida is rich in generational and cultural diversity, especially among its older population. Florida’s future is linked to the financial health and physical security of its elder population.

Department Goals

**GOAL 1:**
Ensure that any Floridian in need of long-term care services receives a timely and appropriate assessment of need by applying a fair, objective, and transparent priority scoring methodology.

The Florida Department of Elder Affairs maintains the statewide waitlist for enrollment to the home and community-based services portion of the long-term care managed care program. The Department utilizes a screening tool to determine priority for potential enrollment in the program, ensuring that taxpayer money goes to those in greatest need of services.

**GOAL 2:**
Protect vulnerable Floridians and their families by establishing the Office of Public and Professional Guardians.

Following the signing of legislation in 2016, the Department expanded oversight to include professional guardians in addition to public guardians. This office protects more Florida families by reducing the potential of fraud and abuse by professional guardians of vulnerable individuals, their families, and their assets.

**GOAL 3:**
Promote compassion and awareness for Floridians affected by dementia by expanding the Dementia Care and Cure Initiative across Florida.

Florida has the second highest incidence of Alzheimer’s disease in the United States. Florida leads the nation by taking action at the community level to support those diagnosed with dementia, their families, and caregivers. The Department promotes awareness and compassion for Floridians affected by dementia by helping Florida businesses and communities become more dementia caring.

**GOAL 4:**
Complete all federal and state statutory and regulatory requirements effectively by maximizing the number of elders served and meeting or exceeding required deadlines.

The Department will comply with all requirements set by the U.S. Department of Health and Human Services’ Administration for Community Living, in addition to requirements identified in Florida Statute or by the Executive Office of the Governor.
Elder Demographics

Age Distribution

Florida is the third most populous state with 20,148,654 citizens. Among the 50 states, Florida has the highest percentage of elders age 65 and older and the second highest percentage of elders age 60 and older (25.6 percent) compared with a national percentage of 21.3 percent. Of Florida’s 5,157,161 elders age 60 and older, 530,111 are age 85 and older.

Most Florida elders age 60 and older reside in urban areas and are concentrated in Miami-Dade, Palm Beach, Broward, Pinellas, and Hillsborough counties. These five counties account for 37.6 percent of the total state population age 60 and older, and 47.1 percent of the population 85 and older.

In terms of density, Florida’s population 60 and older comprises at least 30 percent of the total residents in 21 counties.

Top 5 Counties with the Highest Concentration of Elders in Florida

<table>
<thead>
<tr>
<th>Rank</th>
<th>County</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Miami-Dade</td>
<td>11.0%</td>
</tr>
<tr>
<td>2</td>
<td>Palm Beach</td>
<td>8.0%</td>
</tr>
<tr>
<td>3</td>
<td>Broward</td>
<td>7.9%</td>
</tr>
<tr>
<td>4</td>
<td>Pinellas</td>
<td>5.8%</td>
</tr>
<tr>
<td>5</td>
<td>Hillsborough</td>
<td>4.9%</td>
</tr>
</tbody>
</table>

Florida’s Elder Population Age 60 and Older by County as a Percentage of Overall Population

The five counties with the densest population of elders age 60 and older are Sumter (60.37 percent), Charlotte (45.6 percent), Citrus (42.91 percent), Sarasota (41.80 percent), and Highlands (41.08 percent). Two areas of the state, West Central and Southwest Florida, consist of counties with 30 percent or more of the population age 60 and older. West Central Florida is located north of Tampa, west of Orlando, and south of Gainesville. Southwest Florida is on the Gulf of Mexico south of Tampa.

Source: Department of Elder Affairs 2016 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2016 estimates, provided November 2016.
Minority Distribution

As Florida's population ages, the racial and ethnic diversity of the population decreases. While more than two in five (44.2 percent) Floridians are minority, this percentage declines to just over one in four (26.6 percent) of all elders age 60 and older, and about one in five (20.6 percent) of all elders age 85 and older.

In Florida, 73.4 percent of the total 60 and older population is non-Hispanic white. In comparison, minorities generally constitute a smaller percentage of elders among their respective populations. Statewide, 15.1 percent of the total 60 and older population is Hispanic, and 10.2 percent of the total 60 and older population is African-American.

Top 5 counties with non-Hispanic white elders (60+)

1. Sumter 68.0%
2. Highlands 52.1%
3. Charlotte 49.6%
4. Collier 49.2%
5. Sarasota 47.0%

Source: Department of Elder Affairs

Top counties with minority elders (60+) representing 15 percent or more of their minority populations (all ages)

1. Citrus 26.2%
2. Flagler 24.2%
3. Charlotte 23.3%
4. Miami-Dade 20.4%
5. Jefferson 20.1%
6. Hernando 19.9%
7. Levy 17.8%
8. Nassau 17.7%
9. Brevard 17.5%
10. Madison 17.4%
11. Marion 17.3%
12. Monroe 17.0%
13. Highlands 16.7%
14. Gadsden 16.3%
15. Volusia 16.1%
16. Jackson 16.1%

Source: Department of Elder Affairs 2016 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2016 estimates, provided November 2016.

PERCENT MINORITY BY AGE GROUP

Source: Department of Elder Affairs projections are based on Florida Legislature, Office of Economic and Demographic Research estimates, provided November 2016.
Emergency Operations and Disaster Preparedness

The Department’s Emergency Coordinating Officer, together with the Florida Division of Emergency Management, addresses emergency preparedness issues and post-disaster response. The Emergency Coordinating Officer ensures that the Department, AAAs, and local service providers maintain approved all-hazards disaster and continuity of operations plans to be implemented in response to emergencies and disasters. Emergencies and disasters can include weather-related or man-made events, including the following:

- Hurricanes;
- Tornadoes;
- Civil disturbances;
- Contractual disputes;
- Epidemics;
- Massive migrations;
- Fires;
- Nuclear power plant accidents;
- Train derailments;
- Terrorism; and
- Floods.

Division of Statewide Community-Based Services

The Statewide Community-Based Services (SCBS) Division is responsible for support and oversight of CARES (Comprehensive Assessment and Review for Long-Term Care Services), Florida’s federally mandated nursing home pre-admission assessment program. CARES staff members, including registered nurses and assessors, perform medical needs assessments of individuals. CARES staff identifies clients’ long-term care needs, determines the level of care required to meet those needs, and provides information to individuals on available long-term care options. See the CARES Program page in Section E of this document for more information.

The SCBS Division also provides oversight for the Department’s non-Medicaid home and community-based programs and services, including programs contracted to the Area Agencies on Aging (AAAs) and other entities. These programs are as follows:

- Community Care for the Elderly (CCE);
- Emergency Home Energy Assistance (EHEAP);
- Home Care for the Elderly (HCE);
- Local Services Program (LSP);
- Older Americans Act (OAA);
- Adult Care Food Program (ACFP);
- Senior Farmers’ Market Nutrition Program (SFMNP);
- Respite for Elders Living in Everyday Families (RELIEF);
- AmeriCorps; and
- Senior Companion Program (SCP).

The SCBS Division has primary responsibility for oversight of AAAs. Responsibilities include contract management and technical support for AAA staff and service providers that administer in-home and community-based services funded through federal or state dollars.

Additionally, the SCBS Division provides oversight of the Department’s Medicaid Long Term Care Services, including Program of All-Inclusive Care (PACE) and Statewide Medicaid Managed Long-Term Care (SMMC LTC) Program. The PACE program 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 Medicare (acute care) services. Services are typically delivered in an adult day health care setting. SMMC LTC provides home and long-term care services, including nursing home and in-home care for Medicaid recipients who are 65 years of age or older, or age 18 or older and eligible for Medicaid because of a disability and determined to require nursing facility level of care.
County coloring represents area served by the corresponding office location.
Office of Inspector General
The Office of the Inspector General provides independent and objective assurance and consulting activities designed to add value and improve the Department’s operations.

The Office of the Inspector General provides a central point to coordinate activities, including investigations, that promote accountability, integrity, and efficiency in government.

The office also helps the Department accomplish its objectives by providing a systematic, disciplined approach to evaluating risk management, internal controls, and Department performance.

Office of Strategic Initiatives
The responsibilities of the Office of Strategic Initiatives, which includes the Bureau of Planning and Evaluation, include the following:

- Lead and manage strategic project initiatives, including the development of strategic plans;
- Evaluate programs administered by the Department;
- Seek funding opportunities;
- Develop performance measures to evaluate and improve performance, accountability, and sustainability;
- Design and develop tools that support staff responsible for managing and administering DOEA programs;
- Collaborate with research organizations to leverage the Department’s data resources to support research in aging and long-term care service delivery and the role of elders in society; and
- Act as a clearinghouse for demographic, economic, and social information.

Office of Public and Professional Guardians
Originally called the Statewide Public Guardianship Office and established in 1999, the Office of Public and Professional Guardians (OPPG):

- Contracts with 17 local Offices of Public Guardianship throughout Florida;
- Appoints local public guardian offices to provide guardianship services to persons who do not have adequate income or assets to afford a private guardian when there is no willing or able family or friend to serve;
- Registers and educates professional guardians;
- Administers the 40-hour professional guardian training course and the professional guardian competency exam created by the office;
- Provides regulatory oversight and education of professional guardians and the education of examining committee members; and
- Collects complaints, initiates investigations, and takes disciplinary action against professional guardians in accordance with Department statutes and promulgated rules.

A guardian serves as a surrogate decision maker for individuals who have been deemed incapacitated by the court, can no longer manage their personal and/or financial affairs, and have no family or friends willing or able to serve as guardian.

In March 2016, the Florida Legislature expanded the authority and renamed the program. OPPG has now established standards of practice for public and professional guardians and has the authority to receive and investigate complaints against these guardians and take appropriate disciplinary actions.

See the OPPG Program page in Section C of this document for more information.
OFFICE OF PUBLIC AND PROFESSIONAL GUARDIANS LOCATIONS

1 LSF Guardianship Services, Inc.
4600 Mobile Hwy. #9-343
Pensacola, FL 34506
(850) 469-4600

2 Office of the Public Guardian, Inc.
1425 E Piedmont Dr., Ste 201-B
Tallahassee, FL 32308
(850) 487-4609

3 Eighth Circuit Public Guardian
207 S Marion Ave.
Lake City, FL 32025
(386) 752-8420

4 Council on Aging of Volusia Co.
160 N Beach St.
Daytona Beach, FL 32114
(386) 253-4700

5 Fifth Circuit Public Guardian Corporation
110 NW 1st Ave., 4th Floor
Ocala, FL 34475
(352) 401-6753

6 Seniors First, Inc.
5395 L.B. McLeod Rd.
Orlando, FL 32811
(407) 297-9980

7 Aging Solutions
312 W Lutz Lake Fern Rd.
Lutz, FL 33558
Brevard: (866) 92-AGING
Hillsborough: (813) 949-1888
Pasco and Pinellas:
(727) 442-1188

8 Osceola Co. Council on Aging
700 Generation Pt.
Kissimmee, FL 34744
(407) 846-8532

9 LSF Guardianship Services, Inc.
3627A W Waters Ave.
Tampa, Florida 33614
(941) 358-6330

10 Tenth Circuit Public Guardian
220 W Central Ave.
Winter Haven, FL 33880
(863) 875-5626

11 Lee Co. Public Guardian
3613 Del Prado Blvd.
Cape Coral, FL 33904
(239) 549-2505

12 Charlotte & Collier Co. Public Guardians
4670 Cardinal Way, Ste. 301
Naples, FL 34112
(239) 417-1040 Ext. 203

13 Public Guardianship Program of Indian River, Inc.
2101 Indian River Blvd., Ste. 200
Vero Beach, FL 32960
(772) 538-7101

14 Legal Aid Society of Palm Beach Co., Inc.
423 Fern St., Ste. 200
West Palm Beach, FL 33401
(561) 655-8944

15 Barry University School of Social Work
12401 Orange Dr., Ste. 211
Davie, FL 33330
(954) 862-3655

16 Guardianship Care Group, Inc.
2199 Ponce de Leon Blvd.
5th Floor
Coral Gables, FL 33134
(305) 748-6111

17 Guardianship Program of Dade Co., Inc.
8300 NW 53rd St., Ste. 402
Miami, FL 33166
(305) 482-3101

County coloring represents area served by the corresponding office location.
Elder Rights

The Bureau of Elder Rights helps protect the rights of elders through various programs and initiatives. The bureau operates the Elder Abuse Prevention Program, working to protect elders from abuse, neglect, and exploitation by supporting outreach and training efforts conducted through Florida's 11 Aging and Disability Resource Centers. The Bureau of Elder Rights also provides legal assistance programs for elders and promotes the development of statewide delivery systems for legal services. These efforts include coordinating the statewide Senior Legal Helpline, private pro bono activities, and other legal and self-help resources.

In addition to these programs, the bureau operates Florida's Alzheimer's Disease Initiative (ADI), which includes three components: 1) supportive services such as counseling, consumable medical supplies, and respite for caregiver relief; 2) Memory Disorder Clinics (MDCs) to provide diagnosis, education, training, research, treatment, and referral; and 3) Brain Bank to support research. The bureau also operates Florida’s Dementia Care and Cure Initiative (DCCI), which engages communities across the state to be more dementia friendly, promotes better care for Floridians affected by dementia, and supports research efforts to find a cure.

In addition to these initiatives, the bureau is responsible for planning, budgeting, monitoring, and coordinating the Alzheimer's Disease and Related Disorders (ADRD) training provider and curriculum approval process. Through contracted partners, the Department ensures training providers and curricula are reviewed and approved by qualified clinical professionals. The Department is also required to review and process applications from prospective Assisted Living Facility (ALF) Core Trainers. These trainers, once registered, are authorized to provide Core Training courses statewide to potential ALF administrators and managers.

Through the Communities for a Lifetime (CFAL) program, the Bureau of Elder Rights aims to make communities safe and nurturing places for people of all ages by helping cities, towns, and counties implement amenities and features that benefit seniors and youth alike. The Department partners with organizations and local communities to promote and support these efforts. The bureau's Serving Health Insurance Needs of Elders (SHINE) Program provides free, unbiased, and confidential Medicare-related counseling assistance for Florida's Medicare beneficiaries, their families, and caregivers.

The Bureau of Elder Rights' Senior Community Services Employment Program (SCSEP) helps low-income Floridians age 55 and older with poor employment prospects to participate in part-time community service positions with public or non-profit organizations. The goal is to help participants become economically self-sufficient while enjoying the social and physical benefits of employment. In addition, the bureau's Office of Volunteer and Community Services (OVCS) identifies, recognizes, promotes, and provides technical assistance for volunteer-based programs across the state of Florida.
Long-Term Care Ombudsman Program

The Long-Term Care Ombudsman Program (LTCOP) advocates on behalf of residents of long-term care facilities through a statewide system of 14 districts comprised of volunteer ombudsmen located throughout the state. Ombudsmen identify, investigate, and resolve complaints made by or on behalf of residents of nursing homes, assisted living facilities, adult family care homes, and continuing care retirement communities. Ombudsmen also conduct annual resident-centered administrative assessments that focus on quality-of-life issues in long-term care facilities.

LONG-TERM CARE OMBUDSMAN PROGRAM OFFICE LOCATIONS

1 Northwest
1101 Gulf Breeze Pkwy.
Bldg. 3, Ste. 5
Gulf Breeze, FL 32561
(850) 916-6720

2 Panhandle
4040 Esplanade Way
Tallahassee, FL 32399
(850) 921-4703

3 North Central
1515 E Silver Springs Blvd.,
Ste. 203
Ocala, FL 34470
(352) 620-3088

4 First Coast
4161 Carmichael Ave., Ste. 141
Jacksonville, FL 32207
(904) 391-3942

5 First Coast South
210 N. Palmetto Ave., Ste. 403
Daytona Beach, FL 32114
(386) 226-7846

6 West Coast
11351 Ulmerton Rd., Ste. 303
Largo, FL 33778
(727) 588-6912

7 West Central
701 W Fletcher Ave.,
Ste. C
Tampa, FL 33612
(813) 558-5591

8 East Central
400 W Robinson St., Ste. S709
Orlando, FL 32801
(407) 245-0651

9 South Central
200 N Kentucky Ave.,
Ste. 224
Lakeland, FL 33801
(863) 413-2764

10 South West
2295 Victoria Ave., Rm. 152
Ft. Myers, FL 33901
(239) 338-2563

11 Palm Beach
111 S Sapodilla Ave., #125 A-B-C
West Palm Beach, FL 33401
(561) 837-5038

12 Broward
8333 W McNabb Rd., Ste. 231
Tamarac, FL 33321
(954) 597-2266

13 North Dade
9495 Sunset Dr., Bldg. B-100
Miami, FL 33173
(305) 273-3294

14 South Dade
9495 Sunset Dr., Bldg. B-100
Miami, FL 33173
(305) 671-7247

County coloring represents area served by the corresponding office location.
Dementia Care and Cure Initiative

As a response to the rapidly growing incidence of Alzheimer’s Disease and Related Dementias (ADRD) in Florida, the Dementia Care and Cure Initiative (DCCI) seeks to lead the nation in creating Dementia-Caring Communities by increasing the awareness of dementia and advocating for the resources available to those experiencing the disease and their caregivers. In collaboration with the state of Florida’s Memory Disorder Clinics and Aging and Disability Resource Centers, DCCI has expanded to the cities of Ft. Myers, Sarasota, Orlando, and Pensacola in 2017. The pilot community of Tallahassee was named the state’s first Dementia-Caring Community in 2016 after providing dementia sensitivity and awareness education to first responders, health care providers, homeless shelter advocates, and other community members. Following the inclusion of a list of local care and cure programs in 60,000 city utility bills and the production of an awareness video, the Tallahassee DCCI chapter continues to collaborate with the City of Tallahassee to hold dementia sensitivity presentations with staff members from the city’s bus system, aviation employees, and customer service representatives. The Ft. Myers chapter completed a community-wide needs assessment which identified an underserved portion of their area. With this information, Ft. Myers has begun the process of bringing dementia sensitivity and awareness to the area’s first responders with an emphasis on collaborating with community stakeholders to create new policies to ensure all areas of the city have knowledge of and access to care and cure programs. The Sarasota chapter has closely worked with their City officials and representatives to advocate for the importance of dementia awareness and sensitivity. To better promote the resources available to those with forms of dementia, caregivers, and those who may be concerned about their memory, the Sarasota chapter is creating their own utility bill insert to highlight those important agencies and organizations. After adopting the DCCI mission and goals in the fall of 2017, the Orlando chapter took stock of their area’s existing strengths to create an action plan that builds on the city’s current advocacy and awareness efforts. The Dementia Care and Cure Initiative seeks to exist in more communities in the coming years and looks forward to building on awareness and advocacy efforts state-wide.

Memory Disorder Clinics

The legislature has authorized 16 memory disorder clinics (MDCs) operating in 13 distinct service areas that provide comprehensive diagnostic and referral services for persons with Alzheimer’s disease and related disorders. The clinics, all of which receive funding from the State, also conduct service-related research and develop caregiver training materials and educational opportunities. (See page 49 for more information about MDCs.)
MEMORY DISORDER CLINIC LOCATIONS

1. **West Florida Hospital**
   
   8383 N Davis Hwy.
   Pensacola, FL 32514
   (850) 494-6490

2. **Tallahassee Memorial**
   
   1401 Centerville Rd., Ste. 504
   Tallahassee, FL 32308
   (850) 431-5001

3. **Mayo Clinic Jacksonville**
   
   4500 San Pablo Rd.
   Jacksonville, FL 32224
   (904) 953-7103

4. **University of Florida**
   
   1149 Newell Dr.
   Gainesville, FL 32611
   (352) 273-5550

5. **Orlando Health Center for Aging**
   
   21 W Columbia St.
   Orlando, FL 32806
   (321) 841-9700

6. **Florida Hospital Orlando**
   
   601 E. Rollins Street
   Orlando, FL 32803
   (407) 303-3408

7. **Morton Plant**
   
   430 Morton Plant St., Ste. 402
   Clearwater, FL 33756
   (727) 461-8635

8. **University of South Florida**
   
   3515 E Fletcher Ave.
   Tampa, FL 33613
   Phone: (813) 974-3100

9. **St. Mary’s Medical Center**
   
   5305 Greenwood Ave., Ste. 102
   West Palm Beach, FL 33407
   (561) 882-6363

10. **Florida Atlantic University**
    
    777 Glades Rd., Bldg. AZ-79
    Boca Raton, FL 33431
    (561) 297-0502

11. **Sarasota Memorial**
    
    1515 S Osprey Ave., Ste. A-1
    Sarasota, FL 34239
    (941) 917-7197

12. **Lee Memorial**
    
    12600 Creekside Ln., Ste. 7
    Fort Myers, FL 33919
    (239) 343-9220

13. **Broward Health North**
    
    201 E Sample Rd.
    Deerfield Beach, FL 33064
    (954) 786-7392

County coloring represents area served by the corresponding Memory Disorder Clinic.
DOEA and the Aging Network

Communicating with our Stakeholders and the Public

The Department’s audience includes Florida’s elders, caregivers, the general public, aging network professionals, the media, and other state and federal agencies. To communicate to this diverse audience, the Department publishes a bi-monthly Elder Update newspaper, which includes articles covering relevant topics important to Florida elders. Some 50,000 copies of Elder Update are distributed at no cost to individuals or groups within Florida, and the publication is also available on the Department’s website. A special Disaster Preparedness Guide is released each year prior to the beginning of hurricane season and includes important information for disaster planning and recovery.

The Department also posts important information on its website and shares other news and updates through press releases, special events, and social media.

OTHER DOEA PUBLICATIONS

- State Plan on Aging
- Consumer Resource Guide
- DOEA Fact Sheets
- Older Floridians Handbook

WEBSITE
ElderAffairs.org

FACEBOOK
www.facebook.com/elderaffairs

50,000 copies of Elder Update are distributed at no cost to individuals and organizations across Florida.
Area Agencies on Aging (AAAs) are the designated private non-profit entities that advocate, plan, coordinate, and fund a system of elder support services in their respective Planning and Service Areas (PSAs).

Each of the 11 Area Agencies on Aging also operates as an Aging and Disability Resource Center (ADRC). ADRCs function as a single, coordinated system for information and access to services for all Floridians seeking long-term care resources. The ADRCs provide information and assistance about state and federal benefits, as well as available local programs and services. Each AAA contracts with one or more Community Care for the Elderly (CCE) Lead Agencies that provide and coordinate services for elders throughout the state. The AAAs also operate a statewide network of 11 Elder Helplines. Individuals and community agencies seeking accurate, unbiased information about federal, state, or local social and health and human services can access Florida’s Elder Helpline by calling toll-free 1-800-96-ELDER (1-800-963-5337).

There are 52 CCE Lead Agencies serving Florida’s 67 counties. Lead agency providers are either non-profit corporations or county government agencies. Among the non-profit corporations are senior centers, county organizations, community action agencies, faith-based organizations, adult daycare centers, and Alzheimer’s disease clinics. Some for-profit entities are assisted living facilities, in-home service agencies, and managed care organizations (MCO).

To improve an individual’s entry into the services system, ADRC services are accessible through local providers, including senior centers, lead agencies, health care providers, and other community agencies. Additionally, individuals can access ADRC services by telephone or through the internet, as well as face-to-face visits.
Area Agencies on Aging (AAAs) Functions

- Provide information and referral services;
- Help clients to access publicly and non-publicly funded services;
- Assist clients with the Medicaid eligibility application process;
- Triage clients who require assistance;
- Maintain the client waitlists for long-term care programs and services; and
- Operate statewide toll-free Elder Helplines.

Services to Elders in State Fiscal Year 2016-2017

- Nearly 8.9 million Meals on Wheels delivered to homebound elders;
- More than 6.3 million meals served at nutrition sites, preventing isolation and loneliness;
- More than 4.5 million hours of caregiver respite;
- More than 21.2 million hours of homemaker and personal care; and
- More than 2.8 million trips to or from doctors’ appointments, senior centers, and shopping.
AREA AGENCIES ON AGING

PSA - Planning and Service Area

1 PSA 1
Northwest Florida Area Agency on Aging, Inc.
5090 Commerce Park Cir.
Pensacola, FL 32505
(850) 494-7101
www.nwflaaa.org

2 PSA 2
Area Agency on Aging for North Florida, Inc.
2414 Mahan Dr.
Tallahassee, FL 32308
(850) 488-0055
www.aaanf.org

3 PSA 3
Elder Options
100 SW 75th St., #301
Gainesville, FL 32607
(352) 378-6649
www.agingresources.org

4 PSA 4
ElderSource, The Area Agency on Aging of Northeast Florida
10688 Old St. Augustine Rd.
Jacksonville, FL 32257
(904) 391-6600
www.myeldersource.org

5 PSA 5
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Blvd.
Gadsden Bldg., Ste. 100
St. Petersburg, FL 33702
(727) 570-9696
www.agingcarefl.org

6 PSA 6
Senior Connection Center, Inc.
8928 Brittany Way
Tampa, Florida 33619
(813) 740-3888
www.seniorconnectioncenter.org

7 PSA 7
Senior Resource Alliance
988 Woodcock Rd., Ste. 200
Orlando, FL 32803
(407) 514-1800
www.seniorresourcealliance.org

8 PSA 8
Area Agency on Aging for Southwest Florida
15201 N Cleveland Ave.
Ste. 1100
North Fort Myers, FL 33903
(239) 652-6900
www.aaaswfl.org

9 PSA 9
Area Agency on Aging of Palm Beach/Treasure Coast
4400 N Congress Ave.
West Palm Beach, FL 33407
(561) 684-5885
www.youragingresourcecenter.org

10 PSA 10
Aging and Disability Resource Center of Broward County, Inc.
5300 Hiatus Rd.
Sunrise, FL 33351
(954) 745-9567
www.adrcbroward.org

11 PSA 11
Alliance for Aging, Inc.
760 NW 107th Ave.
Ste. 214, 2nd Floor
Miami, FL 33172
(305) 670-6500
www.allianceforaging.org

County coloring represents area served by the corresponding Area Agency on Aging.
Senior Centers

Another important component of the Aging Network is Florida’s senior centers. Studies show that elders are happier and healthier when they are engaged socially, intellectually, and physically. 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 285-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.

Elder Volunteers

With the nation’s largest concentration of residents age 65 and older, Florida relies on a network of committed volunteers and dedicated professionals to deliver helpful services across the state. In one year, 892,373 elder Floridians contributed nearly 182 million volunteer hours. Calculated at a full 40 hours a week, this volunteer contribution is equivalent to 94,842 full-time positions. Using the Independent Sector’s 2015 estimate of $22.08 an hour, these volunteer hours have an estimated economic value of approximately $4,505.63 per volunteer each year, which results in a total value of $4,020,703,701 for the state.

In 2017, seniors who volunteered in Florida spent an estimated 204 hours of their time in service to others, which is far above the national average.

A listing of Florida’s senior centers is available online at www.elderaffairs.org/doea/senior_centers.php.