

# SECTION B

## *Older Americans Act Programs*

**B**

**OLDER AMERICANS ACT PROGRAMS**

The federal Older Americans Act (OAA) provides assistance in the development of new or improved programs to help older persons by awarding grants to the states for community planning and services. OAA Title III, Title V, and Title VII allotments to the states are calculated by using a statutory formula based on the state's population and prior funding history.

# Older Americans Act Programs

## Title III B – Supportive Services

Older Americans Act (OAA) Title III B funds provide supportive services to enhance the well-being of elders and to help them live independently in their home environment and the community.

### Services and Activities

Supportive services consist of the following:

- Access services including transportation, outreach, information and referral, and case management;
- In-home services including homemaker, home health aide, home repair, companionship, telephone reassurance, chore, respite, and other supportive services for families of elderly victims of Alzheimer's disease and related dementias; and
- Legal assistance related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.

### Administration

The Department administers OAA Title III B programs and services through contracts with Area Agencies on Aging (AAAs), which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

### Eligibility

Individuals age 60 and older are eligible for OAA Title III B services. Preference is given to older persons with the greatest economic or social needs. Particular attention is given to low-income older individuals, low-income minority elders, individuals with Limited English Proficiency, and individuals residing in rural areas.

### Statutory Authority

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 114-144; and Chapter 430, Florida Statutes.

### Funding Source and Allocation Methodologies

OAA Title III B is 100-percent federally funded. A 10-percent match is required for services, and a 25-percent match is required for administration. Funds are allocated to Area Agencies on Aging, which contract with service providers to deliver supportive services. The statewide funding distribution for services in OAA Title III B is based on the following formula:

1. Base funding at the 2003 level.
2. Funding in excess of base is allocated according to the following factors:
  - **35 percent weight** - Share of the population age 60 and older in the Planning and Service Area.

- **35 percent weight** - Share of the population age 60 and older with income below poverty in the Planning and Service Area.
- **15 percent weight** - Share of the minority population age 60 and older below 125 percent of the poverty level in the Planning and Service Area.
- **15 percent weight** - Share of population age 65 and older in the Planning and Service Area with two or more disabilities.

## OAA Title III B Funding History and Numbers Served

Federal Fiscal Year	Federal Funding	Clients Served
2008-2009	\$26,072,475	45,542
2009-2010	\$26,729,390	43,921
2010-2011	\$26,238,773	39,131
2011-2012	\$26,219,739	35,160
2012-2013	\$25,001,310	33,062
2013-2014	\$31,360,052	29,346
2014-2015	\$31,450,035	37,275
2015-2016	\$32,261,390	37,415
2016-2017	\$31,382,127	36,680
2017-2018	#\$31,382,127	#36,680

*Note: The number of clients served under OAA Title III B does not include clients who are served with information and referral/assistance. For data on services assisting elders, caregivers, and the general public with their information and referral needs, see Information and Referral/Assistance units of service in the Services and Utilization table in Section F of this publication.*

#Projection

Source for clients served: CIRTS

## Program Highlight

A client receiving services through Charlotte County Human Services grew up in New York and has worked for 24 years as an audit clerk. She moved to Florida 10 years ago. Because of a back injury and loss of her driving privileges, she found she needed transportation and assistance managing every day chores in her home. By receiving help and transportation, she has managed to greatly improve her quality of life. She said she will never forget the kindness shown to her by the caring individuals who were sent to assist her.





# Older Americans Act Programs

## Title III C1 – Congregate Meals

### Description

Older Americans Act (OAA) Title III C1 funds are provided to promote better health among elders by improving nutrition and reducing isolation through congregate meals dining. Congregate meal sites are strategically located in schools, churches, community centers, senior centers, and other public or private facilities where individuals may obtain other social and rehabilitative services.

### Services and Activities

Services provided are nutritionally sound meals served in a congregate setting that comply with the current Dietary Guidelines for Americans and provide a minimum of 1/3 of the dietary reference intakes (DRI) for the predominant statewide demographic recipient, a moderately active female age 70 or older.

### Administration

The Department administers OAA Title III C1 programs and services through contracts with Area Agencies on Aging (AAAs), which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

### Eligibility

Individuals eligible for OAA Title III C1 services include the following:

- Individuals age 60 or older;
- Spouses who attend the dining center with individuals age 60 or older;
- Individuals with a disability, regardless of age, who reside in a housing facility occupied primarily by older individuals where congregate nutrition services are provided;
- Individuals with a disability who reside at home with and accompany an eligible person to the dining center; and
- Volunteers, regardless of age, who provide essential services on a regular basis during meal hours.

Preference is given to older persons with the greatest economic or social needs. Particular attention is given to low income older individuals, low income minority elders, individuals with Limited English Proficiency, and individuals residing in rural areas.

### Statutory Authority

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 114-144; and Chapter 430, Florida Statutes.

## Funding Source and Allocation Methodologies

OAA Title III C1 is 100-percent federally funded. A 10-percent match is required for services, and a 25-percent match is required for administration. The statewide funding distribution for services in OAA Title III C1 is based on the following formula:

1. Base funding at the 2003 funding level.
2. Funding in excess of base is allocated according to the following factors:
  - **35 percent weight** - Share of the population age 60 and older in the Planning and Service Area.
  - **35 percent weight** - Share of the population age 60 and older with income below poverty in the Planning and Service Area.
  - **15 percent weight** - Share of the minority population age 60 and older below 125 percent of the poverty level in the Planning and Service Area.
  - **15 percent weight** - Share of population age 65 and older in the Planning and Service Area with two or more disabilities.

## OAA Title III C1 Funding History and Numbers Served

Federal Fiscal Year	Federal Funding	Clients Served
2008-2009	\$31,341,465	32,709
2009-2010	\$31,992,629	29,403
2010-2011	\$31,468,259	34,640
2011-2012	\$31,467,368	32,677
2012-2013	\$28,468,480	32,435
2013-2014	\$20,374,456	30,283
2014-2015	\$20,316,758	31,036
2015-2016	\$20,640,980	30,164
2016-2017	\$21,088,718	29,869
2017-2018	#\$21,088,718	#29,869

*#Projection*

*Source for clients served: CIRTS*

## Program Highlight

A congregate meal site in Bushnell offers a nutritious meal, activities, education, and social interaction for all clients. Two clients not only received all of the above, but also were surprised and delighted to find love. JR (age 69) and RD (age 83) had both struggled with loneliness and poor nutrition. JR is hearing impaired but is able to read lips. It has always been difficult for her to find acceptance in a group setting. The social acceptance that is encouraged at the congregate meal sites introduced two people as friends and now both have a future with new dreams. This love story is an example of how social acceptance and a nutritious meal are combined to provide health and emotional benefits for older adults at congregate meal sites.

# Older Americans Act Programs

## Title III C2 – Home-Delivered Meals

### Description

Older Americans Act (OAA) Title III C2 funds are provided to promote better health among frail elders by improving nutrition. Home-delivered meals are generally delivered to the homes of homebound participants at least once a day, five or more days a week.

### Services and Activities

Services provided are nutritionally sound meals delivered to the home that comply with the current Dietary Guidelines for Americans and provide a minimum of 1/3 of the dietary reference intakes (DRI) for the predominant statewide demographic recipient, a moderately active female age 70 or older.

### Administration

The Department administers OAA Title III C2 programs and services through contracts with Area Agencies on Aging (AAAs), which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

### Eligibility

Individuals eligible for OAA Title III C2 services include the following:

- Individuals age 60 and older who are homebound by reason of illness, disability, or isolation and their spouses, regardless of age, if the provision of the collateral meal supports maintaining the person at home;
- Individuals with disabilities, regardless of age, who reside at home with eligible individuals and are dependent on them for care; and
- Individuals at nutritional risk who have physical, emotional, or behavioral conditions, which would make their presence at the congregate site inappropriate; and persons at nutritional risk who are socially or otherwise isolated and unable to attend a congregate nutrition site.

Preference is given to older persons with the greatest economic or social needs. Particular attention is given to low-income older individuals, low-income minority elders, individuals with Limited English Proficiency, and individuals residing in rural areas.

### Statutory Authority

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 114-144; and Chapter 430, Florida Statutes.

## Funding Source and Allocation Methodologies

OAA Title III C2 is 100-percent federally funded. A 10-percent match is required for services, and a 25-percent match is required for administration. The statewide funding distribution for services in OAA Title III C2 is based on the following formula:

1. Base funding at the 2003 funding level.
2. Funding in excess of base is allocated according to the following factors:
  - **35 percent weight** - Share of the population age 60 and older in the Planning and Service Area.
  - **35 percent weight** - Share of the population age 60 and older below poverty in the Planning and Service Area.
  - **15 percent weight** - Share of the minority population age 60 and older below 125 percent of the poverty level in the Planning and Service Area.
  - **15 percent weight** - Share of population age 65 and older in the Planning and Service Area with two or more disabilities.

## OAA Title III C2 Funding History and Numbers Served

Federal Fiscal Year*	Federal Funding	Clients Served
2008-2009	\$15,882,387	21,743
2009-2010	\$16,091,728	21,763
2010-2011	\$15,810,460	21,469
2011-2012	\$15,874,292	20,132
2012-2013	\$15,035,675	19,915
2013-2014	\$20,298,442	17,083
2014-2015	\$20,195,703	17,481
2015-2016	\$20,901,602	16,758
2016-2017	\$21,204,115	14,921
2017-2018	#\$21,204,115	#14,921

\*Allotment plus carry-forward dollars.

#Projection

Source for clients served: CIRTS

## Program Highlight

An 82-year-old client is a widow who lives alone in Section 8 housing and suffers from severe physical ailments. Her monthly income is \$700, with \$200 going to rent and the remaining covering utilities, medications, and other basic necessities. She frequently ran out of food. When she called Meals on Wheels, Etc. of Seminole County about her situation, the agency immediately provided her with enough meals for a week and started her on daily meal delivery, Monday through Friday. She now receives two nutritious meals a day delivered by a friendly volunteer who also serves as a safety check on her well-being. The client was also assessed for other services to help her with her additional areas of need. Because of her lack of mobility and low income, the client can neither access public transportation nor pay for a taxi. The agency's transportation service is providing her with transportation for medical appointments and essential errands. She says the agency saved her life.

# *Older Americans Act Programs*

## **Title III – Nutrition Service Incentive Program (NSIP)**

### **Description**

The Nutrition Services Incentive Program (NSIP) provides supplemental funding for meals served under the Older Americans Act (OAA). From its authorization in 1978 until 2003, the program was administered by the U.S. Department of Agriculture. In 2003, the OAA was amended to transfer the program to the Administration on Aging, part of the U.S. Department of Health and Human Services. NSIP provides additional funding to help providers adjust meal rates, improve meal quality, and increase the number of meals provided to needy clients.

### **Services and Activities**

NSIP reimburses Area Agencies on Aging and service providers for the costs of congregate and home-delivered meals through a supplement of approximately \$0.72 per meal (reimbursement rate varies annually).

### **Administration**

The Department administers the program through fixed-rate contracts with Area Agencies on Aging (AAAs) and local service providers.

### **Eligibility**

To be eligible for NSIP assistance, individuals receiving congregate and home-delivered meals must be at least age 60 and qualified to receive services under the OAA. Spouses, adults with disabilities, and volunteers younger than 60 may be served meals under some circumstances.

### **Statutory Authority**

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 106-501; sections 20.41 and 430.101, Florida Statutes.

### **Funding Source and Allocation Methodologies**

The Nutrition Services Incentive Program is wholly federally funded. NSIP allotments by the U.S. Administration on Aging to State Units on Aging represent proportional shares of the annual program appropriation based on the number of meals served in the prior year. The Department allocates NSIP funding to Planning and Service Areas (PSAs) based on the total grant award and PSA expenditure rates.



## NSIP Funding History and Numbers Served

Federal Fiscal Year	Funding Allocated to PSAs	Meals Served
2008-2009	\$7,528,758	*10,160,945
2009-2010	\$6,978,546	*11,473,075
2010-2011	\$7,752,196	*11,376,805
2011-2012	\$7,187,763	11,370,000
2012-2013	\$6,247,984	8,677,755
2013-2014	\$6,235,977	8,677,755
2014-2015	\$6,367,358	8,519,847
2015-2016	\$6,300,064	8,429,804
2016-2017	\$6,116,211	7,715,226
2017-2018	#\$6,116,211	#7,715,226

\*A 2007 policy change prohibiting inclusion of CCE meals affected the number of meals eligible for reimbursement in FFY 2008-2009. The availability of American Recovery and Reinvestment Act (ARRA) funding reflected an increase in meals eligible for reimbursement in FFY 2009-2010. There was no additional ARRA funding in FFY 2010-2011.

#Projection

Source for meals served: Department program reports

## Program Highlight

Ms. Y is an 83-year-old female who has been diagnosed with early stage Alzheimer’s-related dementia. She lives in her own home with her spouse who is also an elder. He is suffering from kidney problems and has been going to the hospital and to multiple doctor visits. The couple has one daughter who lives in Gainesville and another who lives in south Florida. The daughter living in Gainesville has been doing everything for both parents: shopping, cooking, taking her parents to doctors’ appointments, and checking in on them daily. She has become burned out trying to manage her own life while staying on top of everything for her parents.

Recently, the daughter reached out to the Area Agency on Aging for help with getting Meals on Wheels to provide her parents one hot meal per day during the week and social interaction when the meal is delivered. The service has been a success, and the daughter is happy knowing that her parents are getting a hot meal delivered Monday through Friday with someone checking in on their well-being. She is very thankful to the Area Agency on Aging for their assistance.

# Older Americans Act Programs

## Title III D – Disease Prevention and Health Promotion Services

### Description

OAA Title III D funds provide Evidence-Based Disease Prevention and Health Promotion programs that have been researched and proven to be effective in the prevention and symptom management of chronic health conditions.

Some benefits of these programs include learning to overcome fatigue, positively managing symptoms, pain management, making healthier food choices, learning portion control, managing medications, building strength, and maintaining balance. Programs are conducted to educate seniors and their caregivers to adopt interventions that make noticeable differences in their health and well-being, and to increase the overall health of elder Floridians.

### Services and Activities

OAA Title III D services include the following programs:

**ARTHRITIS:** Arthritis Self-Management (Self Help) Program; Programa de Manejo Personal de la Arthritis; and Tai Chi for Arthritis.

**DIABETES:** Diabetes Empowerment Education Program; Diabetes Self-Management; and Programa de Manejo Personal de la Diabetes.

**FALLS PREVENTION:** A Matter of Balance; Stepping On; Tai Chi Quan: Moving for Better Balance; and Un Asunto de Equilibrio.

**CHRONIC CONDITIONS:** Chronic Disease Self-Management Program; Chronic

Pain Self-Management Program; and Tomando Control de su Salud.

**NUTRITION AND WELLNESS:** Enhance Wellness; Healthy Eating Every Day; Medication Management; Powerful Tools for Caregivers; Disease Information; and Home Injury Control.

**MENTAL HEALTH:** Healthy Ideas; Brief Intervention and Treatment for Elders (BRITE); and Program to Encourage Active Rewarding Lives for Seniors (PEARLS).

**PHYSICAL ACTIVITY/EXERCISE:** Active Living Every Day; Arthritis Foundation Exercise Program; Enhance Fitness; Fit and Strong!; Healthy Moves for Aging Well; Stay Active and Independent for Life (SAIL); and Walk With Ease.

### Administration

The Department administers OAA Title III D programs and services through contracts with Area Agencies on Aging, which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

### Eligibility

Individuals eligible for OAA Title III D services include the following:

- Individuals age 60 and older; and
- Individuals residing in medically underserved areas.

Preference is given to older persons with the greatest economic or social needs. Particular attention is given to low-income older individuals, low-income minority elders, individuals with Limited English Proficiency, and individuals residing in rural areas.

## Statutory Authority

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 114-144; and Chapter 430, Florida Statutes.

## Funding Source and Allocation Methodologies

OAA Title III D is 100% federally funded. The intrastate distribution of funds made available by OAA Title III D is based on the following formula:

- **50 percent weight** - Share of population age 60 and older with income below poverty in the Planning and Service Area.
- **50 percent weight** - Share of people age 65 and older living in “Medically Underserved Areas” plus the number of people age 65 and older who live in areas defined as having “Medically Underserved Populations” in the Planning and Service Area.

## OAA Title III D Funding History

Federal Fiscal Year	Funding
2008-2009	\$1,557,571
2009-2010	\$1,557,571
2010-2011	\$1,554,456
2011-2012	\$1,551,522
2012-2013	\$1,461,664
2013-2014	\$1,461,573
2014-2015	\$1,461,605
2015-2016	\$1,458,822
2016-2017	\$1,444,234
2017-2018	#\$1,444,234

*#Projection*

## Program Highlight

“I have been attending the AAA-sponsored Tai Chi class for strength and balance. I have had problems with balance for about two years. I have a history of falls; the last one was just two months before the class started. I have had physical therapy to improve my balance, but improvement was minimal and short-lived. What I have learned in the Tai Chi class has already improved my balance. I am more aware of my gait and weight distribution. I can do the exercises on my own at home, and I feel stronger and more confident. I think the class’s greatest asset, at least for me, has been the instructor and class enthusiasm, acceptance, and optimism. I look forward to taking another class and/or refresher session(s). Thank you to the Area Agency on Aging for sponsoring the program and giving me the opportunity to improve my life.”

- Tai Chi Client

## OAA III D Numbers Served

Calendar Year*	Clients Served
2009	44,140
2010	94,634
2011	95,471
2012	52,621
2013	**21,422
2014	***18,730
2015	10,909
2016	8,793
Federal Fiscal Year	Clients Served
2016-2017****	8,894
2017-2018	#8,894

\*Federal Fiscal Year runs October to September, but the contract period for clients served is January to December.

\*\*Decreased CY 2013 performance is due to increased emphasis on evidence-based programs requiring a longer duration of workshops and smaller class sizes targeting special or hard-to-serve populations including rural, low-income, and non-English-speaking individuals.

\*\*\*Beginning in 2014, ACL required that all programs using Title III D funds be evidence-based ("minimal," "intermediate," or "highest" level). CY 2016 was the first year that all services were in compliance with the highest level.

\*\*\*\* Beginning with 2016-2017 data, number of clients served by the program will be provided based on the Federal Fiscal Year to align with the reported Federal Fiscal Year funding.

#Projection

Source: Contractor monthly reports



# Older Americans Act Programs

## Title III E – National Family Caregiver Support Program

### Description

OAA Title III E funds provide multifaceted systems of support services to family caregivers and grandparents.

### Services and Activities

National Family Caregiver Support services include the following categories:

#### CAREGIVER SUPPORT SERVICES

Services are directed to caregivers who provide care for individuals 60 and older, including respite, adult day care, and assistance in the areas of health, nutrition, and financial literacy.

#### CAREGIVER SUPPLEMENTAL SERVICES

Supplemental services are available to caregivers of frail individuals age 60 and older or grandparents providing care to grandchildren, to complement the care provided by caregivers. Services include chore, housing improvement, legal assistance, and specialized medical equipment and supplies.

#### GRANDPARENT OR NON-PARENT RELATIVE SUPPORT SERVICES

Services are provided for grandparents and other non-parent relative caregivers of children, designed to help them to meet their caregiving obligations including caregiver training, child day care, counseling, legal assistance, and transportation.

### Administration

The Department administers OAA Title III E programs and services through contracts with Area Agencies on Aging, which enter into agreements with local service providers to deliver services within their communities. Program services are provided statewide by contractors and subcontractors.

### Eligibility

Individuals eligible for OAA Title III E services include the following:

- Adult family members or other individuals who are caregivers of individuals age 60 and older;
- Grandparents or older individuals, 55 years of age or older, who are relative caregivers of children not more than 18 years old or individuals with disabilities; and
- Individuals providing care and support to individuals including children with severe disabilities.

Preference is given to older persons with the greatest economic or social needs. Particular attention is given to low-income older individuals, low-income minority elders, individuals with Limited English Proficiency, and individuals residing in rural areas.

### Statutory Authority

Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 114-144; and Chapter 430, Florida Statutes.



## Funding Source and Allocation Methodologies

OAA Title III E is 100% federally funded. A 10-percent match is required for services, and a 25-percent match is required for administration. The statewide funding distribution for services in OAA Title III E is based on the following formula:

1. Base funding at the 2003 funding level.
2. Funding in excess of base is allocated according to the following factors:
  - **35 percent weight** - Share of the population age 60 and older in the Planning and Service Area.
  - **35 percent weight** - Share of the population age 60 and older below poverty in the Planning and Service Area.
  - **15 percent weight** - Share of the minority population age 60 and older below 125 percent of the poverty level in the Planning and Service Area.
  - **15 percent weight** - Share of population age 65 and older in the Planning and Service Area with two or more disabilities.

## OAA Title III E Funding History and Numbers Served

Federal Fiscal Year	Federal Funding	Clients Served
2008-2009	\$12,409,192	*20,206
2009-2010	\$12,466,239	18,674
2010-2011	\$12,255,674	17,169
2011-2012	\$12,070,518	18,333
2012-2013	\$11,527,293	16,329
2013-2014	\$11,594,573	15,250
2014-2015	\$11,694,400	16,553
2015-2016	\$12,175,645	**80,889
2016-2017	\$12,289,000	***80,889
2017-2018	#\$12,289,080	#80,889

\*Increase reflects revised number as the result of an update to the 2009 National Aging Program Information Systems (NAPIS) Report in February 2011 to include caregivers receiving group services in one Planning and Service Area.

\*\*Beginning in 2015, the number of caregivers reported includes caregivers receiving counseling/support groups, caregiver training, respite care, supplemental services, and access assistance.

\*\*\*Actual figures for the 2016-2017 year were not available at the time of printing. Projections for years 2016-2017 and 2017-2018 are based on the 2015-2016 data.

#Projection

Source for clients served: NAPIS

## Program Highlight

Share the Care provides education, training, and support to family caregivers, enabling them to maintain their family member and delay or eliminate the need for institutional care. The agency has been providing necessary respite care services to families since 1986, and helps over 1,000 families each year. Services include adult day care, case management, counseling, in-home respite, overnight respite, and support groups. Every year caregivers are able to participate in an annual caregiver forum, caregiver brunch, and advocacy trip. A family caregiver shared, "Thank you for providing this "bridge" of service for my mother and for the incredible service you provide for the people of this area. We will always remember the compassion and love shown by your staff on a daily basis."

# Older Americans Act Programs

## Title V – Senior Community Service Employment Program (SCSEP)

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OLDER AMERICANS ACT PROGRAMS

### Description

The Senior Community Service Employment Program (SCSEP) serves unemployed low-income Floridians who are age 55 and older and have poor employment prospects. Participants are placed in part-time community service positions with a public or private non-profit organization to assist them in developing skills and experience to facilitate their transition to unsubsidized employment. The program's goal is to help keep elders economically self-sufficient while enjoying the social and physical benefits of remaining a vital part of Florida's workforce.

### Services and Activities

Services provided by the program include outreach and recruitment, eligibility determination, assessments, preparation of an individual employment plan, program orientation, supportive services, annual free physical examinations, job training, personal and employment-related counseling, part-time paid work experience in community-service assignments, job development, job referrals, placement in unsubsidized employment, and follow-up activities.

Under the Workforce Investment Act, implemented by Florida on July 1, 1999, SCSEP is a mandated partner in regional one-stop centers operated under the auspices of Florida's 24 regional workforce development boards.

### Administration

SCSEP is the only federally-funded employment and training program focused exclusively on

the needs of low-income older persons. The Department administers SCSEP state-share funds through contracts with local organizations.

### Eligibility

Eligibility is limited to unemployed Florida residents who are age 55 and older and have income of no more than 125 percent of the Federal Poverty Income Guidelines. Statutory selection priorities focus on eligible persons who are age 65 and older, eligible veterans, and qualified spouses (in accordance with the Jobs for Veterans Act). Other priorities for enrollment are individuals who have a disability, have low literacy skills or Limited English Proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using services through the American Job Center system. Other preferences for enrollment are incomes below poverty level, greatest social or economic need, and minorities.

### Statutory Authority

Title V of the Older Americans Act, Reauthorization Act of 2016, Public Law 114-144.

### Funding Source and Allocation Methodologies

The program is funded under Title V of the Older Americans Act. Nationally, 78 percent of funds and related slots are contracted on a competitive basis by the U.S. Department of Labor to national sponsors. These sponsors operate programs directly or subcontract them

to public or non-profit agencies. The remaining 22 percent of funds are allocated to each state.

The Department, as Florida’s designated State Unit on Aging, is the grant recipient of state-share SCSEP funds. Funds are awarded through a competitive process to organizations in most of Florida’s 11 Planning and Service Areas. The program requires a 10-percent match.

The Department hosts an annual meeting with national SCSEP sponsors to review existing slot placements by county and to ensure that authorized positions apportioned to each county are distributed in an equitable manner. This meeting is also used to cooperatively develop the annual equitable distribution report to ensure that program funds are spent fairly and consistent with the distribution of eligible elders throughout the state.

## OAA Title V Number of Program Slots

State Fiscal Year	State-Share Program Slots	Funding Allocation	National Sponsor Program Slots
2008-2009	692	\$6,088,015	2,707
2009-2010	695	\$6,436,237	2,719
2010-2011	939	\$6,781,930	2,825
2011-2012	543	\$5,031,981	2,124
2012-2013	540	\$5,235,172	2,111
2013-2014	516	\$5,006,353	2,124
2014-2015	525	\$5,094,417	2,063
2015-2016	525	\$5,094,417	2,054
2016-2017	747	\$4,660,264	1,879
2017-2018	#481	#4,660,264	#1,879

*#Projection*

*Source for program slots: U.S. Department of Labor, Employment and Training Administration*

### Program Highlight

Jesus I. served in the United States military and is an honorably discharged veteran. He came to SCSEP looking for assistance and set an employment goal to become a receptionist. He received training at True Fast Outreach Ministries, where he worked with a diverse population and was called upon to utilize his translation skills. He also participated in computer training offered at the organization and used these new skills to become an invaluable resource. After one year of training at True Fast Outreach Ministries, he was offered employment and hired on as a member of their staff.

# Older Americans Act Programs

## Title VII – Elder Abuse Prevention

OAA Title VII funding supports programs and services to protect elders from abuse and provide public education, training, and information regarding elder abuse prevention. The Department administers OAA Title VII elder abuse prevention programs through contracts with Area Agencies on Aging and local service providers.

### Elder Abuse Prevention Program

#### Description

The Elder Abuse Prevention program is designed to increase awareness of elder abuse, neglect, and exploitation (including fraud and scams). The program includes training and dissemination of elder abuse prevention materials and funds special projects to provide training and prevention activities.

#### Services and Activities

The program provides public education and outreach to identify and prevent elder abuse, neglect, and exploitation. The Department has developed elder abuse prevention training modules, including modules for professionals, the general public (especially elders), law enforcement, financial institution employees, and case managers. Department staff and Area Agency on Aging coordinators provide free training on these modules and disseminate training materials to other professionals for use in their communities.

### OAA Title VII Funding History

Federal Fiscal Year	Federal Funding
2008-2009	\$372,498
2009-2010	\$373,679
2010-2011	\$367,419
2011-2012	\$361,264
2012-2013	\$344,252
2013-2014	\$344,252
2014-2015	\$344,252
2015-2016	\$344,252
2016-2017	\$344,252
2017-2018	#\$344,252

*#Projection*

The program has developed, distributed, and made available online a fact sheet titled “How to Minimize the Risk of Becoming a Victim,” and the following brochures: “The Power to Prevent Elder Abuse Is In Your Hands,” “Preventing Financial Exploitation,” “Preventing Home Repair Fraud,” and “Prevent Identity Theft.”

## Administration

The Elder Abuse Prevention Program is administered by the Department's Bureau of Elder Rights through contracts with Area Agencies on Aging. The goal of the program is to develop, strengthen, and carry out programs to prevent elder abuse, neglect, and exploitation, including financial exploitation by frauds or scams.

## Eligibility

The program serves anyone in need of information on the signs, symptoms, and prevention of elder abuse, neglect, and exploitation, including information on how to report suspected abuse.

## Statutory Authority

Older Americans Act; 42 United States Code 3001 et seq.; and section 430.101, Florida Statutes.

## Funding Source and Allocation Methodologies

The program is 100% federally funded by Title VII of the Older Americans Act. Special projects are developed and funded based on Older Americans Act guidelines for activities to develop, strengthen, and implement programs for the prevention of elder abuse, neglect, and exploitation.





# Long-Term Care Ombudsman Program

## Description

The Long-Term Care Ombudsman Program (LTCOP) is a statewide, volunteer-based program that works to protect, defend, and advocate on behalf of long-term care facility residents. Program staff and volunteers receive specialized training to become state-certified ombudsmen who identify, investigate, and resolve complaints made by, or on behalf of, residents of nursing homes, assisted living facilities, adult family care homes, or continuing care retirement communities.

## Services and Activities

Ombudsmen investigate complaints brought to the attention of the program's representatives concerning the health, safety, welfare, or rights of residents of long-term care facilities. Ombudsmen work with residents and facilities to develop a resolution plan that satisfies the resident. LTCOP protects residents' rights by preserving the identity of the resident and the confidentiality of any information concerning alleged abuse, neglect, or exploitation, unless the proper consent is obtained. In addition, the program:

- Provides information, consultation, and other resources regarding residents' rights in all long-term care facilities;
- Helps develop and support resident and family councils to protect the well-being of residents;
- Conducts annual resident-centered administrative assessments that focus on quality-of-life issues in each long-term care facility;
- Responds to complaints filed by long-term care residents, their families, or guardians; and

- Monitors the development and implementation of federal, state, and local laws, regulations, and policies that pertain to the health, safety, and welfare of residents in long-term care facilities.

## Administration

The Long-Term Care Ombudsman Program is administered by the Department of Elder Affairs. The program operates through the Office of the State Long-Term Care Ombudsman and 14 local offices that coordinate and support the service of more than 350 certified volunteer ombudsmen and ombudsmen trainees.

## Eligibility

Anyone – including long-term care residents, friends, family members, and facility staff – may report a concern on behalf of residents of long-term care facilities. The services of the program are at no cost and are confidential.

## Statutory Authority

Title VII of the Older Americans Act, 42 United States Code 3001 et seq., as amended by Public Law 106-501; Part I, Chapter 400, Florida Statutes.

## Funding Source and Allocation Methodologies

The Long-Term Care Ombudsman Program is funded by Title III and Title VII of the Older Americans Act and by General Revenue dollars.

## LTCOP Appropriation History

State Fiscal Year	Federal Funding	State Funding	Total Funding
2008-2009	\$1,153,739	\$1,370,388	\$2,524,127
2009-2010	\$1,618,461	\$1,337,849	\$2,956,310
2010-2011	\$1,239,282	\$1,329,103	\$2,568,385
2011-2012	\$2,639,270	\$1,312,938	\$3,952,208
2012-2013	*\$1,821,163	\$1,305,344	*\$3,126,507
2013-2014	\$1,743,137	\$1,297,377	\$3,040,514
2014-2015	\$1,575,677	\$1,260,194	\$2,835,871
2015-2016	\$1,518,587	\$1,293,064	\$2,811,651
2016-2017	\$1,585,688	\$1,260,194	\$2,845,882
2017-2018	#\$1,585,688	#\$1,260,194	#\$2,845,882

\*Beginning in 2012-13, the total does not include unallocated costs.

#Projection

### Program Highlight

The mission of the Long-Term Care Ombudsman Program (LTCOP) is to improve the quality of life for all Florida long-term care residents by advocating for and protecting their health, safety, welfare, and rights. During the 2016-2017 federal fiscal year, the LTCOP had more than 325 volunteer ombudsmen and ombudsmen in training to assist with this mission, providing multiple services to 427,737 residents through assessments, visitations, and complaint investigations statewide.

## LTCOP Assessments and Investigations

Federal Fiscal Year	Facilities	Assessments	Complaint Investigations
2008-2009	3,932	3,932	8,302
2009-2010	4,016	4,016	8,651
2010-2011	4,039	3,347	7,534
2011-2012	4,039	4,269	8,600
2012-2013	4,074	4,091	7,336
2013-2014	4,079	4,120	6,624
2014-2015	4,068	4,164	5,751
2015-2016	4,154	4,019	5,718
2016-2017	4,130	4,304	5,651
2017-2018	#4,130	#4,304	#5,651

#Projection

Source: District ombudsman offices reports