## ELDERS PROGRAMS AT A GLANCE

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Adult Food Care Program (ACFP)</td>
<td>$6,905,874</td>
<td>$6,905,874</td>
<td>174 Program Sites, 2,621,757 Meals and Snacks Served</td>
<td>78</td>
</tr>
<tr>
<td>Alzheimer's Disease Initiative (ADI) - Respite/Special Projects</td>
<td>$22,976,477</td>
<td>$21,309,195</td>
<td>5,228 Clients Served</td>
<td>49</td>
</tr>
<tr>
<td>Alzheimer's Disease Initiative (ADI) - Memory Disorder Clinics</td>
<td>$3,686,484</td>
<td>$3,463,683</td>
<td>9,753 Clients Served</td>
<td>50</td>
</tr>
<tr>
<td>AmeriCorps</td>
<td>$227,024</td>
<td>$228,412</td>
<td>120 Clients Served, 55 Volunteer Members, 26,085 Hours of Service</td>
<td>80</td>
</tr>
<tr>
<td>Community Care for the Elderly (CCE)</td>
<td>$55,179,837</td>
<td>$54,679,837</td>
<td>44,086 Clients Served</td>
<td>57</td>
</tr>
<tr>
<td>Comprehensive Assessment and Review for Long-Term Care Services (CARES)</td>
<td>$17,938,949</td>
<td>$17,983,094</td>
<td>99,247 Assessments</td>
<td>69</td>
</tr>
<tr>
<td>Emergency Home Energy Assistance for the Elderly Program (EHEAP)</td>
<td>$5,490,315</td>
<td>$4,329,787</td>
<td>10,930 Households Served</td>
<td>82</td>
</tr>
<tr>
<td>Home Care for the Elderly (HCE)</td>
<td>$9,703,357</td>
<td>$8,903,357</td>
<td>3,024 Clients Served</td>
<td>59</td>
</tr>
<tr>
<td>Local Services Programs (LSP)</td>
<td>$12,369,546</td>
<td>$11,311,754</td>
<td>13,397 Clients Served</td>
<td>61</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman Program (LTCOP)</td>
<td>$2,930,727</td>
<td>$2,930,727</td>
<td>4,230 Administrative Assessments, 5,189 Complaints Investigated</td>
<td>42</td>
</tr>
<tr>
<td>Nutrition Services Incentive Program (NSIP)</td>
<td>$5,731,388</td>
<td>$5,731,388</td>
<td>7,960,261 Meals Served</td>
<td>32</td>
</tr>
<tr>
<td>Office of Public and Professional Guardians (OPPG)</td>
<td>$7,003,324</td>
<td>$6,986,185</td>
<td>3,788 Public Wards Served</td>
<td>63</td>
</tr>
<tr>
<td>Older Americans Act Title III B - Supportive Services</td>
<td>$36,471,305</td>
<td>$36,471,305</td>
<td>42,462 Clients Served</td>
<td>26</td>
</tr>
<tr>
<td>Older Americans Act Title III C1 - Congregate Meals</td>
<td>$23,471,840</td>
<td>$23,471,840</td>
<td>30,100 Clients Served</td>
<td>28</td>
</tr>
<tr>
<td>Older Americans Act Title III C2 - Home-Delivered Meals</td>
<td>$23,031,943</td>
<td>$23,031,943</td>
<td>16,444 Clients Served</td>
<td>30</td>
</tr>
<tr>
<td>Older Americans Act Title III D - Disease Prevention and Health Promotion Services</td>
<td>$1,854,009</td>
<td>$1,854,009</td>
<td>8,303 Clients Served</td>
<td>34</td>
</tr>
<tr>
<td>Older Americans Act Title III E - Caregiver Support</td>
<td>$14,897,648</td>
<td>$14,897,648</td>
<td>91,335 Clients Served</td>
<td>37</td>
</tr>
<tr>
<td>Older Americans Act Title V - Senior Community Service Employment Program (SCSEP)</td>
<td>$4,675,586</td>
<td>$4,660,264</td>
<td>1,879 Clients Served</td>
<td>39</td>
</tr>
<tr>
<td>Program of All-Inclusive Care for the Elderly (PACE)</td>
<td>$62,045,114</td>
<td>$47,718,123</td>
<td>1,882 Clients Served</td>
<td>72</td>
</tr>
<tr>
<td>Respite for Elders Living in Everyday Families (RELIEF)</td>
<td>$959,000</td>
<td>$977,259</td>
<td>244 Volunteers, 94,726 Hours of Service</td>
<td>66</td>
</tr>
<tr>
<td>Senior Companion Program (SCP)</td>
<td>$400,935</td>
<td>$400,935</td>
<td>200 Clients Served, 79 Volunteer Companions, 64,449 Hours of Service</td>
<td>85</td>
</tr>
<tr>
<td>Senior Farmers' Market Nutrition Program (SFMNP)</td>
<td>$120,662</td>
<td>$120,662</td>
<td>50 Farmers' Markets, 3,428 Clients Served</td>
<td>87</td>
</tr>
<tr>
<td>Serving Health Insurance Needs of Elders Program (SHINE)</td>
<td>$4,226,240</td>
<td>$4,064,482</td>
<td>476 Volunteers, 62,309 Client Contacts</td>
<td>89</td>
</tr>
</tbody>
</table>

Note: Programs operate on different annual periods, i.e., state fiscal year, federal fiscal year, grant year, or calendar year. The most current program data available at the time of publication is from November 2018. Please refer to individual program listings for information on their respective program periods.

# Projection
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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 herein were compiled as of November 2018.

For additional or updated information about any of the programs or services listed in this document, please contact the Department of Elder Affairs at 850-414-2000 or information@elderaffairs.org, or visit the DOEA website at ElderAffairs.org.

Individuals interested in enrolling in DOEA's programs or services, please contact the Elder Helpline at 1-800-96-ELDER.
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 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 5.3 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. Advisory Council members are appointed by the Governor and leadership of the Florida Legislature. The Advisory Council meets quarterly.
About Florida’s Elders

Florida has the highest population percentage of residents age 65 and older in the nation. 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.
Demographics

Age Distribution

Florida is the third most populous state with 20,484,142 residents. Florida has the highest percentage of elders age 65 and older and the fourth highest percentage of elders age 60 and older (26.0 percent) compared with a national percentage of 21.8 percent. Of Florida’s 5,334,037 elders age 60 and older, 546,691 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 41.4 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>7.9%</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>

Source: Department of Elder Affairs 2017 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2017 estimates, provided February 2018; Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates
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 (60.7 percent), Charlotte (46.1 percent), Citrus (43.4 percent), Sarasota (42.3 percent), and Highlands (41.6 percent).

Percentage Population Age 60 and Over

- 16.6% - 21.4%
- 21.5% - 27.4%
- 27.4% - 32.1%
- 32.2% - 38.0%
- 38.1% - 60.7%

Source: Department of Elder Affairs 2017 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2017 estimates, provided February 2018
Minority Distribution

As Florida’s population ages, the racial and ethnic diversity of the population decreases. While more than two in five (44.8 percent) Floridians are minority, this percentage declines to just over one in four (27.2 percent) of all elders age 60 and older, and about one in five (21.4 percent) of all elders age 85 and older.

In Florida, 72.8 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, 15.5 percent of the total 60 and older population is Hispanic, and 10.5 percent of the total 60 and older population is African-American.

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

<table>
<thead>
<tr>
<th>County</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sumter</td>
<td>68.2%</td>
</tr>
<tr>
<td>Highlands</td>
<td>52.7%</td>
</tr>
<tr>
<td>Charlotte</td>
<td>50.3%</td>
</tr>
<tr>
<td>Collier</td>
<td>49.9%</td>
</tr>
<tr>
<td>Sarasota</td>
<td>47.7%</td>
</tr>
</tbody>
</table>

Source: Department of Elder Affairs 2017 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2017 estimates, provided February 2018

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

<table>
<thead>
<tr>
<th>County</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrus</td>
<td>25.3%</td>
</tr>
<tr>
<td>Flagler</td>
<td>24.9%</td>
</tr>
<tr>
<td>Charlotte</td>
<td>22.6%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>21.0%</td>
</tr>
<tr>
<td>Miami-Dade</td>
<td>20.7%</td>
</tr>
<tr>
<td>Hernando</td>
<td>20.0%</td>
</tr>
<tr>
<td>Nassau</td>
<td>19.6%</td>
</tr>
<tr>
<td>Levy</td>
<td>18.6%</td>
</tr>
<tr>
<td>Brevard</td>
<td>18.2%</td>
</tr>
<tr>
<td>Madison</td>
<td>17.9%</td>
</tr>
<tr>
<td>Marion</td>
<td>17.5%</td>
</tr>
<tr>
<td>Highlands</td>
<td>17.3%</td>
</tr>
<tr>
<td>Jackson</td>
<td>16.7%</td>
</tr>
<tr>
<td>Gadsden</td>
<td>16.7%</td>
</tr>
<tr>
<td>Volusia</td>
<td>16.5%</td>
</tr>
<tr>
<td>Monroe</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

Source: Department of Elder Affairs 2017 Final Profiles are based on Florida Legislature, Office of Economic and Demographic Research 2017 estimates, provided February 2018

Percent minority by age group

- **ALL AGES**: 44.8%
- **AGE 60+**: 27.2%
- **AGE 85+**: 21.4%

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

The Department, together with the Florida Division of Emergency Management, addresses emergency preparedness issues and post-disaster response, ensuring 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:

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

Division of Statewide Community-Based Services

The Statewide Community-Based Services (SCBS) Division is responsible for support and oversight of Comprehensive Assessment and Review for Long-Term Care Services (CARES). CARES staff members, including registered nurses and assessors, perform medical needs assessments of individuals. CARES staff identify clients’ long-term care needs, determine the level of care required to meet those needs, and provide information to individuals on available long-term care options. See the CARES Program in page 69 in Section D of this document for more information.

SCBS 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 Program (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).

SCBS has primary responsibility for oversight of the AAAs, including contract management and technical support for AAA staff and service providers administering home and community-based services funded through federal or state dollars.

Additionally, SCBS 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.
CARES OFFICE LOCATIONS

**PSA - Planning and Service Area**

**Region 1**

1. **PSA 1**
   - 1101 Gulf Breeze Pkwy., Ste. 331
   - Gulf Breeze, FL 32561
   - (850) 916-6700

2A. **PSA 2A**
   - 278 Forest Park Cir.
   - Panama City, FL 32405
   - (850) 747-5840

2B. **PSA 2B**
   - 4040 Esplanade Way, Ste. 380
   - Tallahassee, FL 32399
   - (850) 414-9803

3A. **PSA 3A**
   - 14101 US Hwy. 441, Ste. 400
   - Alachua, FL 32615
   - (352) 418-6430

3B. **PSA 3B**
   - 1515 E. Silver Springs Blvd., Ste. 203
   - Ocala, FL 34470
   - (352) 620-3457

4A. **PSA 4A**
   - 4161 Carmichael Ave., Ste. 101
   - Jacksonville, FL 32207
   - (904) 391-3920

4B. **PSA 4B**
   - 210 N. Palmetto Ave., Ste. 408
   - Daytona Beach, FL 32114
   - (386) 238-4946

5. **PSA 5**
   - 11351 Ulmerton Rd., Ste. 303
   - Largo, FL 33778
   - (727) 588-6882

6A. **PSA 6A**
   - 701 W. Fletcher Ave., Ste. D
   - Tampa, FL 33612
   - (813) 631-5300

6B. **PSA 6B**
   - 200 N. Kentucky Ave., Ste. 302
   - Lakeland, FL 33801
   - (863) 680-5584

7A. **PSA 7A**
   - 400 W. Robinson St., Ste. 709
   - Orlando, FL 32801
   - (407) 540-3865

7B. **PSA 7B**
   - Cocoa, FL 32922
   - (321) 690-6445

8. **PSA 8**
   - 2295 Victoria Ave., Ste. 153
   - Fort Myers, FL 33901
   - (239) 338-2571

9A. **PSA 9A**
   - 4400 N. Congress Ave., Ste. 102
   - West Palm Beach, FL 33407
   - (561) 840-3150

9B. **PSA 9B**
   - 337 N. 4th St., Ste. E
   - Fort Pierce, FL 34950
   - (772) 460-3692

10. **PSA 10**
    - 8333 W. McNab Rd., Ste. 235
    - Tamarac, FL 33321
    - (954) 597-2240

11. **PSA 11**
    - 9495 Sunset Dr., Ste. B-100
    - Miami, FL 33173
    - (305) 270-6535

County coloring represents area served by the corresponding office location.
Office of Inspector General

The Office of Inspector General provides independent and objective assurance and consulting activities designed to add value and improve the Department’s operations.

The Office of 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
- Receives complaints, initiates investigations, and takes disciplinary action against professional guardians in accordance with Department statutes and promulgated rules.

A professional 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. OPPG has established the 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 on page 63 in Section C of this document for more information.
OFFICE OF PUBLIC GUARDIANS LOCATIONS

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

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

3 Eighth Circuit Public Guardian
27052 83rd Place Branford, FL 32008
(386) 438-8236

4 Council on Aging of Volusia Co.
425 N. Clyde Morris Blvd. Daytona Beach, FL 32114
(386) 253-4700

5 Fifth Circuit Public Guardian Corporation
110 N.W. 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
19001 Sunlake Blvd. 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, FL 33614
(941) 358-6330

10 Tenth Circuit Public Guardian
505 Avenue A N.W., Ste. 217 Winter Haven, FL 33881
(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
4680 Cardinal Way, Ste. 203 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. 214 Davie, FL 33330
(954) 862-3655

16 Guardianship Care Group, Inc.
337 Alcazar Ave., Unit 101 Coral Gables, FL 33134
(305) 748-6111

17 Guardianship Program of Dade Co., Inc.
8300 N.W. 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) the 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.

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.

Also, 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 ALF Core Training courses statewide to potential ALF administrators and managers.
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) 273-3250

County coloring represents area served by the corresponding office location.
In response to the rapidly increasing incidence of dementia, including Alzheimer’s disease, in Florida, the Department of Elder Affairs created the Dementia Care and Cure Initiative (DCCI) in 2015. DCCI seeks to bring education, awareness, and sensitivity to the local community regarding the needs of those affected by dementia. In partnership with Florida’s 11 Area Agencies on Aging and 16 Memory Disorder Clinics, communities participating in DCCI organize task forces consisting of local stakeholders, professionals in the aging network, and community advocates, including those living with Alzheimer’s disease or a related dementia, and caregivers. Task forces create actionable plans to bring education and awareness to the signs and symptoms of dementia; communication techniques to use when interacting with those living with dementia; and knowledge of the available local resources families and individuals can access for support, diagnostic services, and education. Communities participating in these activities are known as Dementia-Caring Communities. This free education has been provided to over 6,484 individuals from law enforcement agencies, faith networks, fire and rescue stations, health care entities, community groups, and social service agencies throughout the state.

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 50 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 St.
   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

14. Mt. Sinai Medical Center
    4300 Alton Rd.
    Miami Beach, FL 33140
    (305) 674-2543 ext. 54461

15. University of Miami
    1695 N.W. 9th Ave., Ste. 3202
    Miami, FL 33136
    (305) 355-9065

County coloring represents area served by the corresponding Memory Disorder Clinic.
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’s 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 Agency 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 51 CCE Lead Agencies serving Florida. 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 contract with local service providers, which include non-profit and for-profit corporations. Among non-profits are senior centers, county organizations, community action agencies, faith-based organizations, adult day care centers, and Alzheimer’s disease clinics. Some for-profit entities are assisted living facilities, in-home service agencies, and managed care organizations (MCOs).

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 2017-2018

- Nearly 9.9 million Meals on Wheels delivered to homebound elders;
- More than 6.5 million meals served at nutrition sites, preventing isolation and loneliness;
- More than 4.9 million hours of caregiver respite;
- More than 32 million hours of homemaker and personal care; and
- More than 3.5 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 S.W. 75th St., Ste. 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, FL 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, Inc.
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, Inc.
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 N.W. 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 component of Florida’s Aging Network is 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.

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

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 support and services. In one year, 1,161,466 elder Floridians contributed nearly 130 million volunteer hours. Calculated at a full 40 hours per week, this volunteer contribution is equivalent to 67,481 full-time positions. Using the Independent Sector’s 2017 estimate of $23.33 an hour, these volunteer hours have an estimated economic value of approximately $2,602.49 per volunteer each year, which results in a total value of $3,022,702,330 for the state. In 2017, seniors who volunteered in Florida spent an estimated 111.6 hours of their time in service to others, which is far above the national average.