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ANNUAL REPORT

2014

Area Agency on Aging
of Pasco - Pinellas, Inc.
An Aging and Disability Resource Center

2014 HIGHLIGHTS

- For the sixth consecutive year, the AAAPP met all standards of the Florida Department of Elder Affairs annual quality assurance review. The AAAPP is distinguished as the only area agency on aging in Florida to meet all standards for six years. DOEA's comprehensive review covers administration, fiscal, program management and client records.

- In fiscal year 2013-2014, 1,327 Medicaid Waiver clients were successfully transitioned to the Statewide Medicaid Managed Care Long Term Care Program. In addition, the AAAPP's Aging and Disability Resource Center (ADRC) prepared for a new role with the Statewide Medicaid Managed Long-Term Care Program (SMMCLTCP) that began February 2014. The ADRC expanded its focus to include screening adults age 18 and over with any type of disability and adding them to the waiting list for the new Medicaid program. From January 2014 through December 2014, the AAAPP received the names of 1,004 clients who were released from the SMMCLTCP waitlist. ADRC staff assisted with the Medicaid eligibility determination process to enable access to long term care services. In addition to these releases, ADRC staff assisted other Planning and Service Areas to facilitate the eligibility process for clients in other areas of the state.

- The Veterans Directed Home and Community Based Services program in Pasco and Pinellas continues to grow at the AAAPP. A total of 98 veterans have been served since the beginning of the program in 2009 through December 2014. As of December 31, 2014, there were 64 active veterans receiving services.

- The AAAPP's Senior Victim Advocate Program was chosen by the National Association of Victim of Crime Act Assistance Administrators to receive funding for a Community Awareness Project during the 2015 National Crime Victims' Rights Week, April 19-25, 2015.

- The AAAPP continues in a positive momentum with its LGBT Elder Initiative that was started in 2013. Besides the critical discussions of issues/problems/concerns of lesbian-gay-bisexual-transgender elders, the Initiative has also explored resources or lack-of-resources for this group, and criteria to use in identifying LGBT inclusive businesses/organizations.

- In 2014, the Florida Senior Medicare Patrol program collaborated with a number of different partners both local and national including a new partnership with the International Association for Indigenous Aging. This partnership enables the provision of outreach and education for Miccosukee and Seminole Indians. In September, SMP began a relationship with the Medicare Rights Center to present SMP Medicare Minute presentations around the state. SMP Florida is also participating in a Tufts University study to evaluate the effect of the SMP program on participants and their engagement in fraud and abuse.

OUR MISSION

Driven by a goal to improve the lives of all older adults, the AAAPP's mission is to advocate, educate and serve seniors and their caregivers in partnership with the community.

Who We Are

The Area Agency on Aging of Pasco-Pinellas Inc. (AAAPP) is incorporated as a 501(c) 3, serving the Planning and Service Area of Pasco and Pinellas counties (PSA 5). We began in 1974 to administer social service programs for seniors. The AAAPP is backed by a committed Board of Directors, Advisory Council, staff and volunteers who contribute a wealth of experience in diverse areas supporting the Agency's mission. As a designated Aging and Disability Resource Center (ADRC) our service delivery system has expanded and has improved access to information for all persons seeking long-term support in Pasco and Pinellas counties.

We remain committed and dedicated to service excellence through continuous work with our providers, vendors, and community partners to improve the lives of older adults, caregivers and persons with disabilities. We continue to evolve by constantly advocating for better services for our seniors, monitoring and evaluating the effectiveness and efficiency of our service providers, and networking and coordinating with community agencies to facilitate service delivery and access to the elderly.

Our partners include a community of elder-friendly volunteers, service providers, vendors, and organizations (both private and government) dedicated to helping the AAAPP optimize and extend its capabilities to better serve the needs of older adults. Our successes attest to the strong ties and active engagement of our partners and together we continue to refine the delivery of aging services.

Advocacy, Coordination and Service

Aging and Disability Resource Center (ADRC)

The Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) is an Aging and Disability Resource Center (ADRC) serving seniors, adults with a disability, and caregivers. This is a national model providing access, information, referral, screening, triage and eligibility assistance. In PSA 5 the ADRC fulfills several roles:

- Helpline - Information and Referral/Assistance (I&R/A)
  As the main entry point for the ADRC, the federally funded Helpline provides information and referral/assistance (I&R/A) and is able to guide individuals to community resources, including government funded programs, non-profit agencies, and for-profit businesses serving Pinellas and Pasco counties. In addition, the Helpline links individuals to other ADRC functions and is the entry point for services provided by Area Agency staff such as SHINE (Serving Health Insurance Needs of Elders), the Senior Victim Advocate Program and the Senior Medicare Patrol. The AAAPP continues to participate in the state-wide Refer information and referral database. The system contains resources for the entire state and is able to transfer calls to another area agency during a disaster. During 2014 the Helpline provided information and assistance/referral 21,487 times via the telephone and in response to e-mail inquiries from the agency's website.

- Intake - The Helpline links clients to Intake. Intake provides screening, re-screening and prioritization for programs that range from single services like nutrition and adult day care to case managed programs that provide a continuum of in-home supportive services. The ADRC serves as the central intake point and manages the wait list for state funded programs for seniors, including Community Care for the Elderly and the Alzheimer's Disease Initiative programs. It also serves as a "no wrong door" access point for programs funded through the federal Older Americans Act. Intake also receives referrals for adults with a disability and for at-risk seniors from the Department of Children and Families. During 2014, ADRC staff completed 4,406 screenings for state and federally funded programs and for the new Medicaid program.

- Medicaid – The ADRC is the entry point for the new Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP) serving seniors and adults with a disability. The program uses Managed Care Organizations to provide a continuum of long-term care services, including in-home, assisted living, and nursing home care. The ADRC's role is to provide long-term care education, screening/re-screening of interested individuals, and to assist them with the Medicaid eligibility process when funding is available. Medicaid eligibility includes helping clients who lost SMMCLTCP because their Medicaid eligibility was not renewed. The ADRC also documents grievances and complaints from consumers related to this program. This statewide

program began in PSA 5 on February 1, 2014. Partnership with the Department of Children and Families (DCF) and the Florida Department of Elder Affairs (DOEA) Comprehensive Assessment Review and Evaluation Services (CARES) Unit has been critical to the successful implementation of this new Medicaid program. In 2014, 1,004 persons were released from the wait list to receive assistance with Medicaid eligibility for this program. In addition, PSA 5 staff assisted other Planning and Service Areas to facilitate the eligibility process for over 300 clients in other areas of the state.

National Family Caregiver Support Program

The National Family Caregiver Support Program (NFCSP), funded by the federal Older Americans Act Title IIIE, helps unpaid caregivers of any age caring for persons 60 years of age or older. The goal of this program is to relieve the emotional, physical, and financial hardships of providing continual care. During 2014 this program provided support to 153 caregivers of seniors. The Title IIIE program also serves kinship caregivers who are grandparents over the age of 55 providing primary care to children age 18 or younger or individuals with disabilities. Services include Caregiver Training and Support through multiple support groups and Gerontological Counseling.

Serving Health Insurance Needs of Elders (SHINE)

The AAAPP administers the DOEA SHINE program at the local level. The mission of the program is to provide free, unbiased health insurance counseling through a dedicated network of SHINE volunteers, empowering individuals to make informed health care choices. During 2014 staff and volunteers provided information to 20,495 Medicare beneficiaries, consumers, and caregivers. Information was provided regarding access and use of Medicare, plan choices, and subsidies to help reduce Medicare and medication costs. SHINE volunteers and staff also conducted outreach and education through presentations, health fairs and seminars, in addition to an array of media contacts. SHINE is able to provide phone or face-to-face counseling and outreach at community locations such as libraries, senior centers, and hospitals. During 2014, over 55 volunteers provided SHINE services.

Senior Medicare Patrol (SMP) Program

This statewide volunteer-based program is administered by the AAAPP and funded by the Administration for Community Living (ACL). AAAPP staff and consultants recruit and train volunteers to educate consumers to identify and report health care fraud. Additionally, assistance is provided to Medicare and Medicaid beneficiaries

who report suspected fraud identified in their individual accounts. The AAAPP has coordinated this program since 1999, and was awarded another three year grant for the period 2011-2014.

In 2010, the Centers for Medicare and Medicaid Services (CMS) identified Florida as one of six states with the highest incidence of Medicare fraud. As part of the national efforts to fight fraud, waste and abuse, the ACL awarded the Florida SMP Program a one year grant to increase volunteer capacity and expand outreach to hard-to-reach populations. The AAAPP has received this expansion grant every year since. The most recent expansion grant is for two years (2013-2015).

Senior Victim Advocate/Senior Safety Phone Project

For the past 19 years the Senior Victim Advocate Program, funded by the Florida Office of the Attorney General, has provided assistance to senior victims of crime. Services include crisis counseling, accompaniment to court related activities, criminal justice support, personal advocacy, referral to appropriate community resources, and assistance completing victim compensation forms. During 2014, 214 victims received assistance. With funding through the Florida Department of Elder Affairs, this program also provides public education to prevent elder abuse, neglect and exploitation and identifies and assists victims of abuse. Over 5,900 individuals received information about elder abuse at 32 outreach events and 147 professionals received training through this program during 2014.

An outgrowth of the Senior Victim Advocate Program, the Senior Safety Phone Project, was created to enhance the safety and security of senior crime victims, as well as seniors who feel they are at risk. Used cell phones received from donors in the community are refurbished by project volunteers and distributed to seniors for use as emergency (911) cell phones.

Aging on the Suncoast

The AAAPP's community access television program, ***Aging on the Suncoast***, celebrated 26 years of broadcasting in 2014. Produced monthly by Pinellas County Government's PCC-TV, the shows are broadcast over 60 times per month on the Pinellas and Pasco County Government channels: Bright House Channel 622 in both counties, WOW 18 in Pinellas County, and Verizon Channel 42 in Pasco and Channel 44 in Pinellas. Projects and services of interest to seniors are featured on the show. During 2014 topics included: SHINE Medicare counseling, prevention of elder abuse and domestic violence, legal services, SMP – Senior Medicare Patrol, LGBT Elders, health promotion, senior nutrition and volunteers, the PACE program, and disaster preparedness.

Program Management

The AAAPP works diligently to ensure seniors receive quality services in their homes and in our communities. The AAAPP administers funding for the following programs.

Funding Source: Older Americans Act (OAA)
January 1, 2014 - December 31, 2014

Title IIIB Supportive Services	Hours/Trips/ Days/Episodes	Persons Served
Adult Day Care	38,112	145
Chore	8,796	791
Counseling	1,817	451
Emergency Alert Response	31,422	185
Homemaker	17,233	147
Information/Assistance	21,487	21,487
Legal	2,773	1,057
Recreation	31,584	1,781
Transportation	93,254	1,407
Total	**246,478**	**27,451**

Title IIIC1 & IIIC2 Nutrition Services	Meals/Hours/ Sessions/ Contacts	Persons Served
Congregate Meals	134,280	1,564
Home Delivered Meals	217,623	1,652
Nutrition Education	17,800	3,216
Nutrition Outreach	3,509	3,535
Nutrition Counseling	474	346
Total	**373,686**	**10,313**

Title IIID - Health and Wellness Services October 1, 2013 - September 30, 2014	Hours/ Episodes	Persons Served
Health Promotion Programs	3,198	827
Total	**3,198**	**827**

Funding Source: Older Americans Act (OAA)
January 1, 2014 - December 31, 2014

Title IIIE - Caregiver Services	Hours/ Episodes	Persons Served
Screening	4,177	153
Adult Day Care	3,900	21
Respite	17,800	133
Other Services: Chore, Gerontological Counseling, Home Improvement and Medical Supplies	1,173	143
Total	**27,050**	**450**

Title IIIEG - Grandparent Services	Hours/ Episodes	Persons Served
Caregiver Training/Support	257	43
Gerontological Counseling	341	52
Total	**598**	**52**

Funding Source: State of Florida General Revenue Funds
July 1, 2013 - June 30, 2014

Local Service Program (LSP) Funding	Hours/Trips/ Episodes/ Days/Meals	Persons Served
Adult Day Care	8,003	95
Chore	1,811	176
Counseling	764	394
Emergency Alert Response	20,156	166
Homemaker	2,867	115
Legal	597	253
Recreation	963	200
Transportation	28,655	574
Congregate Meals	134,280	488
Home Delivered Meals	217,623	1,226
Respite	9,135	136
Pharmacy	1,636	131
Total	**426,490**	**3,954**

Funding Source: State of Florida General Revenue Funds
July 1, 2013 - June 30, 2014

Community Care for the Elderly (CCE)	Hours/Trips/ Episodes/ Days/Meals	Persons Served
CCE Services include: Case Management, Adult Day Care, Case Aide, Chore, Companion, Counseling, Emergency Alert Response, Escort, Financial Risk Reduction, Homemaker, Home Delivered Meals, Home Nursing, Housing Improvement, Material Aide, Nutrition Counseling, Personal Care, Pest Control, Physical Therapy, Respite, Specialized Medical Equipment and Supplies, and Transportation	344,549	715
Total	**344,549**	**715**

Home Care for the Elderly (HCE)	Hours/Trips/ Episodes/ Meals	Persons Served
HCE Services include: Case Management, Adult Day Care, Basic Subsidy, Caregiver Training, Case Aide, Chore, Counseling, Homemaker, Home Delivered Meals, Housing Improvement, Material Aide, Personal Care, Respite, Specialized Medical Equipment and Supplies, and Transportation	30,292	71
Total	**30,292**	**71**

Alzheimer's Disease Initiative (ADI)	Hours/ Episodes	Persons Served
ADI Services include: Case Management, Case Aide, Consumable Medical Supplies, Facility Based Respite, Gerontological Counseling and Respite	41,265	76
Total	**41,265**	**76**

Funding Source: Department of Health and Human Services
April 1, 2014 - December 31, 2014

Emergency Home Energy Assistance for the Elderly Program (EHEAP)	Applications	Households Assisted
Cooling Season (4/1/14 to 9/30/14)	722	722
Heating Season (10/1/14 to 12/31/14)	287	287
Total	**1,009**	**1,009**

Other Programs Offered by the Area Agency on Aging
January 1, 2014 - December 31, 2014

Medicaid	Contacts	Persons Served
Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP) services include: Education, Screening, Re-Screening, In-home Screening, Wait List Release, Assistance applying for Medicaid Eligibility, Grievance and Complaint, and Nursing Home Applications		
Screenings/Re-screenings Completed	12,219	4,406
Persons released from wait list to receive assistance with Medicaid Eligibility	15,003	1,350
Total	**27,222**	**5,756**

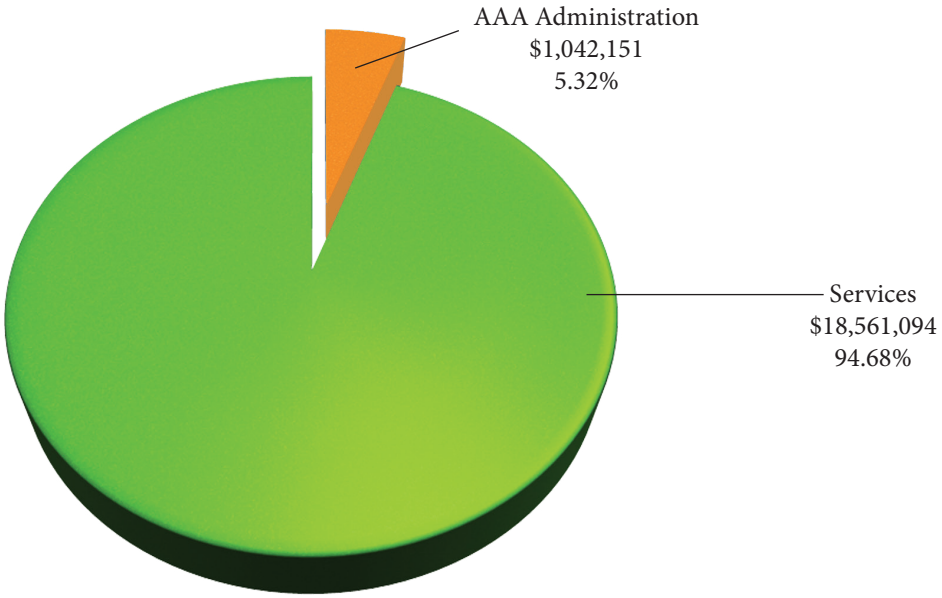
Other Services	Hours/ Services/ Applications	Persons Served
Serving Health Insurance Needs of Elders (SHINE)	10,381	20,495
Senior Medicare Patrol (SMP)	NA	8,075
Senior Victim Advocate Program	1,664	214
Total	**12,045**	**28,784**

Grand Total		Persons Served
Persons/Households Served in All Programs		**79,458**

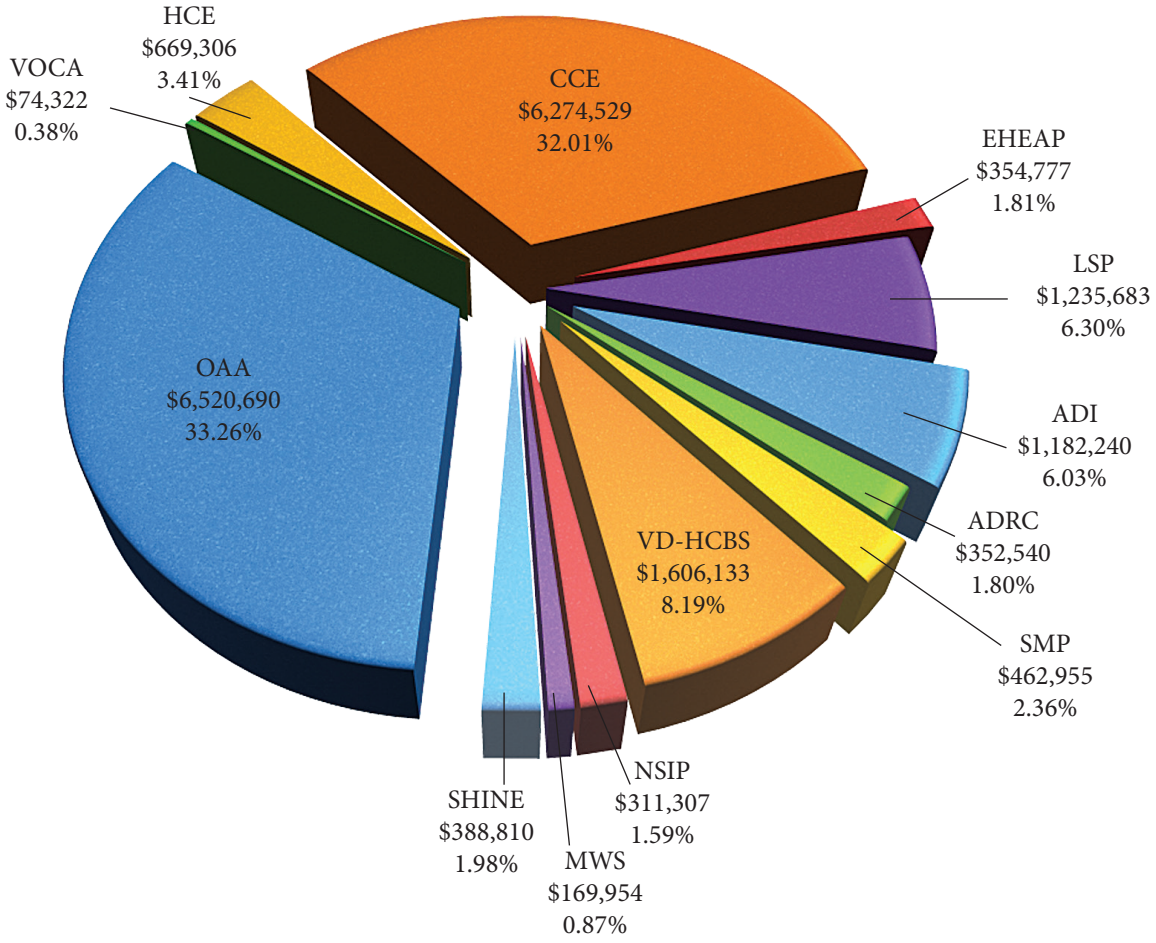
Acronyms Used in the Annual Report

ADI	Alzheimer's Disease Initiative	NSIP	Nutrition Services Incentive Program
ADRC	Aging and Disability Resource Center	OAA	Older Americans Act, Title III B, C, D, and E and Title VII
CCE	Community Care for the Elderly Program	SHINE	Serving Health Insurance Needs of Elders
EHEAP	Emergency Home Energy Assistance for the Elderly Program	SMMCLTCP	Statewide Medicaid Managed Care Long Term Care Program
HCE	Home Care for the Elderly	SMP	Senior Medicare Patrol Program and Expansion
LSP	Local Service Programs	VD-HCBS	Veteran-Directed Home and Community Based Services
MWS	Medicaid Waiver Specialists	VOCA	Victims of Crime Act – Senior Victim Advocate Program

PSA 5 Funding Distribution
Percent of Administration and Service Funding
For Fiscal Year 2014



State and Federal Funding by Program for Fiscal Year 2014



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Virginia Rowell – Vice President
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Staff • 2015

Administration

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Helen King, *Deputy Director*
Brenda Black, *Administrative Secretary*
Kathy Thomley, *Receptionist/Office Assistant*

Department of Finance and IT

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Hubert Ayers, *Fiscal Services Coordinator*
Laura Holder-Hurley, *AP/Payroll Clerk*
Susan Collacchioni, *Contract Compliance Specialist*
Margie Stafford, *LAN Administrator*
Linda Todd, *Data/IT Support Assistant*
Clark Evans, *Senior Accountant*

Department of Programs and Accountability

Tawnya Martino, *Director of Program Accountability*
Peggy Herlache, *Program Coordinator*
Chris Eger, *Service Analyst*
Laura Luksik, *Victim Advocate Program Manager*
Kathy Cornwell, *Victim Advocate*
Shannon Burton, *Program Manager*

Department of Planning and Healthcare Initiatives

Jason Martino, *Director of Planning*
Sue Samson, *SHINE Program Manager*
Geralyn Fortney, *SHINE Program Assistant*
Patricia Hagood, *SHINE Program Assistant*
Makeba Huntington-Symons, *SMP Program Manager*
Sabrina De La Concha, *SMP Program Specialist*
Jody Ferguson Hensler, *Caregiver Specialist Coordinator*
Nicole Day, *Caregiver Specialist*

Department of Aging and Disability Access

Beverly Burton, *ADRC Director*
Tracy Barrows, *Information and Assistance Coordinator*
Sara Evans, *Information and Assistance Specialist*
Cyndi Rennick, *Information and Assistance Specialist*
Noelle Robbins, *Information and Assistance Specialist*
Cathy Forrest, *Intake Specialist*
Camy Hayes, *Intake Specialist*
Misty Sweezy, *Intake Specialist*
Celeste Johnson, *Lead Medicaid Waiver Specialist*
Leah Carr, *Medicaid Client Services Specialist*
Nancy Napolitano, *Medicaid Client Services Specialist*
Chrysti Reichert, *Medicaid Benefits Counselor Coordinator*
Margaret Downey, *Medicaid Benefits Counselor*
Jelena Zivanovic, *Medicaid Waiver Specialist*
Debbie Maulorico, *Medicaid Waiver/Quality Assurance Specialist*
Kasey McMahon, *Medicaid Waiver Specialist/Medicaid Benefits Counselor*

Area Agency on Aging
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An Aging and Disability Resource Center

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Fax – 727-258-9225

Website: www.agingcarefl.org
Facebook: bit.ly/AreaAgencyFB
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Twitter: twitter.com/AgingCareFL

DEPARTMENT OF ELDER AFFAIRS STATE OF FLORIDA

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