ANNUAL REPORT

2014

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours/Trips/ Days/Episodes</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Care</td>
<td>38,112</td>
<td>145</td>
</tr>
<tr>
<td>Chore</td>
<td>8,796</td>
<td>791</td>
</tr>
<tr>
<td>Counseling</td>
<td>1,817</td>
<td>451</td>
</tr>
<tr>
<td>Emergency Alert Response</td>
<td>31,422</td>
<td>185</td>
</tr>
<tr>
<td>Homemaker</td>
<td>17,233</td>
<td>147</td>
</tr>
<tr>
<td>Information/Assistance</td>
<td>21,487</td>
<td>21,487</td>
</tr>
<tr>
<td>Legal</td>
<td>2,773</td>
<td>1,057</td>
</tr>
<tr>
<td>Recreation</td>
<td>31,584</td>
<td>1,781</td>
</tr>
<tr>
<td>Transportation</td>
<td>93,254</td>
<td>1,407</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>246,478</strong></td>
<td><strong>27,451</strong></td>
</tr>
</tbody>
</table>

#### Title IIIC1 & IIIC2 Nutrition Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Meals/Hours/ Sessions/ Contacts</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congregate Meals</td>
<td>134,280</td>
<td>1,564</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>217,623</td>
<td>1,652</td>
</tr>
<tr>
<td>Nutrition Education</td>
<td>17,800</td>
<td>3,216</td>
</tr>
<tr>
<td>Nutrition Outreach</td>
<td>3,509</td>
<td>3,535</td>
</tr>
<tr>
<td>Nutrition Counseling</td>
<td>474</td>
<td>346</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>373,686</strong></td>
<td><strong>10,313</strong></td>
</tr>
</tbody>
</table>

#### Title IIID - Health and Wellness Services

**October 1, 2013 - September 30, 2014**

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours/ Episodes</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Promotion Programs</td>
<td>3,198</td>
<td>827</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,198</strong></td>
<td><strong>827</strong></td>
</tr>
</tbody>
</table>
### Funding Source: Older Americans Act (OAA)
#### January 1, 2014 - December 31, 2014

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

<table>
<thead>
<tr>
<th>Title IIIEG - Grandparent Services</th>
<th>Hours/Episodes</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver Training/Support</td>
<td>257</td>
<td>43</td>
</tr>
<tr>
<td>Gerontological Counseling</td>
<td>341</td>
<td>52</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>598</strong></td>
<td><strong>52</strong></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Hours/Trips/Episodes/Days/Meals</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>344,549</td>
</tr>
<tr>
<td>Total</td>
<td>715</td>
</tr>
</tbody>
</table>

### Home Care for the Elderly (HCE)

<table>
<thead>
<tr>
<th>Hours/Trips/Episodes/Meals</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>30,292</td>
</tr>
<tr>
<td>Total</td>
<td>71</td>
</tr>
</tbody>
</table>

### Alzheimer’s Disease Initiative (ADI)

<table>
<thead>
<tr>
<th>Hours/Episodes</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADI Services include: Case Management, Case Aide, Consumable Medical Supplies, Facility Based Respite, Gerontological Counseling and Respite</td>
<td>41,265</td>
</tr>
<tr>
<td>Total</td>
<td>76</td>
</tr>
</tbody>
</table>

### Funding Source: State of Florida General Revenue Funds

**July 1, 2013 - June 30, 2014**

### Funding Source: Department of Health and Human Services

**April 1, 2014 - December 31, 2014**

### Emergency Home Energy Assistance for the Elderly Program (EHEAP)

<table>
<thead>
<tr>
<th>Applications</th>
<th>Households Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooling Season (4/1/14 to 9/30/14)</td>
<td>722</td>
</tr>
<tr>
<td>Heating Season (10/1/14 to 12/31/14)</td>
<td>287</td>
</tr>
<tr>
<td>Total</td>
<td>1,009</td>
</tr>
</tbody>
</table>
### Other Programs Offered by the Area Agency on Aging

**January 1, 2014 - December 31, 2014**

<table>
<thead>
<tr>
<th>Medicaid</th>
<th>Contacts</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screenings/Re-screenings Completed</td>
<td>12,219</td>
<td>4,406</td>
</tr>
<tr>
<td>Persons released from wait list to receive assistance with Medicaid Eligibility</td>
<td>15,003</td>
<td>1,350</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>27,222</strong></td>
</tr>
<tr>
<td><strong>Persons Served in All Programs</strong></td>
<td></td>
<td><strong>5,756</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Services</th>
<th>Hours/Services/Applications</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Health Insurance Needs of Elders (SHINE)</td>
<td>10,381</td>
<td>20,495</td>
</tr>
<tr>
<td>Senior Medicare Patrol (SMP)</td>
<td>NA</td>
<td>8,075</td>
</tr>
<tr>
<td>Senior Victim Advocate Program</td>
<td>1,664</td>
<td>214</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>12,045</td>
<td><strong>28,784</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grand Total</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons/Households Served in All Programs</td>
<td>79,458</td>
</tr>
</tbody>
</table>

### 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

AAA Administration
$1,042,151
5.32%

Services
$18,561,094
94.68%

State and Federal Funding by Program for Fiscal Year 2014

OAA
$6,520,690
33.26%

VOCA
$74,322
0.38%

HCE
$669,306
3.41%

CCE
$6,274,529
32.01%

EHEAP
$354,777
1.81%

LSP
$1,235,683
6.30%

ADI
$1,182,240
6.03%

ADRC
$352,540
1.80%

SMP
$462,955
2.36%

VD-HCBS
$1,606,133
8.19%

NSIP
$311,307
1.59%

MWS
$169,954
0.87%

SHINE
$388,810
1.98%

ADI
$1,182,240
6.03%

ADRC
$352,540
1.80%

SMP
$462,955
2.36%

VD-HCBS
$1,606,133
8.19%

NSIP
$311,307
1.59%

MWS
$169,954
0.87%

SHINE
$388,810
1.98%

RFP
$354,777
1.81%

LSP
$1,235,683
6.30%

CCE
$6,274,529
32.01%

HCE
$669,306
3.41%

OAA
$6,520,690
33.26%

VOCA
$74,322
0.38%
Board of Directors • 2014

Officers
Mayor Camille Hernandez - President
Edward Manny – Immediate Past President
Virginia Rowell – Vice President
Commissioner Henry Wilson – Secretary
Linda Lee– Treasurer

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Lounell Britt
Christopher Comstock
Commissioner Harriet Crozier
Commissioner William L. Dennis
Judge George Jirotka
J.B. Johnson
Martha Lenderman
Pat Malarkey-Stallard
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Fire Commissioner Julie Peluso
Jan Rauer
Charles F. Robinson, Esq.

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Miriam Benitez-Nixon
Susannah Caum
Louise Dolsay
Barbara Epstein, Esq.
David Franklin
Nancy Giles
Betty Hayward
JoAnn Hubbard
Paul McClintock
Carole McLeod
Loria Menousek
Vice-Mayor Linda Norris
Linda Patterson
Lenny Waugh
Rebecca Yackel
Staff • 2015

Administration
Sally Gronda, Executive Director
Helen King, Deputy Director
Brenda Black, Administrative Secretary
Kathy Thomley, Receptionist/Office Assistant

Department of Finance and IT
Katherine Guy, Chief Financial Officer
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
This document was prepared with financial assistance from the State of Florida Department of Elder Affairs and the U.S. Administration for Community Living using funds appropriated under the Older Americans Act.