

2024-2027 FOUR-YEAR AREA PLAN

■ ■ ■ ■ ■ *Program Module*



**Area Agency on Aging of Palm
Beach/Treasure Coast, Inc.
Planning and Service Area 9**

Submission Date – September 15, 2023



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2024-2027 Four-Year Area Plan Program Module

Executive Summary

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is pleased to present this EXECUTIVE SUMMARY for the 2024-2027 Area Plan. Planning and Service Area 9 includes Palm Beach County, Indian River County, Martin County, Okeechobee County and St. Lucie County. In close partnership with the Department of Elder Affairs, the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. administers Older Americans Act, General Revenue, and Statewide Managed Care funds as well as private grants and donations for service provision and access to information, resources and assistance. The service network includes more than 11 contracted providers.

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. (the Agency) is a private, non-profit organization that provides services to and advocacy for seniors, adults with disabilities and those who care for them. Established in 1988, the Area Agency on Aging was designated as an “Area Agency on Aging” (AAA) by the Florida Department of Elder Affairs in accordance with the Older Americans Act and as a fully implemented “Aging Resource Center” in 2008. In 2012 the Department of Elder Affairs expanded the designation of the Area Agency on Aging to an Aging & Disability Resource Center. This designation reflects the expansion of information and referral services to adults with disabilities.

Our focus for service delivery will continue to prioritize those in greatest economic or social need, with attention to low-income older individuals; including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.. The role of the Agency has expanded to include person-centered access to information and resources to persons of all ages with respect to individual service needs and/or related caregiver concerns. Along these lines, the Agency recognizes the need for people of all ages to prepare for retirement and old age while helping them understand the service infrastructures that are available to support people as they age.

The four years that have passed since the completion of the last full cycle area plan have shown remarkable changes. Across the five (5) county service area, there are 703,349 individuals who are 60+ according to the 2022 DOEA County Profiles. The 60+ population in our Planning and Service Area has grown by nearly 8.6% from 2018 to 2022.

Organizational accomplishments since the previous plan are listed below.

- Completed a financial turnaround based on financial challenges that occurred in prior years. The Agency retired all debts and obligations restoring the financial health of the Agency.
- Implemented new financial policies including monthly reporting to governance to enhance transparency and controls.
- Segregated bank accounts for processing provider payments to enhance controls on restricted funds.
- Successfully completed the General Revenue competitive bid process to allocate nearly \$8.5 million of funding in our five-county service area with a service array of over 30 services.
- Successfully completed the Older Americans Act competitive bid process to allocate nearly \$6.5 million of funding in our five-county service area with a service array of over 30 services.
- Implemented \$ 18.9 million of new funding ensuring contract compliance with five new funding sources across contracted providers which resulted in more than 2.6 million meals for homebound seniors since the start of the pandemic as well as increased supportive services of counseling, telephone reassurance, expanding access to COVID-19 vaccines and energy assistance.
- Enhanced provider relations and support for PSA 9 Area Agency providers by working in a highly collaborative manner. This included increasing awareness of provider services among all Agency staff and Board Members.
- Supported providers with a high level of technical guidance to modify service delivery during COVID 19 emergency declarations.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Florida Blue, Florida Power and Light, Palm Beach County, Palm Health Foundation, Quantum Foundation and United Way to expand technology and staffing to support the COVID-19 response.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Quantum Foundation and United Way to expand access to nutrition services.
- Implemented remote working plans and policies to continue supporting Agency obligations by associates during the pandemic. Post pandemic, implemented hybrid work schedules to attract and retain associates.
- Implemented a telephone reassurance program providing information on topics such as fall prevention, managing chronic conditions, vaccine resources, preventing elder scams and obtaining food and housing resources.
- Partnered with the Memory Disorder Clinics to establish a Palm Beach County Dementia Care and Cure Task force representing the areas of transportation, direct services, communications, research, legal, first responders, departments of health, local funders, Alzheimer's Association, caregivers, adult protective services and veterans.

- Secured a 3-year renewal grant from AmeriCorps Seniors to fund the Foster Grandparent Program. Also secured and implemented augmentation funding from AmeriCorps Seniors for the purchase of iPads to enable the Foster Grandparent volunteers to tutor at-risk elementary students virtually.
- eCIRTS Superuser led the implementation of the new DOEA client database across the Planning and Service area.
- Partnered with the local Health Care District to implement HRSA's program for the distribution of N95 masks and COVID Testing Kits to older adults and persons with a disability.
- Incorporated Healthy Living Department and DOEA program participation strategies into the Community Health Improvement Plans for Martin, St. Lucie, Okeechobee and Palm Beach counties.
- Implemented the new service of Caregiver Follow-up to continue the support and socialization for caregivers who completed Powerful Tools for Caregivers.
- Implemented the Enhanced HCE program to assist seniors with home improvements.
- Expanded Healthy Living evidence-based workshops to include both in-person and virtual workshops.
- Continued the Veterans Independence Program in collaboration with the West Palm Beach Veterans Administration Medical Center.
- Promoted the Hope Heroes volunteer opportunities with providers and the community at large.

Mission and Vision Statements

The Mission Statement defines the purpose and primary objectives of the AAA. The Vision Statement describes what the AAA intends to accomplish or achieve in the future.

Mission:

Our MISSION is to promote, support and advocate for the independence, dignity and wellbeing of seniors, adults with disabilities, and those who care for them in a manner that values diversity, reflects the communities we serve and embraces the collaboration of the aging network.

Vision

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is the recognized gateway to services for seniors, adults with disabilities and those who care for them.

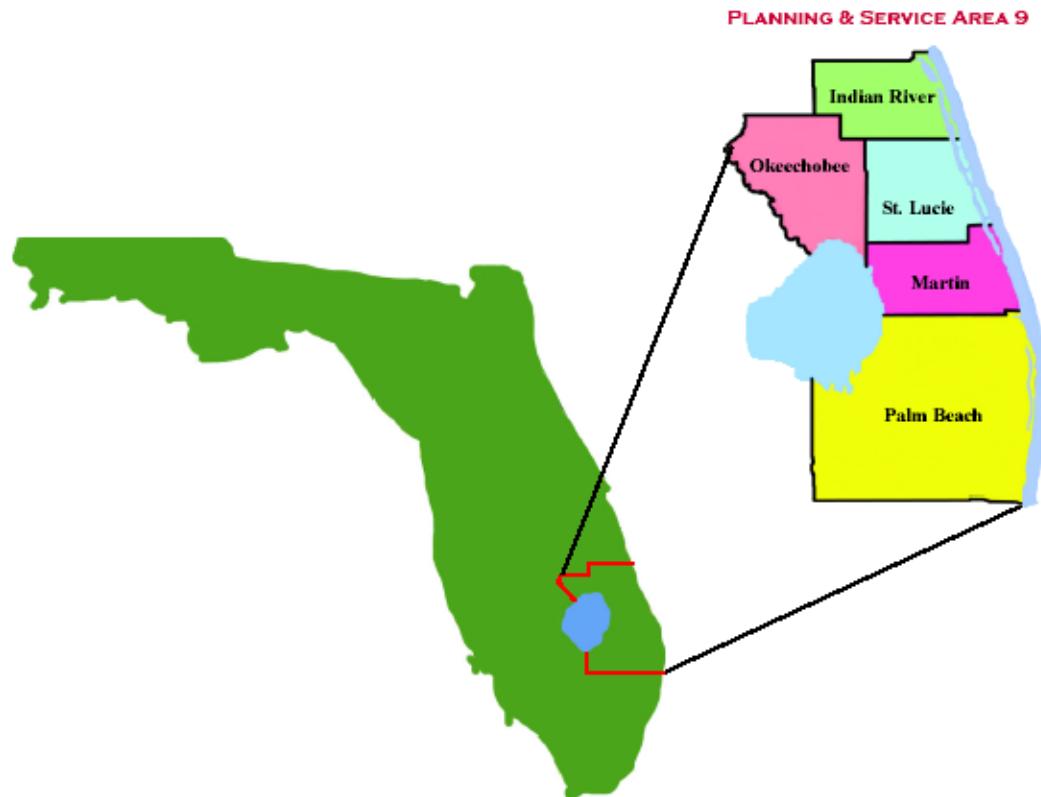
Profile

This section provides an overview of the social, economic, and demographic characteristics of the PSA. The focus of this overview includes consideration of those geographic areas and population groups within the PSA of older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.

Identification of Counties:

PSA 9 encompasses five counties of Palm Beach County, Okeechobee County and the Treasure Coast Counties of Indian River, Martin, and St. Lucie. A map depicting both the counties within PSA 9 and the relation of PSA 9 to the state of Florida is pictured below. Four of the five counties (Palm Beach, Martin, St. Lucie, and Indian River) are bordered on their East coast by the Atlantic Ocean. Okeechobee County is located on the banks of Lake Okeechobee, the second largest body of freshwater in the United States.

**PLANNING & SERVICE AREA 9
IN RELATION TO STATE OF FLORIDA**



INDIAN RIVER COUNTY

Indian River County is bordered on the north by Brevard County, on the west by Okeechobee and Osceola Counties, on the south by St. Lucie County, and on the east by the Atlantic Ocean. It is the northernmost county in PSA 9 and is approximately 503 square miles in geographic size.

MARTIN COUNTY

Martin County is 100 miles north of Miami and 250 miles south of Jacksonville. It is bordered to the north by St. Lucie County, the west by Glades County, the south by Palm Beach County, and the east by the Atlantic Ocean. It is approximately 556 square miles in size geographically.

OKEECHOBEE COUNTY

Okeechobee County is located on the northern banks of Lake Okeechobee, 70 miles northwest of West Palm Beach and 110 miles south of Orlando. Okeechobee is bordered to the north by Indian River and Osceola Counties, the west by Highlands and Glades Counties, the south by Palm Beach County and the east by St. Lucie and Martin Counties. It is approximately 774 square miles in size geographically. Okeechobee County is the smallest county in the PSA in terms of population.

PALM BEACH COUNTY

Palm Beach County is bordered on the north by Martin County, on the west by Hendry County and Lake Okeechobee, on the south by Broward County, and on the east by the Atlantic Ocean. It is the most southern county in Planning and Service Area 9. At 2,023 square miles, Palm Beach County is the largest county geographically in the State of Florida and is approximately the same size as the entire state of Rhode Island. Its sheer size presents unique challenges to service delivery.

ST. LUCIE COUNTY

St. Lucie County is bordered on the north by Indian River County, on the west by Okeechobee County, on the south by Martin County, and on the east by the Atlantic Ocean. It is approximately 572 square miles in size geographically. Incorporated in 1905, St. Lucie County is included in the Port St. Lucie, FL Metropolitan Statistical Area, which is also included in the Miami-Fort Lauderdale-Port St. Lucie, FL Combined Statistical Area. It is comprised of the City of Fort Pierce (county seat), City of Port St. Lucie and St. Lucie Village.

Identification of Major Communities:

INDIAN RIVER COUNTY COMMUNITIES

Indian River County, is made up of five districts and is governed by a five-member commission elected county-wide. Within the county are five incorporated municipalities. Following is a brief summary of the major communities in Indian River County.

Vero Beach

The City of Vero Beach is the county seat and the largest incorporated municipality with an estimated population of more than 15,220. Greenery, open space, unspoiled

beaches, and ocean vistas characterize this community which is the commercial and cultural center of the county. Originally a stop on the Florida East Coast Railroad, Vero Beach was incorporated in 1910. The city is under a council-manager form of government.

Sebastian

At the northern end of the county, Sebastian is a community of an estimated 22,000 people. It grew up around the fishing industry and today is enjoyed by residents as well as visitors for surfing, fishing, swimming, boating and other water-oriented activities. An incorporated city, Sebastian has the friendliness of a small town. It has a council-manager form of government.

Fellsmere

A rural town of an estimated 3,813 residents in northwestern Indian River County, Fellsmere was once a center for growing sugar cane and pineapple. Today, the community's economy is based on citrus crops and cattle. It is incorporated and has a council-mayor form of government.

Indian River Shores

Between ocean and river north of Vero Beach, Indian River Shores is an exclusive residential community with an estimated population of more than 3,901, many of whom are retired corporate executives. It is incorporated and has a council-manager form of government.

Orchid

Orchid, with its population of about 140, is a new, luxury, barrier island community. It is incorporated and has a council-manager form of government.

MARTIN COUNTY COMMUNITIES

Most of Martin County is unincorporated with Stuart being the largest municipality and the small communities of Ocean Breeze Park, Sewall's Point, and Jupiter Island being the only other incorporated municipalities.

Martin County is significantly rural, although significant growth in terms of housing starts has taken place in the central sector of the county, particularly in Palm City and Hobe Sound. The three primary population centers of Stuart, Sewall's Point and Jupiter Island are along the eastern coastal corridor. Indiantown is the only community in the western part of the county and its population is small, largely migrant, and low-income. Martin County is known for its policies of controlled development – there is little urban or suburban sprawl and the result is limited overall population growth from year to year.

OKEECHOBEE COUNTY COMMUNITIES

The City of Okeechobee is the major population center in Okeechobee County with Fort Drum to the northwest being the only other small outlying town. This is a highly rural county.

PALM BEACH COUNTY COMMUNITIES

The largest city both in area and population in Palm Beach County is West Palm Beach, which covers 52 square miles and has an incorporated population of 101,668. Boca Raton is second with 85,413 residents, followed by Boynton Beach, 68,741, Delray Beach, 61,495, and Wellington, 57,514. The county's smallest town in population is Cloud Lake with 133 residents. The smallest municipalities in land area are Briny Breezes and Cloud Lake, both at .06 of a square mile.

ST. LUCIE COUNTY COMMUNITIES

The two largest cities in St. Lucie County are Fort Pierce and Port St. Lucie. Fort Pierce and St. Lucie County continue to lead the State of Florida in grapefruit production. Several large juice companies are based in St. Lucie, including Tropicana.

Socio-Demographic and Economic Factors:

AGE

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
60+	64,618	40%	66,082	40%	10,832	26%	463,191	31%	98,626	30%	703,349	32%	6,100,379	28%
85+	8,030	5%	8,393	5%	978	2%	61,221	4%	9,733	3%	88,355	4%	610,475	3%

All of our counties have 60+ and 85+ population percentages equal to or higher than the State except for Okeechobee.

INCOME – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
60+ At Poverty Level	5,645	9%	4,915	7%	1,250	12%	34,670	7%	9,910	10%	56,390	8%	501,430	8%
60+ Below 125% of Poverty Level	7,410	11%	6,505	10%	1,775	16%	57,995	13%	15,075	15%	88,760	13%	840,135	14%

Indian River, Okeechobee, and St. Lucie counties have percentages of 60+ at poverty level that are higher than the State's. Okeechobee and St. Lucie counties also have higher percentages of 60+ below 125% of poverty level than the State's.

RACE AND ETHNICITY – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
White	60,927	94%	63,543	96%	10,214	94%	401,514	87%	82,617	84%	618,815	88%	5,269,968	86%
Black	3,100	5%	1,848	3%	491	5%	51,888	11%	14,283	14%	71,610	10%	685,585	11%
Other Minorities	591	1%	691	1%	127	1%	9,789	2%	1,726	2%	12,924	2%	144,796	2%
Total Hispanic	2,954	5%	2,375	4%	878	8%	49,426	11%	9,112	9%	64,745	9%	1,025,515	17%
White Hispanic	2,776	4%	2,101	3%	839	8%	45,383	10%	8,306	8%	59,405	8%	955,686	16%
Non-White Hispanic	178	0%	274	0%	39	0%	4,043	1%	806	1%	5,340	1%	69,829	1%
Total Non-Hispanic	61,664	95%	63,707	96%	9,954	92%	413,765	89%	89,514	91%	638,604	91%	5,074,864	83%
Total Minority	6,645	10%	4,914	7%	1,496	14%	111,103	24%	25,121	25%	149,279	21%	1,855,926	30%

Our PSA has a similar percentage of black and other minorities to the State's. St. Lucie County's percentage of black minorities is higher than any other county in our PSA and higher than the State's.

LIVING ALONE – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Male Living Alone	6,300	10%	6,385	10%	1,425	13%	45,910	10%	18,275	19%	78,295	39%	530,676	40%
Female Living Alone	9,285	14%	9,935	15%	1,160	11%	74,230	16%	28,855	29%	123,465	61%	797,759	60%

GRANDPARENT RESPONSIBLE FOR GRANDCHILDREN

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
	390	1%	550	1%	115	1%	4,635	1%	1,245	1%	6,935	1%	69,790	1%

LIMITED ENGLISH PROFICIENT – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
	1,350	2%	750	1%	385	4%	29,690	6%	2,880	3%	35,055	5%	457,981	8%

Our PSA as a whole and all of our counties have a lesser percentage of persons 60+ with limited English proficiency than the State.

VETERANS

AGE	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE					
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
45-64	3,269	20%	2,925	22%	780	28%	20,442	25%	6,653	20%	34,069	25%	466,118	32%
65-84	8,905	55%	7,445	55%	1,401	50%	39,009	48%	11,371	55%	68,131	49%	600,825	41%
85+	2,617	16%	1,900	14%	347	12%	11,468	14%	2,887	18%	19,219	14%	139,732	10%

Economic and Social Resources:

In addition to DOEA programs, the Agency and its contracted providers manage other grant funds that provide economic and social resources for seniors and caregivers. Our Foster Grandparents Program provides volunteer opportunities for low-income seniors as well as a stipend. The Veterans' Independence Program supports Veterans with in-home supports. The Benefits Enrollment Center assists seniors to apply for subsidies, food stamps, and energy assistance. The Agency partners with the Florida Atlantic University Memory Disorder Clinic and Palm Beach Neuroscience to implement the Dementia Care and Cure Initiative in Palm Beach County. Florida Atlantic University also operates the Lewis and Ann Green Memory and Wellness Center. In Martin County, Martin County HUGS is a collaborative effort between Alzheimer's Community Care and the Council on Aging of Martin County at the Kane Center to make Martin County a Dementia Friendly

Community.

Both Legal Aid Society of Palm Beach County and Senior Resource Association provide public guardianship programs. Legal Aid Society of Palm Beach County also has a Fair Housing Project. They offer the program “Wills on Wheels.”

Many of our contracted providers operate senior centers that include opportunities for socialization, education, and economic assistance. In Martin County, The Joseph C. and Ann S. Day Medical Center is located at the Kane Center. The Kane Center operates an Integrated Memory Enhancement Program. Senior Resource Association’s DayAway centers are the only centers in Indian River County licensed by the Agency for Health Care Administration.

In Palm Beach County, The Volen Center provides a variety of educational and enriching opportunities and stimulating discussion. These include lecture series, philosophical and current event discussions, and computer classes. Palm Beach County Division of Senior and Veteran Services activities/programs include: book discussion groups, arts and crafts, creative writing and language classes, drawing, china and one-stroke painting, ceramics, wood carving, quilting, crochet, knitting, mahjong, bridge, cards, billiards and bingo. In conjunction with AARP, Palm Beach County Division of Senior and Veteran Services provide free income tax completion & filing for seniors. Ruth and Norman Rales Jewish Family Services provides emergency funds for basic necessities and other urgent needs. Their food pantry delivers bi-monthly food packages to qualified seniors, individuals and families providing much needed sustenance to those in need.

The Council on Aging of St. Lucie Senior Center has Line Dancing, Bingo and Movie Days. Okeechobee Senior Services has redesigned the Young at Heart Center to accommodate clients and expanded programming to include yoga classes and senior swim. Lola and Saul Kramer Services Agency operates MorseLife Care Management and Counseling Services which provides Care Management services to caregivers. Their PACE program operates in Palm Beach County.

Alzheimer’s Community Care operates a 24-hour crisis hotline. They offer Family Nurse Navigator services at no cost to families or to health insurance. They also provide ID Locator service.

Description of Service System:

HEALTH CARE AND LONG TERM CARE

The number of providers for the health care and long term care delivery systems for each of the counties in PSA 9 is shown below. The data was gathered from the DOEA 2022 Profiles of Older Floridians.

	INDIAN RIVER	MARTIN	OKEECHOBEE	PALM BEACH	ST. LUCIE
Adult Day Care	2	2	0	28	5
Adult Family Care Homes	1	0	0	12	8
Ambulatory Surgical Centers Facilities	10	3	0	44	4
Home Health Agencies	19	15	1	280	29
- Medicaid Certified	0	0	0	6	0
- Medicare Certified	10	6	1	67	15
Homemaker and Companion Service Companies	25	11	2	230	70
Assisted Living Facilities	22	18	1	201	77
Emergency Medical Service Providers	2	3	1	17	3
Hospitals	3	4	1	17	4
Hospitals with Skilled Nursing Units	1	0	0	0	0
Skilled Nursing Facilities with Beds	6	7	1	55	10
End-Stage Renal Disease Centers	7	2	1	41	7
Licensed Medical Doctors	443	483	34	4,938	401
Licensed Registered Nurses	2,186	2,436	344	19,137	5,144

The following programs are provided by the Agency and its aging network contracted providers.

Older Americans Act - The major goals of the OAA Program are to improve older individuals' quality of life , preserve their independence, and prevent or delay their need for costlier institutional care. These goals are achieved through the implementation of a comprehensive and coordinated service system that provides a continuum of service alternatives and effective delivery of nutritious meals that meet the diverse needs of elders and their caregivers.

Nutrition Services Incentive Program - The NSIP provides incentives for the effective delivery of nutritious meals to older individuals. NSIP allows programs to increase the number and/or the quality of meals served.

Community Care for the Elderly - The major goals of the program are to preserve the independence of elders and prevent or delay more costly institutional care through a

community care service system that provides case management and other in-home and community services as needed under the direction of a lead agency and to provide a continuum of service alternatives that meets the diverse needs of functionally-impaired elders.

Home Care for the Elderly - The major goals of the HCE Program are to ensure that:
a. A basic Subsidy is provided to the caregiver of each client; and **b.** A special Subsidy is provided when essential to the well-being of the client.

Alzheimer's Disease Initiative - The major goal of the ADI Program is to provide services to meet the needs of caregivers and individuals with AD or other related disorders.

Local Services Program - The major goals of the LSP Program are to ensure that: **a.** LSP services are provided to individuals who need long-term care alternatives in order to maintain an acceptable quality of life in their own home; and **b.** Nursing home placement is delayed or avoided because of the services provided in this program.

Emergency Home Energy Assistance Program - EHEAP is designed to provide crisis assistance to eligible low-income households with at least one individual aged sixty (60) or older experiencing a heating or cooling emergency.

American Rescue Plan Act - The American Rescue Plan Program gives preference to individuals with the greatest economic need and older individuals with the greatest social need (with particular attention to low-income older individuals, including low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas), and clients who are practicing social distancing due to the COVID-19 public emergency.

The following programs are provided by the Agency directly.

Statewide Managed Care – The Agency's ADRC functions as a single, coordinated system for information and access to services for all Floridians seeking long-term care resources. The ADRC provides information and assistance about state and federal benefits, as well as available local programs and services. Through the ADRC's provision of Medicaid compensable activities, the ADRCs shall provide education on SMMC LTC, screen individuals for potential Medicaid eligibility, and provide SMMC LTC financial and medical eligibility assistance through a statewide coordination of EMS administrative efforts.

Medicare Improvements for Patients and Providers Act - Develop and expand activities of AAA/ARC/ADRC in enrolling eligible beneficiaries for the Medicare LIS, MSP, and Part D programs, reach low-income Medicare beneficiaries, provide assistance to rural beneficiaries through targeted outreach and enrollment initiatives, and help beneficiaries understand and apply for benefits.

Serving Health Insurance Needs of Elders - The purpose of this program is to provide programmatic support for the SHINE Program in the designated PSA. SHINE is funded by a grant award from HHS and ACL. Through the SHINE Program, trained volunteers provide free and unbiased health insurance information, counseling, and assistance.

Benefits Enrollment Center – The purpose of this program is to implement a Benefits Enrollment Center (BEC) that uses person-centered strategies in a coordinated, community-wide system to find and complete applications on behalf of Medicare Beneficiaries, both seniors and persons with disabilities, who have limited income and resources in available benefits - with the primary focus being on submitting applications for the following benefit programs – Medicare Part D, Extra Help (or Low Income Subsidy – LIS), Medicare Savings Program (MSP), Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Low Income Home Energy Assistance (LIHEAP).

Veteran's Care Agreement - Furnish medically necessary hospital care, medical services, and/or extended care services that are authorized by VA in accordance with the terms of this Agreement (Covered Services).

Foster Grandparent Program - The Foster Grandparent Program connects AmeriCorps Seniors volunteers who mentor and/or tutor pre-K - 3rd grade children with special needs in 32 elementary school classrooms located in Palm Beach, Okeechobee and St. Lucie counties. The primary focus area of this project is education.

There are six lead agencies in PSA 9 – one each in Indian River, St. Lucie, Okeechobee, and Martin counties. These are Senior Resource Association, Council on Aging of St. Lucie, Okeechobee Senior Services and Council on Aging of Martin County, respectively. In Palm Beach County, the Palm Beach County Division of Senior and Veteran Services serves the Northern part of the County. Mae Volen Senior Center serves the Southern part of the County. As Lead Agencies, these organizations manage the Community Care for the Elderly, Home Care for the Elderly, Alzheimer's Disease Initiative and Emergency Home Energy Assistance for the Elderly programs. These same agencies serve as the OAA Nutrition Providers.

Additional OAA services are provided through the Lead Agencies mentioned above as well as Alzheimer's Community Care, MorseLife Care Management and Counseling Services, and Ruth and Norman Rales Jewish Family Services. Legal Aid Society of Palm Beach County manages all OAA legal services throughout the PSA. Ruth and Norman Rales also serves Holocaust Survivors through LSP funding. Alzheimer's Community Care provides services under the Alzheimer's Disease Initiative.

Title IIID services are provided directly by the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. as are the Title IIIE services Powerful Tools for Caregivers, Caregiver Follow-up, and Caring for You, Caring for Me. The Helpline provides Information and Referral and Screening and Assessment services throughout the PSA.

SHINE and BEC programs are also managed directly by the Agency as are the Elder Rights and Veteran's Independence programs.

Role in Interagency Collaborative Efforts:

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. participates in a multitude of collaborative efforts across the PSA. These include initiatives directed toward transportation, healthy living, elder rights, wellness and more. The chart below reflects these collaborations and identifies the focus areas.

Area Served	Community Organization	Focus Area	Department
Palm Beach County	Countywide Community Revitalization Team	Share information with local communities and Palm Beach County Departments regarding Your ADRC services. Learn from local residents of their community needs	Consumer Care and Planning
Palm Beach County	Palm Beach County CHIP Advisory Council	Ensure strategies to address senior needs are included in the Community Health Improvement Plan	Consumer Care and Planning and Helpline
Palm Beach County	Homeless and Housing Alliance Palm Beach County	Collaboration with all agencies that provide resources for homelessness and housing with in the Palm Beach County network.	Helpline
Palm Beach County	HHA Unmet Needs Committee- focus on Seniors	Identify and look for solutions to the unmet needs of affordable senior housing and homelessness	Helpline
Martin County	Martin County CHIP Advisory Council	Ensure strategies to address senior needs are included in the Community Health Improvement Plan	Consumer Care and Planning and Helpline
Boynton Beach Zip Code 33435 and Surrounding Area	Healthier Boynton Beach	Family Caregiving	Consumer Care & Planning
St. Lucie County	St. Lucie County Department of Health	Address Senior Needs for Community Health Needs Assessment and Community Health Improvement Plan Participate in Age-Friendly Community Initiative	Consumer Care & Planning and Helpline
St. Lucie County	St. Lucie Chamber of Commerce	Networking. Information for Area Plan Socio and Economic Profile	Consumer Care and Planning

Area Served	Community Organization	Focus Area	Department
Palm Beach County	Palm Beach County Medical Society	Participation in Future of Medicine Summit/educating physicians on resources for senior patients and caregivers	Communications/Charitable Giving
All cities within Palm Beach County who are Members	Palm Beach County League of Cities	Outreach/Legislative updates/and Advocacy	CEO and Consumer Care & Planning
Martin, St. Lucie, Indian River and Okeechobee Counties	Treasure Coast League of Cities	Outreach/Legislative updates/and Advocacy	CEO and Consumer Care & Planning/Advisory Council Advocacy Chair
Palm Beach, Martin, St. Lucie, Indian River and Okeechobee Counties	WPB Veterans Affairs Medical Center	Veterans Independence Program	Director of Agency Compliance
Palm Beach	School District of Palm Beach County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Okeechobee	Okeechobee School Board	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	School Board of St. Lucie County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Martin	School Board of Martin County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	Florida Department of Health in St. Lucie	Participation in the Community Health Improvement Plan	Consumer Care and Planning
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	Department of Children and Families	Medicaid and Food Stamp applications	Helpline
Palm Beach	MorseLife/PACE	Referrals for PACE program for Medicaid Probable clients	Helpline
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	CARES 9A and 9B	Collaboration on Home and Community Based Medicaid cases	Helpline
Palm Beach, Martin, St. Lucie, Indian River &	211	Collaboration benefits for seniors to include: Elder Crisis Outreach and Sunshine Calls	Helpline

Area Served	Community Organization	Focus Area	Department
Okeechobee Counties			
Okeechobee	United Way of Lee, Hendry, Glades and Okeechobee	Free Medicare Services, Outreach and Advocacy	SHINE
St Lucie & Martin	CRC (Community Resource Collaborative)	Member; Outreach and delivering needed services to the St Lucie and Martin County senior residents	SHINE
Martin & St Lucie	Treasure Coast Health Coalition	Member; Outreach and promotion of health information to St Lucie and Martin senior residents.	SHINE
Okeechobee County	Children's Services of Okeechobee County	FGP	Foster Grandparent Program
Palm Beach County	United Way of Palm Beach County	FGP	Foster Grandparent Program
Palm Beach	P.B. Economic Crime Unit	Economic crime	Elder Rights
Palm Beach/Treasure Coast	Better Business Bureau	Unscrupulous business practices, exploitation, advocacy for victims	Elder Rights
Palm Beach/Treasure Coast	International Association of Financial Crimes Investigators (IAFCI)	Financial Crimes/Fraud Intel	Elder Rights
Palm Beach County	State Attorney's Office – 15 th Judicial Circuit	Elder Abuse Task Force	Elder Rights
Palm Beach/Treasure Coast	Caregiver Media; Fearless Caregiver Conferences	Supporting, participating and educating caregivers on available resources	Communications/Healthy Living/Helpline
Palm Beach/Treasure Coast	Alzheimer's Community Care	Support, participation and education for seniors and caregivers	Communications/Charitable Giving
Palm Beach	Palm Beach Chamber of Commerce	Awareness and education	Communications/Charitable Giving

Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis

SWOT Development Process Description:

The development of the SWOT analysis started through meetings with Senior Management. Senior Management included the Chief Executive Officer, Chief Financial Officer, Director Consumer Care and Planning, Compliance Officer, Helpline Director and Director of Communications/Foster Grandparents. The Director, Consumer Care and Planning served as the scribe and captured the elements of the analysis.

The draft SWOT was presented to the Advisory Council for additional input and feedback prior to advancing the document to the board. The board reviewed the SWOT at the February 28, 2023 meeting.

Strengths:

- The Agency has positive relationships in the community.
- The transparency and way the Agency acknowledged its financial challenges in 2019 and completed the financial recovery enhanced credibility with providers and community agencies.
- Revised financial policies including monthly reporting to governance (Finance Committee and Board) have enhanced transparency and controls.
- The Agency has secured special funding during the pandemic that has enabled a heightened level of service be delivered through 2024.
- The Agency has retired debt and obligations and has established a positive undesignated reserve.
- The collaborative nature that the Agency works with Aging Network providers has created a healthy environment and dedication to the delivery of services.
- Aging Network providers continued to perform at a high level during the pandemic.
- The Agency has a dedicated, diverse staff, many of whom have strong institutional knowledge of Agency operations.
- Associates have a commitment to the organization's mission and to serving all diverse needs regardless of financial situation or cultural barriers.
- The Agency has an Advisory Council and Board of Directors which are dedicated to ensuring the Agency fulfills its mission and delivers high quality services in the community.

- The Agency continues to receive support from the Department of Elder Affairs and maintains a positive relationship at all levels of the organization.
- During the pandemic, staff has learned how to continue productive operations outside the traditional office setting which will make us stronger during disasters or other emergency events.
- Staff is measured by outcomes, individual productivity, and accountability.

Weaknesses:

- The Agency lacks sufficient funds to meet the needs of all clients and follows a process of prioritizing services.
- The services delivered by the Agency and its aging network providers are not widely recognized by the community.
- The Agency is limited in the level of compensation for the knowledge level required in most positions.
- Recruitment is a challenge with several positions remaining vacant for months.
- Low unemployment rates/high inflation has resulted in excessive turnover and significant challenges in recruitment.
- The requirements under public meeting laws require an in-person quorum which at times is a governance challenge.
- The ADRC has limited hours (8:00 AM – 5:00 PM Monday through Friday) and after hour calls are managed on a call back basis.
- The transition to eCIRTS has impacted the productivity for Agency staff and providers.
- Outreach in the community can better reflect the scope of all programs and services offered by the Agency.

Opportunities:

- Management of surplus/deficit across all program funding and providers will be important to ensure the proper utilization of financial resources.
- Continue to build upon trusted relationships with providers by providing enhanced support and collaboration.
- Increase the public awareness of information, referral services available by the Agency.
- Continue to embrace local foundation support to meet matching requirements under various grants and programs.
- Improve Board development and recruitment to achieve continuity of institutional knowledge, diversity, and geographical representation.
- Enhance information and resources available through the website.

- Continue to build upon the long-standing relationship with community partners.
- Increase recruitment of volunteers particularly in the SHINE program.
- Develop programs that may assist caregivers fulfill their role more effectively and reduce fatigue.
- Enhance the reporting and visibility of the waitlist to demonstrate additional needs/ funding to support these older adults and their caregivers.
- Work collaboratively with the Department of Elder Affairs to refine eCIRTS and integrate the existing Refer data and functionality.
- Work closely with the West Palm Beach Veteran Affairs Medical Center to expand the Veterans Independence Program by providing services to those veterans located in non-rural areas
- Expand the awareness of all of the caregiver support services that are available through the aging network.

Threats:

- The Agency is subject to public health emergencies such as a pandemic and natural disasters such as hurricanes, floods, etc. and needs to continue to operate to serve seniors in need.
- While the Agency has enhanced funding through the American Rescue Act through 2024, there is not adequate funding to sustain the enhanced level of service.
- Legislative changes may modify or mandate the scope or operation of the Agency.
- There are key staff member dependencies and succession planning is challenging as a small non-profit organization.
- There are growing shortages of CNAs, HHAs, and other social and healthcare support staff to adequately staff home and community-based services.
- The resources needed to support eCIRTS at the Agency and provider level continue to put challenges on limited time and financial resources.
- eCIRTS interfaces and accurate reporting provide challenges for data integrity, outcome measurements, and contract compliance across the aging network.

Performance Analysis and Targeted Outreach

Performance Analysis:

2021 Targeting Data for PSA 9 is shown below.

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
Indian River	85+	64,683	7,413	12%	1,003	395	40%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	120
Martin	85+	62,685	7,033	12%	808	336	42%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	97
Okeechobee	85+	10,319	970	10%	429	138	33%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	43
Palm Beach	85+	450,378	57,997	13%	7,193	2,949	41%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	935
St. Lucie	85+	101,164	8,254	9%	1,738	609	36%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	156
PSA 9	85+	689,229	81,667	12%	11,216	4,428	40%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,346
Indian River	Limited English Proficiency	64,683	1,254	2%	1,003	219	22%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	20
Martin	Limited English Proficiency	62,685	819	2%	808	130	17%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	16
Okeechobee	Limited English Proficiency	10,319	383	4%	429	84	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	17
Palm Beach	Limited English Proficiency	450,378	27,656	7%	7,193	2,254	32%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	504
St. Lucie	Limited English Proficiency	101,164	3,864	4%	1,738	490	29%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	70
PSA 9	Limited English Proficiency	689,229	33,976	5%	11,216	3,180	29%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	561
Indian River	Living Alone	64,683	12,570	20%	1,003	284	29%	Meets or Exceeds	-	-	201
Martin	Living Alone	62,685	12,708	21%	808	168	21%	Meets or Exceeds	-	-	170
Okeechobee	Living Alone	10,319	1,884	19%	429	110	26%	Meets or Exceeds	-	-	82
Palm Beach	Living Alone	450,378	96,596	22%	7,193	1,946	28%	Meets or Exceeds	-	-	1,582
St. Lucie	Living Alone	101,164	16,309	17%	1,738	314	19%	Meets or Exceeds	-	-	295
PSA 9	Living Alone	689,229	140,067	21%	11,216	2,825	26%	Meets or Exceeds	-	-	2,355
Okeechobee	Minority	10,319	1,167	12%	429	40	10%	Does Not Meet	-	-	51
Indian River	Minority	64,683	5,776	9%	1,003	198	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	90
Martin	Minority	62,685	4,362	7%	808	110	14%	Meets or Exceeds	SUPER Exceeds	-	57

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
Palm Beach	Minority	450,378	94,329	21%	7,193	2,428	34%	Meets or Exceeds	-	Standard Plus 10%	1,511
St. Lucie	Minority	101,164	21,811	22%	1,738	597	35%	Meets or Exceeds	-	Standard Plus 10%	382
PSA 9	Minority	689,229	127,445	19%	11,216	3,375	31%	Meets or Exceeds	-	Standard Plus 10%	2,131
Indian River	Low Income Minority	64,683	473	1%	1,003	60	6%	Meets or Exceeds	SUPER Exceeds	-	10
Martin	Low Income Minority	62,685	343	1%	808	28	4%	Meets or Exceeds	SUPER Exceeds	-	8
Okeechobee	Low Income Minority	10,319	136	2%	429	12	3%	Meets or Exceeds	-	-	9
Palm Beach	Low Income Minority	450,378	9,067	3%	7,193	831	12%	Meets or Exceeds	SUPER Exceeds	-	216
St. Lucie	Low Income Minority	101,164	2,165	3%	1,738	159	10%	Meets or Exceeds	SUPER Exceeds	-	52
PSA 9	Low Income Minority	689,229	12,184	2%	11,216	1,090	10%	Meets or Exceeds	SUPER Exceeds	-	224
Indian River	Below Poverty Level	64,683	5,296	9%	1,003	185	19%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	90
Martin	Below Poverty Level	62,685	4,936	8%	808	115	15%	Meets or Exceeds	-	-	65
Okeechobee	Below Poverty Level	10,319	1,203	12%	429	69	17%	Meets or Exceeds	-	-	51
Palm Beach	Below Poverty Level	450,378	43,290	10%	7,193	1,787	25%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	719
St. Lucie	Below Poverty Level	101,164	10,043	10%	1,738	358	21%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	174
PSA 9	Below Poverty Level	689,229	64,768	10%	11,216	2,515	23%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,122
Indian River	Probable Alzheimer's Cases	64,683	2,461	4%	1,003	187	19%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	40
Martin	Probable Alzheimer's Cases	62,685	2,335	4%	808	156	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	32
Okeechobee	Probable Alzheimer's Cases	10,319	322	4%	429	71	17%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	17
Palm Beach	Probable Alzheimer's Cases	450,378	19,255	5%	7,193	1,378	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	360
St. Lucie	Probable Alzheimer's Cases	101,164	2,740	3%	1,738	312	18%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	52
PSA 9	Probable Alzheimer's Cases	689,229	27,113	4%	11,216	2,103	19%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	449
Indian River	Rural	64,683	2,619	5%	1,003	1	1%	Does Not Meet	-	-	50
Martin	Rural	62,685	4,101	7%	808	1	1%	Does Not Meet	-	-	57
Okeechobee	Rural	10,319	3,835	38%	429	428	100%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	163
Palm Beach	Rural	450,378	3,996	1%	7,193	194	3%	Meets or Exceeds	SUPER Exceeds	-	72

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
St. Lucie	Rural	101,164	3,383	4%	1,738	1	1%	Does Not Meet	-	-	70
PSA 9	Rural	689,229	17,935	3%	11,216	626	6%	Meets or Exceeds	SUPER Exceeds	-	336

In Indian River, Martin, and St. Lucie counties where the rural target was not met, the GIS maps showed that the areas with unmet needs included ranches, airports, parks and fishing and camping resorts. These would not typically be opportunities to outreach to rural, low income, older adults and their caregivers. As a PSA, all targeting goals were met. In Okeechobee County the Minority target was not met by 11 clients. The Okeechobee County Community Health Improvement Plan includes strategies to ensure that action steps include access for Hispanics, Limited English Speaking persons and people of color.

The table below reflects actual outreach conducted by the Agency in 2022.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Virtual Agency Overview	Healthy St. Lucie Coalition-Agency Overview by Nancy, Don and Maureen	2/10/2022	Healthy St. Lucie Coalition	Virtual	St. Lucie County		Other	Professionals who serve low income seniors			
Workshop	Matter of Balance	Mondays and Wednesdays 1/31/22-2/23/2022	St. Bernadettes Catholic Church	350 NW California Blvd.	Port St. Lucie		Other	Evidence-based Health Education	County	10	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offers as well as hand out flyers and other resources.
Workshop	Powerful Tools for Caregivers	Fridays 2/1/2022-3/8/2022	Virtual	Go to Meeting			Caregiver	Evidence-based Health Education	PSA	10	Attended a session of Workshop and gave an overview of all services the AAA offer as well as hand out flyers and other resources.
In Person Agency Overview	Agency Overview/Fall Prevention	3/21/2022	Hagen Ranch Library	14350 Hagen Ranch Road	Delray		Other	Fall Prevention	County	13	Presentation on preventing falls and Agency Overview and Resources.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Workshop	Matter of Balance	Fridays 2/4/2022- 3/25/2022	The Kane Center	900 SE Salerno Road	Stuart		Other	Evidence-based Health Education	County	11	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offers as well as hand out flyers and other resources.
In Person Agency Overview	Agency Overview/ Fall Prevention	4/11/2022	Strathmore Gare	230 Strathmore Gate Drive	Royal Palm Beach		Other	Fall Prevention	Palm Beach County	15	Agency overview, Fall Prevention and Resources
In Person	Agency Overview/ Fall Prevention	4/13/2022	West Boynton Beach Library	9451 Jog Rd.	Boynton Beach	33437	Other	Fall Prevention	Palm Beach County		Agency overview, Fall Prevention and Resources
In Person Presentation	Agency Overview/ Fall Prevention	4/15/2022	East Stuart Meal Site	724 SE 10th St.	Stuart	34994	Low-Income		Martin County	13	Agency overview, Fall Prevention and Resources
In Person Presentation	Agency Overview/ Fall Prevention	4/15/2022	Mt. Zion Missionary Baptist Meal Site	14789 Martin Luther King Blvd	Indiantown	34956	Low-Income	Fall Prevention	Martin County	8	Agency overview, Fall Prevention and Resources
Workshop	Matter of Balance	Tuesdays 3/1/2022- 4/19/2022	Our Lady Queen of Apostles Church	100 Crestwood Blvd.	Royal Palm Beach		Other	Fall Prevention	Palm Beach County	17	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offers as well as hand out flyers and other resources.
Workshop	Diabetes Self Management	Wednesdays 3/16/2022- 4/20/2022	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach		Other	Evidence-based Health Education	Palm Beach County	10	Attended a session of Workshop and gave an overview of all services the AAA offers as well as hand out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	4/27/2022	Sea Pines Sr.Living	10903 SE Sea pines Circle	Hobe Sound	33455	Other	Fall Prevention	County	22	Agency overview, Fall Prevention and Resources
Virtual	Fearless Caregiver Conference	2/24/2022	Zoom	Virtual			Caregiver		Palm Beach /Trea-	125	Agency overview, Helpline panelist

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
									sure Coast		
In Person	Alzheimer's Community Care Educational Conference	5/18/2022	PGA National Resort & Spa	400 Avenue of the Champions	Palm Beach Gardens	33418	Caregiver	Caregivers and Professionals	Palm Beach County		Resource Table
In Person	Healthy Senior Living Resource Expo	4/23/2022	Compass GLCC	201 N Dixie Hwy	Lake Worth	33460	Other	LGBTQ Seniors	Palm Beach County	50	Agency overview/ Helpline and SHINE representation/ Resource Table
In Person	Humana Resource Fair	5/25/2022	Humana Neighborhood Center	14570 S. Military Trail D2	Delray Beach	33484	Low-Income		Palm Beach County	75	Resource Table/ Helpline and SHINE representation
In Person	Agency Overview	3/29/2022	Strathmore Gate East		Palm Harbor		Caregiver	Seniors and caregivers	Palm Beach County	25	Agency Overview/ Helpline and SHINE
In Person Workshop	Matter of Balance	Tuesdays 3/14/2022-5/3/2022	Christian Manor	325 Executive Drive	West Palm Beach		Other	Fall Prevention	Palm Beach County	10	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offer as well as hand out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	5/9/2022	Tuscan Gardens	14313 Sims Rd	Delray	33484	Other	Fall Prevention	Palm Beach County	15	Agency overview, Fall Prevention and Resources
Virtual	Powerful Tools for Caregivers	Thursdays 4/21/22 - 5/26/2022	Zoom	Virtual			Caregiver		PSA	7	Attended a session of PTC workshop and gave an overview of all services the AAA offer.
In Person	Agency Overview/ Fall Prevention	6/6/2022	Elks Club	343 NW Prima Vista Blvd	Port St. Lucie		Other	Fall Prevention	St. Lucie County	30	Agency overview, Fall Prevention and Resources
In Person	Agency Overview/ Diabetes Presentation	6/7/2022	Wellington Library	1951 Royal Fern Dr.	Wellington		Other	Diabetes Education	Palm Beach County	10	Agency overview, Diabetes Education and Resources
In Person	Agency Overview/ Diabetes Presentation	6/9/2022	Glades Library	20701 95th Ave. S	Boca Raton		Other	Diabetes Education	Palm Beach County	13	Agency overview, Diabetes Education and Resources
In Person	Matter of Balance	Tuesdays 5/3/2022-6/21/2022	St. Rita's Catholic Church	13645 Paddock Drive	Wellington		Other	Fall Prevention	Palm Beach County	12	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offer as well as hand out flyers and other resources.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
In Person	Matter of Balance	Wednesday 5/4/2022-6/22/2022	Lindsey Davis Senior Center	155 W 28th Street	Riviera Beach		Other	Fall Prevention	Palm Beach County	12	Attended a session of A Matter of Balance Workshop and gave an overview of all services the AAA offer as well as hand out flyers and other resources.
In Person	Agency Overview/ Diabetes Presentation	6/30/2022	Jupiter Library	705 Military Trail	Jupiter		Other	Diabetes Education	Palm Beach County	9	Agency overview, Diabetes Education and Resources
In Person	Touched by Angel Radio Show	6/30/2022			Boca Raton		Other	Helpline, SHINE, EHEAP	PSA		
In Person	Fearless Caregiver Conference	7/14/2022	South County Civic Center	16700 Jog Road	Delray Beach	33466	Other	Helpline, SHINE, EHEAP	Palm Beach County	175	Agency overview, Helpline panelist, SHINE, EHEAP
In Person	Agency Overview/Diabetes Presentation	7/5/2022	Christian Manor	325 Executive Drive	WPB		Other	Diabetes Education	Palm Beach County	15	Agency overview, Diabetes Education and Resources
Virtual	TJQMFBB	2/1/22-7/14/22	Go To Meeting				Other	Fall Prevention	PSA	16	Attended a session of TJQMFBB Workshop and gave an overview of all services the AAA offer a
In Person	Powerful Tools for Caregivers	6/10/22-7/15/2022	Morgade Library	5851 SE Community Dr	Stuart	34997	Caregiver	Caregivers	Martin County	9	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Delray Beach Fire Rescue Public Safety Open House	7/23/2022	Fire Station 114	4321 Lake Ida Road	Delray Beach		Other	Fall Prevention	Palm Beach County	300	Resource Table
In Person	A Matter of Balance Workshop	6/10/2022-7/25/2022	Kane Center	900 SE Salerno Road	Stuart		Other	Fall Prevention	Martin County	12	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	A Matter of Balance Workshop	6/15/22 - 8/3/22	Discovery Village - Stuart	2625 SE Cove Rd	Stuart		Other	Fall Prevention	Martin County	9	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	8/11/2022	Rainberry Bay	2801 S Rainberry Cir.	Delray Beach	33445	Other	Fall Prevention	Palm Beach County	20	Provided and overview of services provided by the AAA as well as handed out

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
											flyers and other resources.
In Person	Agency Overview/ Fall Prevention	8/17/2022	United Against Poverty	2520 Orange Ave	Fort Pierce		Other	Fall Prevention	St. Lucie County	15	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	A Matter of Balance Workshop	7/12/22-8/30/22	Sea Pines Sr.Living	10903 SE Sea pines Circle	Hobe Sound		Other	Fall Prevention	Martin County	12	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	TJQMFBB	3/29/22-9/8/22	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach		Other	Fall Prevention	Palm Beach County	14	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
Virtual	Tai Chi for Arthritis	7/25/22-9/19/22	Virtual	Virtual			Other	Fall Prevention	PSA	16	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	A Matter of Balance Workshop	7/25/22-9/19/22	Village of Wellington	12500 Forest Hill Blvd.	Wellington		Other	Fall Prevention	Palm Beach County	10	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	COSA Health Fair	9/21/2022	Port St. Lucie		Port St. Lucie		Other	Seniors and caregivers	St. Lucie County	50	Agency overview, Healthy Living representative, resource table
In Person	Fearless Caregiver Conference	9/22/2023	Port St. Lucie Community Center	2195 SE Airoso Blvd	Port St. Lucie		Social Need	Seniors and caregivers	St. Lucie County	125	Agency overview, Helpline panelist, SHINE, EHEAP
In Person	Agency Overview/ Fall Prevention	10/4/2022	Delray Sr. Compass Health	708 W Atlantic Ave	Delray Beach		Other	Fall Prevention	Palm Beach County	15	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Powerful Tools for Caregivers	8/24/22-10/5/22	Hospice of Okeechobee	411 SE 4th St	Okeechobee		Caregiver		Okeechobee County	7	Attended a session of the Workshop and gave an overview of all services the AAA offer a

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
In Person	Agency Overview/ Fall Prevention	10/11/2022	PSL Women's New Comers Club	California Ave	Port St. Lucie		Other	Fall Prevention	St. Lucie County	50	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	10/11/2022	Barrington Terrace	1425 S Congress Ave	Delray Beach		Other	Fall Prevention	Palm Beach County	15	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	10/14/2022	Fielden Institute-	Pruitt Campus	Stuart		Other	Fall Prevention	Martin County	25	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Wellington Health Fair	10/18/2022	Wellington Rec. Center	12150 Forest Hills Blvd	Wellington		Other	Senior and Caregiver support	Palm Beach County	300	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Matter of Balance	9/26/22-10/24/22	St. Bernadette's Catholic Church	California Ave	Port St. Lucie		Other	Fall Prevention	St. Lucie County	12	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
Virtual	Matter of Balance	10/3/22-10/27/22					Other	Fall Prevention	PSA	12	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Matter of Balance	10/12/22-11/4/22	East Stuart Meal Site	724 10th St.	Stuart		Other	Fall Prevention	Martin County	8	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Fall Prevention/ Saving Claire Presentation	11/7/2022	Jupiter Library	705 Military Trail	Jupiter		Other	Fall Prevention	Palm Beach County	12	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Diabetes Self Management	10/4/22-11/8/22	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach		Other	Fall Prevention	Palm Beach County	10	

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
In Person	Fearless Caregiver Conference	10/18/2022	Jupiter Community Center	200 Military Trail	Jupiter		Social Need	Senior and Caregiver support	Palm Beach County	125	Agency overview, Helpline panelist, SHINE, EHEAP
Virtual	Matter of Balance	10/24/22-11/17/22	AAA - Virtual Class				Other	Fall Prevention	PSA	8	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In person	Fall Prevention /Saving Claire Presentation	11/17/2022	West Boynton Beach Library	9451 Jog Rd.	Boynton Beach		Other	Fall Prevention	Palm Beach County	18	Presentation on preventing falls and Agency Overview and Resources.
In Person	Health Fair	11/28/2022	Lucerne Lakes - West	4580 Lucerne Lakes Blvd. W	Lake Worth		Other	Health and Wellness	Palm Beach County	100	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
in person	Fall Prevention/ Saving Claire Presentation	12/1/2022	Hagen Ranch Library	14350 Hagen Ranch Road	Delray Beach		Other	Fall Prevention	Palm Beach County	20	Presentation on preventing falls and Agency Overview and Resources.
In Person	Matter of Balance	12/7/2022	St. Bernadettes Catholic Church	California Ave	Port St. Lucie		Other	Fall Prevention	Port St. Lucie	9	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Health Fair	12/7/2022	CILLO/Salvati on Army	Plam Beach Lakes Blvd	WPB		Other	Health and Wellness	Palm Beach County	50	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Fall Prevention /Saving Claire Presentation	12/12/2022	Okeechobee Library	Okeecho-bee Blvd.	WPB		Other	Fall Prevention	Palm Beach County	20	Presentation on preventing falls and Agency Overview and Resources.
In Person	Tai Ji Quann MFBB	12/15/2022	Wellington Rec. Center	Forest Hills Blvd.	Wellington		Other	Fall Prevention	Palm Beach County	16	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Fall Prevention/ Saving Claire Presentation	12/16/2022	Morgade Library	Community Dr.	Stuart		Other	Fall Prevention	Martin County	12	Presentation on preventing falls and Agency Overview and Resources.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Virtual	Matter of Balance	12/22/2022	AAA - Virtual Class	4400 N Congress Ave	WPB		Other	Fall Prevention	PSA	9	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
Virtual	Powerful Tools for Caregivers	12/19/2022	AAA - Virtual Class	4400 N Congress Ave	W		Social Need		PSA	8	Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Fraud, Scams and Identity Theft	1/22/2022	Mandel Public Library of West Palm Beach	411 Clematis Street	West Palm Beach	33401	Other	General	Palm Beach County	2	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Material Drop Off	2/3/2022	Mae Volen Senior Center	1515 West Palmetto Park Road	Boca Raton	33486	Other	General	Palm Beach	75	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	2/10/2022	AAA- Foster Grandparent Program	4400 N. Congress Avenue	West Palm Beach	33407	Low-Income	Seniors	Palm Beach	10	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Material Drop Off	2/23/2022	Palm Beach Sheriff's Office	2195 Southern Blvd	West Palm Beach	33406	Other	Senior Victims of Crime	Palm Beach	5	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Material Drop Off	2/23/2022	Senior Resource Association	694 14th Street	Vero Beach	32960	Other	Seniors	Indian River	50	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	2/2/2022	AAA - Foster Grandparent Program	4400 N. Congress Avenue	West Palm Beach	33407	Low-Income	Seniors	Palm Beach	8	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
											resources.
In Person	Presentation	5/21/2022	Primetimers of the Palm Beaches	Poinciana Place Country Club	Lake Worth	33460	Low-Income	LGBTQ Seniors	Palm Beach	16	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Material Drop Off	5/25/2022	Humana Neighborhood Center	14570 S. Military Trail D2	Delray Beach		Other	Seniors	Palm Beach	50	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	6/7/2022	AAA-Advisory Council	4400 N. Congress Avenue	West Palm Beach	33407	Other	Professionals who serve seniors	Palm Beach	14	Presentation on Fraud, Scams and Identity Theft.
Virtual Event	World Elder Abuse Awareness Day Event	6/15/2022	Virtual	Virtual			Other	General	PSA Wide	31	World Elder Abuse Awareness Day virtual event with presenters from Suncoast Credit Union, Adult Protective Services and Seniors Vs. Crime to provide valuable information regarding Elder Abuse.
In Person	Presentation	6/22/2022	Mandel Public Library of West Palm Beach	411 Clematis Street	West Palm Beach	33401	Other	General	Palm Beach	4	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Material Drop Off	7/14/2022	Fearless Caregiver Conference	16700 Jog Road	Delray Beach	33446	Other	Caregivers	Palm Beach	100	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Material Drop Off	7/23/2022	Delray Beach Fire Rescue	4321 Lake Ida Road	Delray Beach	33446	Other	General	Palm Beach	50	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
In Person	Presentation	7/26/2022	AAA - Foster Grandparent Program	4400 N. Congress Avenue	West Palm Beach	33407	Low-Income	Seniors	Palm Beach	15	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources.
In Person	Collaboration Meeting	8/30/2022	Palm Beach Sheriff's Office	2300 N. Jog Road	West Palm Beach	33411	Other	Senior Victims of Crime	Palm Beach	25	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation / Material Drop Off	9/20/2022	Palm Beach County Division of Senior Services North County Senior Center	5217 Northlake Blvd	Palm Beach Gardens	33418	Other	Seniors	Palm Beach	69	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources. Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	10/11/2022	Mandel Public Library of West Palm Beach	411 Clematis Street	West Palm Beach	33401	Other	General	Palm beach	4	Presentation on Fraud, Scams and Identity Theft. Provided and overview of services provided by the AAA as well as handed out flyers and other resources. Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Collaboration Meeting	11/14/2022	Clinics Can Help	2560 Westgate Ave	West Palm Beach	33409	Low-Income		Palm Beach	100	Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	11/15/2022	Kane Center - Indiantown Meal Site	15675 SW Osceola Street	Indiantown	34956	Low-Income		Martin County	6	Presentation on Holiday Scams. Provided and overview of services provided by the AAA as well as handed out

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
											flyers and other resources. Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	11/16/2022	Kane Center - Stuart	724 E. 10th Street	Stuart	34994	Low-Income		Martin County	5	Presentation on Holiday Scams. Provided and overview of services provided by the AAA as well as handed out flyers and other resources. Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.
In Person	Presentation	11/30/2022	Kane Center - Log Cabin Meal Site	2369 NE Dixie Highway	Jensen Beach	34957			Martin County	4	Presentation on Holiday Scams. Provided and overview of services provided by the AAA as well as handed out flyers and other resources. Provided flyers and other resources on key topics in Abuse, Neglect and Exploitation.

Targeted Outreach Plan:

Specified Planned Events for Targeting in 2024 for both our Agency and our providers are outlined in the table below.

2024 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Elder Rights	Educational Outreach (Presentation)	Jan	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave, West Palm Beach, FL 33407	15	Low Income
Elder Rights	PSA	Jan	Website Posting- Elder Abuse	20	Website Visitors
Elder Rights	Professional Training	Jan	United Health Care	50	Health Care Professionals
Okeechobee Senior Services	Health and Safety Expo	Jan	Agri Civic Center, Okeechobee, FL 34974	Several hundred	Rural individuals with the greatest social and economic need
PBC Division of Senior and Veteran Services	South Florida Fair	Jan	33421	250	All Targeted Categories
Senior Resource Association	Day of Hope Caregiver Conference	Feb 13	520 Royal Palm Blvd, Vero Beach, FL 32960	50	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction
Healthy Living	Speaking Event on Services/Healthy Living Workshops	Feb	Virtual	30	Older Individuals with social need
Elder Rights	Educational Outreach (Presentation)	Feb	Mandel Public Library- 411 Clematis St, West Palm Beach, FL 33401	10	General Public
Elder Rights	PSA	Feb	Website Posting- Romance Scams	20	Website Visitors
Elder Rights	Professional Training	Feb	Florida Atlantic University Memory Disorder Clinic	5	Health Care Professionals
Helpline	Pride Tribe LGBT Resource Fair - Compass Community Center	Feb	Lake Worth 33460	50	Older individuals with greatest social need
Senior Resource Association	<u>"SHARE TO CARE" - Nonprofit Community Fair</u>	Feb	<u>3001 Riverside Park Dr, Vero Beach, FL 32963</u>	1000	Low-income older individuals

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Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
PBC Division of Senior and Veteran Services	The Palm Beach Show	Feb	33401	20	All Targeted Categories
PBC Division of Senior and Veteran Services	Red Hat Brunch @ COMPASS	Mar	33460	15	Older individuals with greatest social need
Elder Rights	Educational Outreach (Material Dropoff)	Mar	Okeechobee Senior Services- 1690 NW 9th Ave, Okeechobee, FL 34972	50	Low Income
Elder Rights	PSA	Mar	Website Posting - SLAM THE SCAM Day	20	Website Visitors
Senior Resource Association	<u>Community Resource Fair at United Against Poverty</u>	Mar	1400 27th St, Vero Beach, FL 32960	200	Low-income older individuals
Senior Resource Association	Vista Royale Health Expo	Mar	400 Woodland Drive, Vero Beach, FL 32962	400	Older individuals residing in rural areas
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Mar	Hagen Ranch Lib, 33446	13	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Elder Rights	Educational Outreach (Presentation)	Mar	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave, West Palm Beach, FL 33407	15	Low Income
Senior Resource Association	Senior Expo	Mar	7955 58th Ave, Vero Beach, FL 32967	500	ALL Targeted Categories
Senior Resource Association	<u>Community Resource Fair at United Against Poverty</u>	Mar	1400 27th St, Vero Beach, FL 32960	200	Low-income older individuals
Elder Rights	Educational Outreach (Presentation)	Apr	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave, West Palm Beach, FL 33407	15	Low Income
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Apr	Strathmore Gates, 33411	15	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Apr	East Stuart Meal Site, 34994	13	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions

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Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Apr	Indiantown Civic Center, 34956	10	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Apr	SeaPines Senior, 33455	25	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Communications	American Association of Caregiving Youth Conference	Apr	Boca Raton 33486	50	Young caregivers of older adults
Communications & Helpline	Fearless Caregiver Conference	Apr	Boynton Beach 33435	125	Caregivers
Elder Rights	Professional Training	Apr	Area Agency on Aging SHINE Volunteers	10	Seniors/Volunteers
Kane Center	St Joseph's Church Presentation	Apr	34957, 34958	15	all audiences
Kane Center	Villa Assumpta Presentation	May	34957	20	all audiences
Elder Rights	PSA	May	Website Posting- National Senior Fraud Awareness Day	20	Website Visitors
Elder Rights	Professional Training	May	United Health Care	50	Health Care Professionals
Communications & Helpline	Alzheimer's Community Care Education Conference	May	West Palm Beach 33407	250	Professionals and caregivers of older individuals with Alzheimers or other dementias
PBC Division of Senior and Veteran Services	World Refugee Day	Jun	33461	100	Older individuals with the greatest economic and social need
Kane Center	St. Christopher's of Hobe Sound Presentation	Jun	33455, 33475	50	all audiences
Elder Rights	PSA	Jun	Website Posting- World Elder Abuse Awareness Day	20	Website Visitors
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Jun	Elks Club, 34983	30	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions

2024 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Elder Rights	Educational Outreach (Event)	Jun	Area Agency on Aging - 4400 N. Congress Avenue, West Palm Beach, FL 33407 (WEAAD EVENT)	30	General Public
Kane Center	Indiantown InterAgency Coalition Presentation	Jul	34956	30	all audiences
Elder Rights	PSA	Jul	Website Posting- Older Americans Act Anniversary	20	Website Visitors
Elder Rights	Educational Outreach (Presentation)	Jul	Mangrove Bay, 110 Mangrove Way, Jupiter, FL 33477	20	Seniors
Elder Rights	Profesional Training	Jul	United Health Care	50	Health Care Professionals
Healthy Living	Agency Overview/ Diabetes Management	Jul	Christian Manor, 33401	15	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Jul	Morgade Library, 34997	15	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Senior Resource Association	Sebastian's Fourth of July Parade	Jul 4	Sebastian, FL 32958	2000	ALL Targeted Categories
Elder Rights	Educational Outreach (Presentation)	Jul	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave, West Palm Beach, FL 33407	15	Low Income
Elder Rights	Professional Training	Jul	United Health Care	50	Health Care Professionals
Communications & Helpline	Fearless Caregiver Conference	Jul	Boca/Delray 33466	125	Caregivers
PBC Division of Senior and Veteran Services	Century Village	Aug	33417	25	Individuals with the greatest economic need
PBC Division of Senior and Veteran Services	Belle Glade Back to School Bash	Aug	33430	30	Rural individuals with the greatest social and economic need
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Aug	United Against Poverty, 34947	15	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Elder Rights	PSA	Aug	Website Posting- Social Security Anniversary	20	Website Visitors

2024 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Elder Rights	Professional Training	Aug	Area Agency on Aging HELPLINE staff	20	Social Services Staff
Kane Center	Martin County Interagency Annual Fair	Sep	34953	60	all audiences
Okeechobee Senior Services	Fearless Caregiver Conference	Sep	Indian River State College	70	Focus will be on respite services (OA3B/OA3E) but all services will be discussed.
Healthy Living	Speaking event on Agency Overview/ Fall Prevention	Oct	Fielden Institute, covers Okeechobee, St. Lucie and Martin County. Virtual	45	For individuals with Greatest Economic need, Caregivers, and those frail with chronic conditions
Elder Rights	Educational Outreach (Presentation)	Oct	Kane Center, Log Cabin Senior Center - 2369 NE Dixie Hwy, Jensen Beach, FL 34957	10	Seniors
Communications	The Vollen Center Craft and Health Fair	Oct	Boca Raton 33486	75	Seniors
Elder Rights	Educational Outreach (Presentation)	Oct	Mandel Public Library- 411 Clematis St, West Palm Beach, FL 33401	10	General Public
Elder Rights	Educational Outreach (Presentation)	Oct	Kane Center, Log Cabin Senior Center - 2369 NE Dixie Hwy, Jensen Beach, FL 34957	10	Seniors
Elder Rights	Professional Training	Oct	United Health Care	50	Health Care Professionals
Elder Rights	PSA	Nov	Website Posting - Holiday (Keeping Safe)	20	Website Visitors
Communications & Helpline	10th Annual Caregiver Celebration at the Kane Center	Nov	Kane Center 34997	75	Seniors and caregivers
Communications & Helpline	Fearless Caregiver Conference	Nov	Jupiter 33458	125	Caregivers
Consumer Care and Planning	Healthier Boynton Beach Annual Caregivers' Luncheon	Nov	Boynton Beach 33435	100	Seniors and caregivers
Elder Rights	Educational Outreach (Presentation)	Dec	Kane Center, Stuart 10th Street Community Center - 724 SE 10th Street, Florida 34994	5	Low Income
Elder Rights	Educational Outreach (Presentation)	Dec	Kane Center, 15675 SW Osceola St, Indiantown, FL 34956	10	Low Income
Kane Center	Poinsettia Power Event	Dec	34953	250	all audiences

2024 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Communications	Partnership for Aging Presentation	TBD	Palm Beach County	50	Professional caregivers
Communications	Compass Community Center Presentation	TBD	Lake Worth 33460	50	Older individuals with greatest social need
Communications & Helpline	Fearless Caregiver Conference	TBD	Port St. Lucie	125	Caregivers
Communications	Section 8 Senior Community Presentations	TBD	West Palm Beach 33407	20	Older individuals with greatest social need
Senior Resource Association	TCCH Community Health Fair	TBD	1400 27th Street, Vero Beach, FL 32960	200	Low-income older individuals
Senior Resource Association	St. Francis Manor Health and Wellness Fair	TBD	1750 20th Ave, Vero Beach, FL 32960	50	Low-income older individuals
Senior Resource Association	Village Green Community Meeting	TBD	7300 20th St, Vero Beach, FL 32966	75	Older individuals residing in rural areas
Senior Resource Association	Senior Gems, Caregiver Conference	TBD	1590 9th St SW, Vero Beach, FL 32962	200	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction
Senior Resource Association	Women's Premier Luncheon	monthly	710 South US Highway 1, Vero Beach FL 32962	65	ALL Targeted Categories
Senior Resource Association	IRC Chamber - Business at Breakfast	monthly	2140 14th Avenue, Vero Beach, FL 32960	75	ALL Targeted Categories
Senior Resource Association	Sebastian Area Chamber Luncheon	monthly	1580 US-1, Sebastian, FL 32958	75	ALL Targeted Categories
Senior Resource Association	Community Cares Alliance Meeting	monthly	910 Regency Square, Vero Beach, FL 32967	35	ALL Targeted Categories
The Volen Center	Health Fair	1st quarter	Delray Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need

2024 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
The Volen Center	Health Fair	2nd quarter	Boynton Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Health Fair	3rd quarter	Boca Raton	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Health Fair	4th quarter	Delray Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need

Plans to address all targeting categories over the next four years for both our staff and providers are outlined below.

PSA 9
1. Describe strategies to address the unique and particular needs at the county and community levels (e.g., transportation for individuals in rural and/or isolated areas, and access to SNAP and other food assistance for low-income individuals).

Response: Healthy Living has implemented a lending library of tablets to distribute to seniors so they can have access to evidence-based workshops that address health. These programs can engage seniors from 6 – 14 weeks in programs as well as keeping them connected to others to help prevent social isolation.

There is a need for additional education to prevent Elder Abuse and Exploitation (Both abuse related and criminal related). The Elder Rights Department strategies to address this are to partner with agencies, organizations or venues to provide community outreach presentations.

The greatest needs at this time are for housing and food. The Helpline Director serves on United Way of Palm Beach County's Board of the Emergency Food and Shelter Program. The Helpline will address the needs for food and housing in all areas of our PSA by retaining the most up-to-date resources to offer assistance to low-income individuals with increased housing needs such as rent and utility assistance, as well as those in need of food resources such as SNAP, HDM, farmer's markets, and food pantries. The Helpline plans to assist those in rural areas who face not having nearby access to purchase healthy food options. The Helpline will collaborate with other community partners to share resources and obtain referrals.

Senior Resource Association actively participates in the Senior Collaborative of Indian River County, Livable Indian River, and other action-oriented initiatives that address issues facing seniors and other residents, such as affordable housing.

With the ability to deliver in-home counseling services, with no charge or insurance claim, the MorseLife Care Management and Counseling staff eliminates both physical and financial boundaries for older citizens seeking caregiver or mental health counseling. Caregivers do not have to secure respite for their loved ones and no transportation is required. Clients also appreciate not having to request a referral through their doctor or insurance. In addition, the privacy, intimacy and confidentiality that can be assured within one's home, tends to give clients a peace of mind which makes therapy more effective.

2. Include specific information on methods for ensuring the provision of outreach and education to each of the populations described below. Specify how these outreach efforts will reach the targeted sub-populations and detail previously employed outreach methods that have proven to be successful in reaching the targeted groups.

Population	
Older individuals residing in rural areas;	<p>Response: Healthy Living and Elder Rights will continue working on the relationship with the rural area of Indiantown to promote health education and prevent elder abuse and exploitation as well as share information regarding Agency Services. The two departments will work together to develop one or two new sites where education and outreach can be done in this rural community by the end of the Area Plan cycle.</p> <p>Consumer Care and Planning will work to include addressing preventing exploitation of vulnerable populations in the rural county of Okeechobee's Department of Health Community Health Improvement Plan. The strategies will include increasing awareness of assistance available through Elder Rights and other resources available through the Area Agency on Aging.</p> <p>Consumer Care and Planning will keep information on the Agency up-to-date in the Okeechobee Department of Health "MySidewalk" link so that all populations in the rural county are aware of the services available.</p>

	<p>Palm Beach County Division of Senior and Veteran Services has a Senior Center located in the Glades Area; a case manager and assistant manager will outreach to the population in this rural area of Palm Beach County on an ongoing and year round basis by participating in health fairs and educational events and making visits to low income housing residents.</p> <p>Pahokee and Belle Glade are identified as Rural Areas of Opportunity (RAO), per the office of the Governor, therefore a staff member from MorseLife will be designated to provide outreach and services to this area. The MorseLife team is working in conjunction with PACE through MorseLife Health Systems to provide the outreach and services needed in this area. Staff will go to the Housing Partnership Inc., of Pahokee, Belle Glade Housing Authority, West County Senior Center in Belle Glade and the Pahokee Center.</p>
Older individuals with greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)	<p>Response: Healthy Living will continue to provide education and present to the population that United Against Poverty serves in the Treasure Coast. Healthy Living will expand on the number of presentations in order to promote workshop attendance to have longer interactions with each person in hopes of encouraging a healthy outcome.</p> <p>Healthy Living will introduce two additional Agency departments (Elder Abuse and SHINE) to the United Against Poverty initiative to expand on the information about resources that the Agency offers to this community.</p> <p>In South Palm Beach County, The Volen Center will provide training on DOEA services to church groups, low income 55 and older communities & senior centers that are in and near low-income pockets of the South Palm Beach County area. Training at these locations will continue in 2024.</p> <p>Palm Beach County Division of Senior and Veteran Services has a Senior Center located in the Lake Worth Beach Area; a case manager and outreach workers in addition to the manager and assistant manager will outreach to the population in this low-income area of Palm Beach County that has a high concentration of non-English speaking seniors. Staff available includes Spanish and Creole speaking and programs in Spanish that accommodate Spanish-speaking seniors.</p> <p>In Indian River County, Senior Resource Association will utilize multiple outlets, such as the Guide to Senior Services and other widely circulated publications, as well as videos posted easy access via the internet, to highlight their menu of services. Additionally, they will produce select printed materials in Spanish.</p> <p>Caregivers tend to self-isolate in their inability to leave their care recipient. MorseLife will partner to offer education and social events that often provide respite. Counselors will then educate caregivers about the availability of in-home counseling services.</p>

	<p>The minority and/or low-income elder populations that Legal Aid will target in its outreach endeavors include the African-American communities in West Palm Beach, Pleasant City/Mangonia Park, Riviera Beach, Lake Park, Delray Beach, Boynton Beach, Belle Glade, Pahokee and South Bay; the Hispanic communities in Lake Worth, Boynton Beach, Delray Beach, Belle Glade, Pahokee and West Jupiter and the Haitian communities in Boynton Beach, Delray Beach East and the Western communities. These populations have been targeted due to their lack of knowledge of the complexity of the legal system and/or their limited English speaking ability, they are easy prey for unethical business persons, caretakers and relatives, and there is a high rate of mortgage foreclosures in these areas.</p> <p>Legal Aid's Elder Law Project's outreach efforts to the above minority and low-income communities will consist of contacting the human services organizations that serve these populations, e.g. Florida Rural Legal Services, the Farmworker Coordinating Council, the Guatemalan-Maya Center, the Palm Beach County Refugee Taskforce and the Latin American Immigrant and Refugee Organization, the West County Senior Center and the Glades Interagency Network and advise them of our availability to provide training and speakers on issues of interest to their elderly clients. In addition, staff will contact the local faith-based organizations that serve these communities, e.g. First Baptist Church, St. John Missionary Baptist Church, Mary Mother of Light Catholic Church, Our Lady of Peace Church, St. Ann Church, St. Juliana's Office of Social Ministry Program, St. Thomas Moore Catholic Church, Tabernacle Missionary Baptist Church, etc., to inform them of the type of assistance the Elder Law Project can provide to their congregants and parishioners and our availability for speaking engagements and seminars.</p>
Older individuals with greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)	<p>Response: Healthy Living will work with the Helpline in identifying clients that could benefit from health education workshops and supply lending library tablets to those unable to drive to a workshop or do not have access to technology.</p> <p>Legal Aid Society will provide outreach to individuals with the greatest social need during monthly legal clinics with the Veterans Administration Medical Center, local senior centers, and referrals from agencies that serve the aging population like Elder Crisis Outreach.</p> <p>The postcards created by the Agency in partnership with United Way of Palm Beach County Hunger Relief will assist with promoting the availability of social programs such as congregate meals, adult day care and respite. These cards are printed in both Spanish and Haitian Creole. The Helpline will engage the Hunger Relief Senior Workgroup participants to use these postcards to outreach to minority, lower-income and limited English speaking populations in their service area.</p> <p>As part of Activity 1.C.1.1. in the 2021-2026 Martin County Community Health Improvement Plan, Healthy Living will disseminate information to Black and Hispanic Martin County</p>

	residents and community stakeholders on available Chronic Disease Self-Management trainings.
Older individuals with severe disabilities	Response: Helpline outreach continues to educate the public on the availability of assistance for those with challenges completing their activities of daily living. Internally, Helpline staff does an in-service training with CILO, learning more about this population and ways to better communicate and make referrals for individuals with disabilities.
Older individuals with limited English proficiency	<p>Response: Healthy Living will work on expanding their volunteer pool in hopes of engaging volunteers that are bilingual.</p> <p>Elder Rights will coordinate with a Spanish speaker to deliver trainings in Spanish. Elder Rights is currently, only providing written material (ie. brochures) in Spanish. They do not have any materials in Creole.</p> <p>Helpline outreach presentations will continue to be done in the community in Spanish, to better communicate with those who speak limited to no English. As part of its work with the United Way of Palm Beach County Senior Hunger Relief Workgroup, the Helpline collaborated on postcards that are distributed which have one side that is printed in Spanish and the other in Haitian Creole.</p> <p>Palm Beach County Division of Senior and Veteran Services will participate in events located where Hispanic and Creole speaking seniors live; participate in informative programs to disseminate information about services available in Spanish and Creole. The Division participates in events targeted to Hispanic and Creole speaking seniors. Palm Beach County Channel 20 also provides information on the Division's formal and informal resources, including programs conducted in Creole and Spanish. The Division staff, fluent in Spanish and Creole, participates in those programs.</p> <p>MorseLife recently employed a per diem English-Spanish social worker who will be assigned to do outreach and provision of services to non-English speakers in Palm Beach County and the Treasure Coast. Translation services for languages other than Spanish will be available upon request at no additional cost to the client.</p> <p>Legal Aid Society staff will provide education and outreach to staff at Caridad Center, El Sol, Guatemala Mayan Center and the Farmworker Coordinating Council.</p>
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	Response: Helpline and Communication staff foster partnerships with Alzheimer's Community Care and Alzheimer's Association and participation in the Dementia Care and Cure Initiative help in efforts with this population. During Helpline presentations, great effort is made to address families and caregivers dealing with these related conditions, offering options for education, support groups and additional care referred through the ADI program. Many Helpline staff are certified "ALZSTARS", providing education during calls.

<p>Older individuals at risk for institutional placement</p>	<p>Response: Caregivers who receive supportive counseling services are very often able to continue caregiving and maintain their loved ones at home. MorseLife counselors will encourage physicians, hospitals, rehabs, home health agencies and lead agencies in Palm Beach and the Treasure Coast to refer for counseling whenever a caregiver is showing signs of burnout.</p> <p>Legal Aid Society staff will participate in events such as monthly legal clinics at the Veterans Administration Medical Center, local senior centers, the Fearless Caregiver conferences, health fairs and community resource events to reach older individuals that are at risk for institutional placement.</p> <p>Healthy Living and the Helpline will work on the outcome measures for the 2021-2026 St. Lucie County Community Health Improvement Plan to "Promote existing home and community-based care services" and "Increase the number of vulnerable adults receiving home and community-based services to avoid nursing home placement."</p>
<p>Caregivers</p>	<p>Response: Healthy Living will work with Ruth Rales in supporting the caregivers by providing Caregiver Workshops. Healthy Living will also start outreach to other day programs to speak of the success they have had with Ruth Rales to expand the program's reach. The plan is to have a partnership with one new day care center in each county of the PSA by the end of the Area Plan cycle.</p> <p>Elder Rights will provide Fraud, Scams and Identity Theft presentations to caregivers. The department is currently only providing presentations during the day which may not be convenient for caregivers. Elder Rights could possibly provide virtual or prerecorded options.</p> <p>Helpline staff recognize the education opportunity at events attended by the public, to communicate with caregivers present, on the importance of feeling supported so they can successfully be able provide the care they need to for their loved ones. At Fearless Caregiver Conferences held throughout the PSA, the Helpline is represented on the expert panel to educate caregiver attendees and the Communications Department staffs a resource table. Information is also provided on the availability of evidence-based caregiver support classes offered through Healthy Living and OAA counseling services.</p> <p>In South Palm Beach County, The Volen Center performs outreach on the DOEA's programs and services to caregiver support groups, doctor offices, senior programs and partnering with 2-1-1.</p> <p>In Indian River County, Senior Resource Association will provide in-service sessions for local healthcare providers and other for-profit, nonprofit and government service providers for their help to identify and refer seniors and caregivers who may benefit from DOEA's services.</p>

	<p>Legal Aid Society staff will participate in events such as monthly legal clinics at the Veterans Administration Medical Center, local senior centers, the Fearless Caregiver conferences, health fairs and community resource events to reach caregivers in Palm Beach County.</p>
<p>Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction</p>	<p>Response: Healthy Living currently partners with 1 adult day care center serving this population. Healthy Living will outreach to two additional Alzheimer's Disease Respite Facilities over the next 3 years to encourage participation of this population in its caregiver workshops.</p> <p>During Helpline outreach, information is presented for caregivers to find educational opportunities to learn more about these disorders. Supportive services are explained in detail so caregivers learn to better take care of themselves by utilizing respite services, support groups and specialized training.</p> <p>A majority of the caregivers served by MorseLife are caring for a loved one with Alzheimer's or other neurological disorder. Counselors will provide education and outreach at informational forums and seminars throughout Palm Beach County and the Treasure Coast where caregivers go for support and knowledge.</p>
<p>Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities</p>	<p>Response: All outreach efforts at MorseLife focus on older individuals, including that caregiving for a child with severe disabilities. MorseLife staff will make local agencies such as Children's Service Council, Families First, and United Way of Palm Beach County aware of the availability of no-cost counseling for such individuals.</p> <p>Legal Aid Society staff will participate in events such as schools and organizations that provide services to individuals with autism, kinship support groups, health fairs and community resource events to reach caregivers who have the greatest economic need.</p>
<p>Caregivers who are older individuals with greatest social need</p>	<p>Response: Healthy Living will work with the Helpline to identify individuals that are isolated because of their caregiving responsibilities.</p> <p>Helpline staff recognize the education opportunity at events attended by the public, to communicate with caregivers present on the importance of feeling supported socially and emotionally so they can successfully be able provide the care they need to for their loved ones. Education will define the basics of respite care and adult day services, and how they can assist with caregiver burnout or isolation.</p>
<p>Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)</p>	<p>Response: Healthy Living will try to partner with meal sites in promoting Caregiver workshops in Palm Beach and St. Lucie counties over the next 3 years.</p> <p>During presentations, Helpline staff discuss how financial strain can affect caregivers. Emphasis is placed on education of available services such as available programs like HCE, which offer a Caregiver stipend, as well as the Benefits Enrollment Center and SHINE which can help save in other areas.</p>

Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	<p>Response: All of MorseLife's outreach efforts will focus on older individuals, including that caregiving for a child with disabilities. Staff will make local agencies such as Children's Services Council and Tykes and Teens aware of the availability of no-cost counseling for such individuals.</p> <p>Legal Aid Society staff will participate in events such as schools and organizations that provide services to individuals with autism, kinship support groups, health fairs and community resource events to reach caregivers who have the greatest economic need.</p> <p>While promoting Caregiver support in the community, Helpline staff can offer additional resources for Older adults caring for children with disabilities, referring to other partner agencies such as CLO and the Children's Network.</p>
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Unmet Needs and Service Opportunities

Access to Services:

This section defines the significant unmet needs for services and how the AAA will address gaps in service.

Access to Services:

Abuse, Neglect, and Exploitation

Lead Agency Providers served 30 high risk APS referrals in 2022. The Helpline managed 136 medium and low risk APS referrals. The Elder Rights Department trained 263 professionals on Elder Abuse, Neglect, and Exploitation in 2022 and participated in 26 educational outreach events providing presentations and brochures/materials to over 900 people. Strategies in this Area Plan include education and outreach by Elder Rights to continually seek venues to promote awareness of Abuse, Neglect and Exploitation within the older adult communities within our Planning and Service Area.

Counties or communities with limited access to transportation

The information below is taken from the Florida Commission for Transportation Disadvantaged 2021-2022 Annual Performance Report. It compares the number of trips by passenger type.

2021-2022	OLDER ADULTS	CHILDREN AT RISK	PERSONS WITH DISABILITIES	LOW INCOME	OTHER	TOTAL
INDIAN RIVER CO.	10,281	0	50,636	460	0	61,377
MARTIN CO.	14,215	0	31,216	600	268	46,299
PALM BEACH CO.	305,460	0	342,305	172,763	2,758	823,286
OKEECHOBEE CO.	6,953	1	1,566	1,268	377	10,165
ST. LUCIE CO.	89,627	0	62,116	8,726	309	160,778
PSA 9	426,536	1	487,839	183,817	3,712	1,101,905

The following information from the same report reflects trips by purpose.

TRIPS BY PURPOSE

2021-2022	MEDICAL	EMPLOYMENT	EDUCATION/TRAINING	NUTRITIONAL	LIFE-SUSTAINING/ OTHER	TOTAL
INDIAN RIVER CO.	25,005	5,312	18,731	0	12,329	61,377
MARTIN CO.	7,229	1,980	30,812	112	6,166	46,299
PALM BEACH CO.	99,467	332,902	237,534	33,378	120,005	823,286
OKEECHOBEE CO.	5,948	582	97	3,275	263	10,165
ST. LUCIE CO.	76,716	11,617	31,285	1,671	39,489	160,778
PSA 9	214,365	352,393	318,459	38,436	178,252	1,101,905

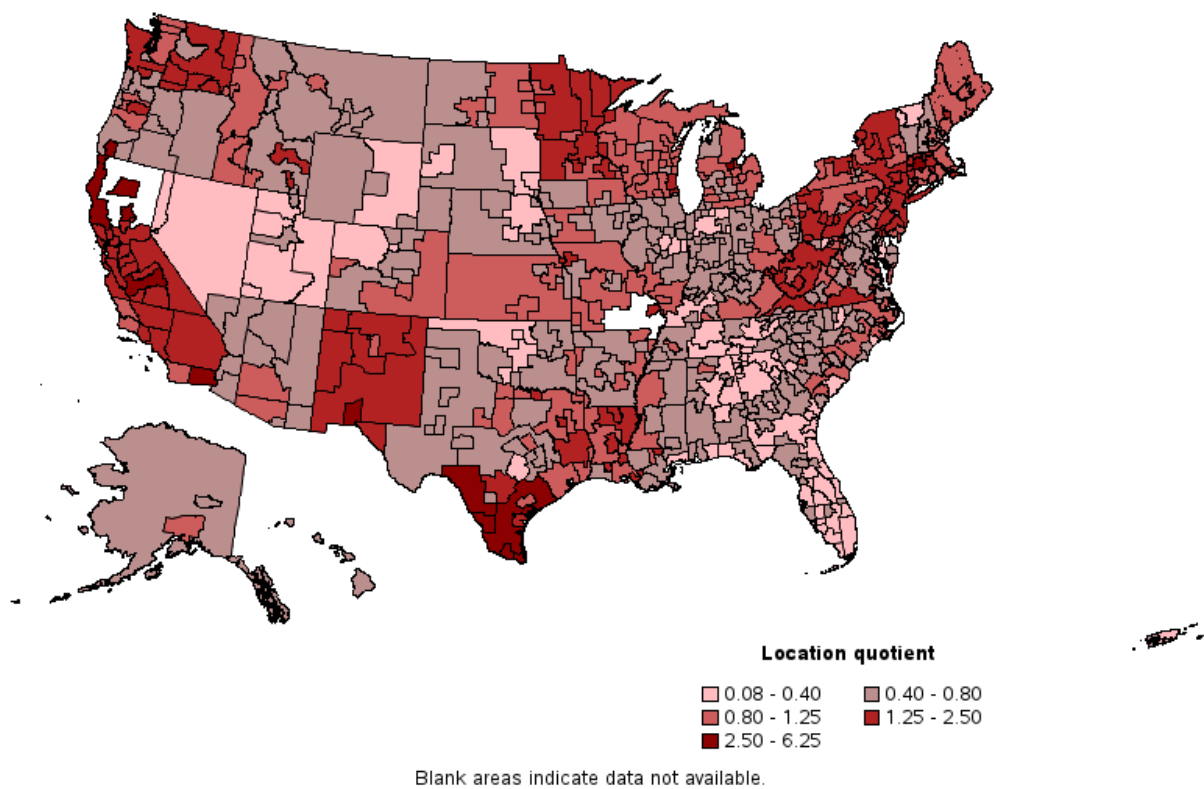
The number of transportation trips in Okeechobee is significantly low. Consumer Care and Planning staff participate on the Okeechobee County Department of Health Community Health Improvement Plan Implementation Committee which is developing objectives to increase ridership in Okeechobee County. The Agency's Consumer Care and Planning department participates on local transportation boards in all counties of the Planning and Service Area to advocate for the needs of seniors and suggest solutions. Contracted providers offer transportation services under OAA funding.

Counties or communities with limited access to significant supportive services

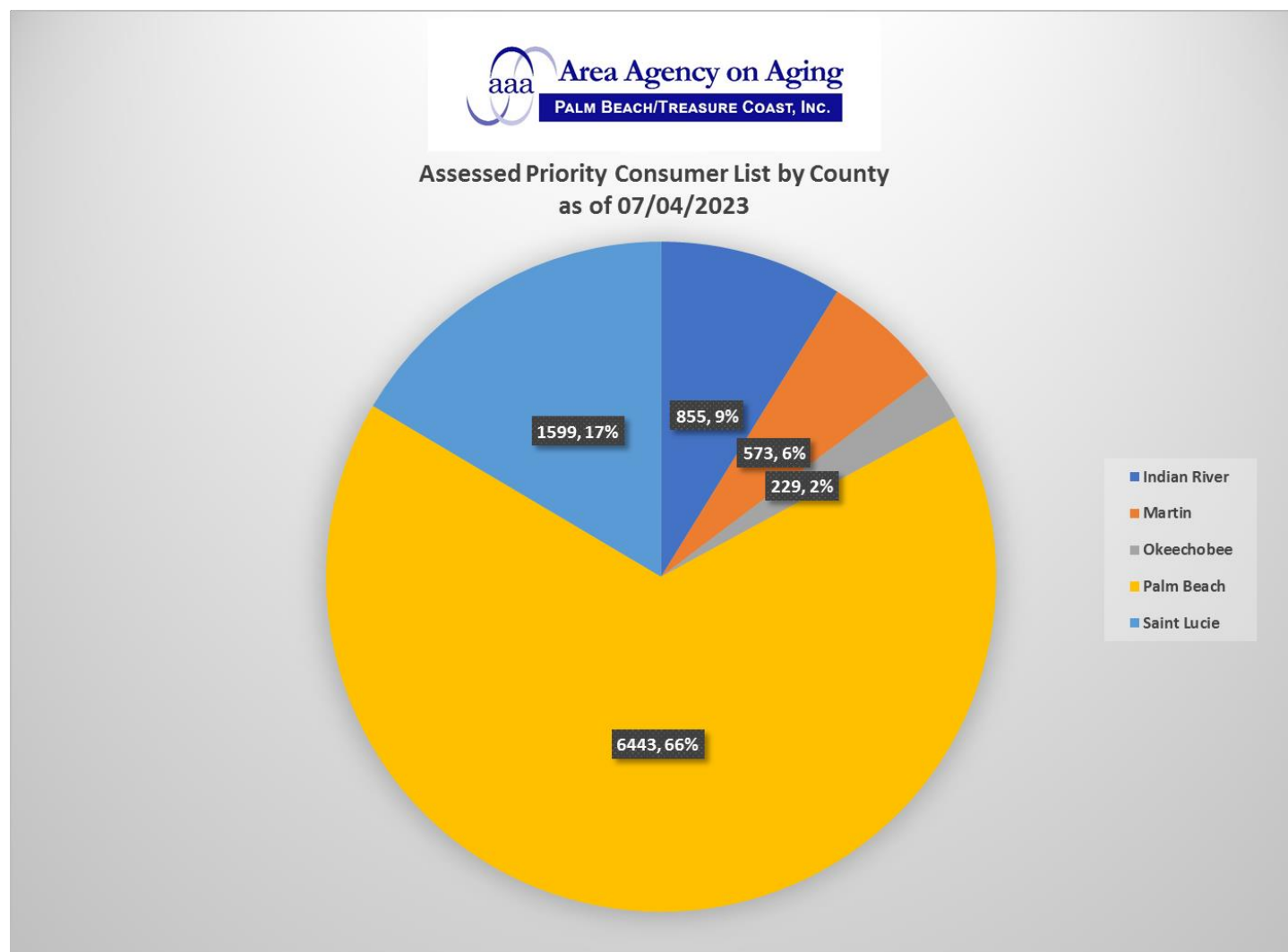
In Okeechobee County there is no Adult Day Care Center. Okeechobee only has one Assisted Living Facility.

The location quotient below from the Bureau of Labor Statistics for Home Health Aids and Personal Care Aids shows the lowest concentrations of these services for all of our counties. This significantly impacts seniors' ability to obtain the care they need and opportunities for respite for caregivers.

Location quotient of home health and personal care aides, by area, May 2022



The number of clients waiting for services in PSA 9 is 9,699 as of July 2023. A breakdown by county is shown on the chart below.



Counties or communities with limited availability of and/or access to legal assistance

Legal Aid Society of Palm Beach County provides legal assistance throughout the PSA and has staff available to travel to clients' homes. They operate programs beyond those that our agency funds.

Counties or communities with limited access to social services agencies

Both 211 and our Helpline provide information and referral services throughout our Planning and Service Area. The Palm Beach County Partnership for Aging is a not-for-profit local organization which focuses its energies on enhancing the life of older persons, their families and their communities through advocacy, information sharing and education. The Inter-Agency Network of Palm Beach County is one of Palm Beach County's oldest "community-wide" networking groups. At monthly meetings, participants

learn about important resources and events. The Agency staff and Advisory Council members participate in all of these organizations.

Analysis of service implications of identified unmet access needs

PSA 9's area plan includes strategies to ensure that all departments that do outreach mention the full array of services that are available to seniors, caregivers, and persons with disabilities. Staff has worked diligently to get senior and caregiver needs such as insurance, long term care services and healthy living programs into the local departments of health community improvement plans as well as Age Friendly and Dementia Care and Cure Initiatives.

Caregiver:

Number of elder caregivers, including number of grandparents raising grandchildren

According to the Department of Elder Affairs 2022 County Profiles, there are currently 90,495 persons 60+ with at least one type of disability and 79,693 probable Alzheimer's cases among those 65+ in PSA 9. Among the disabilities there are 41,195 persons 60+ in PSA 9 with a self-care disability and 74,835 with an independent living disability. Though not all have caregivers, there certainly is an opportunity to reach out to those with caregivers to offer support. There are 6,935 grandparents raising grandchildren in PSA 9.

Analysis of service implications of identified caregiver unmet needs

Counseling services are available under the Older Americans Act both for clients and caregivers. Our legal service providers serve all caregiver populations. The Agency provides evidenced-based Powerful Tools for Caregivers workshops and has started Caregiver Follow-up service under the American Rescue Plan funding. Staff participates on the Palm Health Foundation's Healthier Boynton Beach Initiative which serves caregivers in low-income neighborhoods.

Communities:

Limited Access to Senior Centers

All of the Senior Centers in PSA 9 have transportation available to access the senior center. Our contracted providers have added computer training to the activities available at senior centers. Others have included intergenerational programs, and still others have included clinics with medical services and or mental health services available onsite.

Housing and Safety Needs

The chart below from DOEA's 2022 County Profiles shows Households with a High Cost Burden. Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

HOUSEHOLDS WITH HIGH COST BURDEN – 65+					
	Indian River County	Martin County	Okeechobee County	Palm Beach County	St. Lucie County
Owner-Occupied Households	5,642	5,907	1,262	52,366	13,411
Percent of Owners with High Cost Burden	22%	19%	11%	23%	15%
Renter-Occupied Households	2,562	2,300	494	30,683	5,750
Percent of Renters with High Cost Burden	43%	27%	34%	30%	25%

The Area Plan strategies reflect the Helpline's participation on the Treasure Coast Homeless Services Council Older Adult Subcommittee and Palm Beach County's Homeless and Housing Association General Membership. Addressing affordable housing and senior homelessness is part of the Livable Indian River County strategic plan and the Okeechobee County Community Health Improvement Plan. Agency Consumer Care and Planning staff participate in both of these initiatives.

Employment

The percentage of the 65+ population employed and unemployed in each of the counties in our PSA is reflected below.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ employed	24%	27%	22%	31%	26%
% of persons 65+ unemployed	1%	1%	1%	1%	2%

Health Care:

Preventative health

FALLS FOR THE 65+ POPULATION IN PLANNING AND SERVICE AREA 9

The following data is from the Department of Health State of Florida, Bureau of Community Health Assessment, Division of Public Health Statistics and Performance Management

Martin County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	5	14	26	45
Non-Fatal Injury Hospitalizations by Fall	131	238	301	670
Non-Fatal Injury Emergency Department Visits by Fall	693	886	963	2,542
Palm Beach County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	24	86	205	315
Non-Fatal Injury Hospitalizations by Fall	1,031	1,856	2,360	5,247
Non-Fatal Injury Emergency Department Visits by Fall	4,501	6,233	6,225	16,959
Indian River County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	4	19	31	54
Non-Fatal Injury Hospitalizations by Fall	177	223	240	640
Non-Fatal Injury Emergency Department Visits by Fall	903	1,120	1,090	3,113
Okeechobee County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	1	2	2	5
Non-Fatal Injury Hospitalizations by Fall	66	56	40	162
Non-Fatal Injury Emergency Department Visits by Fall	218	205	111	534
St. Lucie County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	12	16	19	47
Non-Fatal Injury Hospitalizations by Fall	338	413	382	1,133
Non-Fatal Injury Emergency Department Visits by Fall	1,402	1,309	965	3,676

Source: Department of Health State of Florida, Bureau of Community Health Assessment, Division of Public Health Statistics and Performance Management

The chart below reflects the percentage of persons 65+ with diabetes in each of our counties who ever had Diabetes Self-Management Education.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of 65+ with diabetes who ever had Diabetes Self-Management Education	52.1%	71.5%	37.0%	73.5%	48.9%

Medical care needs

The chart below reflects information from the 2022 Florida County Profiles regarding the number of Medically Underserved in the 60+ population among each of the counties in our PSA.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
# of 60+ Medically Underserved	4,479	*	1,479	69,145	18,816

*Further research is being conducted on the medically underserved in Martin County.

Ancillary health care needs

The chart below reflects information from Florida Charts regarding the percentage of persons 65+ in each of the counties in our PSA who have been told they have a depressive disorder.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ who have been told they have a depressive disorder	15.4%	17.4%	16.1%	12.6%	13.6%

The chart below reflects information from Florida Charts regarding the percentage of adults 65+ in each of the counties in our PSA who have been told that they have some form of Arthritis, Rheumatoid Arthritis, Gout, Lupus or Fibromyalgia.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ who have been told they have some form of Arthritis, Rheumatoid Arthritis, Gout, Lupus or Fibromyalgia	48.0%	51.8%	49.4%	49.9%	46.0%

The chart below reflects information from the 2022 Florida County Profiles regarding the number of Probable Alzheimer's Cases for those 65+ in each of the counties in our PSA.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
Number of Probable Alzheimer's Cases for those 65+	7,120	7,392	1,043	52,569	6,608

Availability of medical/health care, including mental health counseling

The number of providers of health care is included in the Description of Services System above.

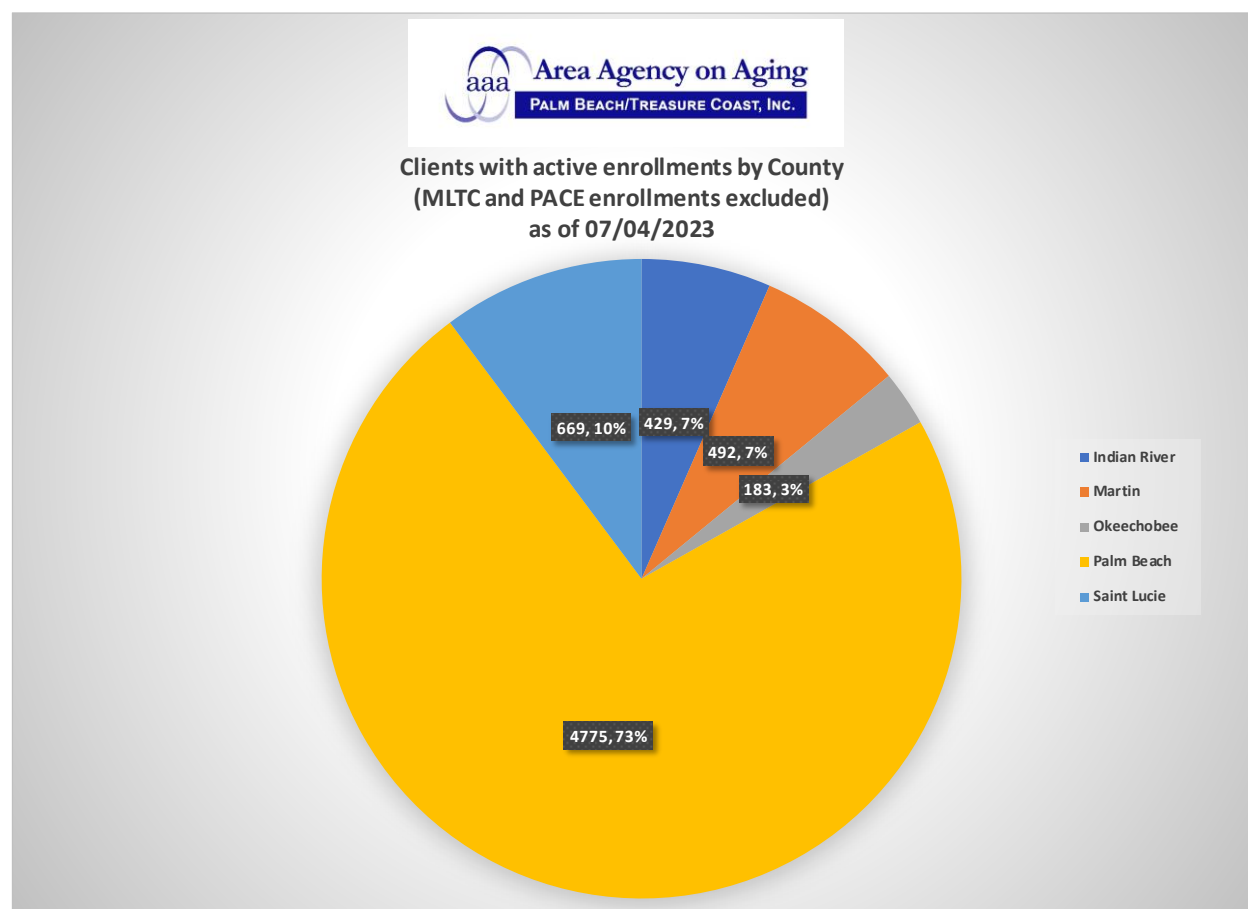
Analysis of service implications of identified unmet health care needs

The data on falls, diabetes self-management education, and arthritis, reflect a continued need for OAA IIID programs for fall prevention and chronic disease self-management. The strategies in the Area Plan reflect efforts to expand these services.

Our OAA providers deliver Mental Health Counseling/Screening and Gerontological Counseling to help address the needs of those with depressive disorders. Education/Training and Powerful Tools for Caregivers is offered to support caregivers' dealing with the stress of caring for loved ones.

Home and Community-Based Services (HCBS):

The number of clients active in Home and Community-Based Services in PSA 9 is 6,548 as of July 2023. A breakdown by county is shown on the chart below.



Emergency Preparedness

Coordination:

Key points of contact are the local Emergency Operation Centers. Each local Emergency Operation Center reports into a coordinated Florida Statewide system. Close coordination at the EOC level avoids duplication and fragmentation of the recovery. At the state level, the CEO and the Emergency Coordinating Officer participate in all calls coordinated by the Department of Elder Affairs.

The Emergency Coordinating Officer annually reviews the Agency's CEMP and COOP. Consumer Care and Planning reviews those of the Agency's providers. Before, during and after an emergency, the communication with Aging Network providers is in place to assess unmet needs, offer technical assistance and gather and maintain current information regarding the status of services, including closings and re-openings. The Emergency Coordinating Officer takes the lead in communications and consolidating needs across the service area.

The Agency's Emergency Coordinating Officer participates in the Palm Beach County Long-Term Recovery Coalition which includes representation from emergency partners such as United Way, Legal Aid Society, Florida Health, Alzheimer's Community Care, the Alzheimer's Association, the Red Cross, Feeding South Florida, The Lord's Place Cross Ministries and others. The Helpline Director serves on the Board of the United Way Emergency Food and Shelter Program which awards applications to local organizations that help in an emergency.

Contact:

In the event of a disaster, the Emergency Coordinating Officer will coordinate with personnel at each of the five county's Emergency Management Departments. Current contacts are: David Johnson, Director of Emergency Services, Indian River County; Ben Johnson, Director of Emergency Management, Martin County; Tod Hardacre, Director of Emergency Management, Okeechobee County; Mary Blakeney, Director of Public Safety Palm Beach County, Ron Guerrero, Director of Public Safety, St. Lucie County.

The Aging Network providers are key in both preparation and recovery. The emergency personnel with our lead agencies (The Volen Center, The Kane Center, Council on Aging of Martin County, Palm Beach County Division of Senior and Veteran Services, Okeechobee Senior Services, Council on Aging of St. Lucie and other contracted providers in our service area) have established primary and secondary emergency contacts. A database of current contact information is maintained by the Agency's Emergency Coordinating Officer which includes phone numbers and email addresses. Email blasts are used as the primary means of communication.

AAA Emergency Coordinating Officer:

Trish Ernst, Emergency Coordinating Officer

Holly Vath, CFO, Alternate Emergency Coordinating Officer

Continuity of Operations and Critical Services:

Helpline associates are all equipped to work remotely with access to all systems. In the event of an emergency situation which would eliminate the remote option, the Agency has an MOU in place with PSA 8. If PSA 8 were affected by the emergency, appropriate coverage would be coordinated through F4A. Post disaster the goal is to resume local Helpline support as quickly as possible.

Information Systems are critical to the Agency's business continuity. All essential infrastructure such as application servers, file servers and the phone system are housed in a secure data center in Broward County. The facility is category 5 hurricane certified. Only authorized personnel are allowed into the facility. Each visitor must have a valid driver's license and be listed as authorized by the Agency IT administrator. Every associate is equipped to work remotely with access to all systems and telephones.

The Fiscal Department's operation is critical to the Agency's operations and recovery. The Agency has contingency plans in place that will enable the financial functions to be back online at the earliest possible date. The Agency's operational objective is to have in place a viable COOP which allows the fiscal operations to perform and maintain specified essential functions during or shortly after any emergency or disruption event. The core fiscal functions are to:

- Procure goods and services needed for emergency and day-to-day operations
- Manage and administer payroll
- Manage and administer Accounts Payable
- Work with Program Directors to identify disaster related costs eligible for insurance recovery
- Maintain payments to providers

In the event that the EOC is activated, the fiscal section will perform the following functions:

- Time Keeping
- Payroll
- Accounts Payable
- Cost Accounting
- Claims
- Purchasing
- Recovery

The Fiscal Department will be responsible for maintaining records on damage expenditure, recovery cost expenditures, insurance related documents, personnel

overtime, and other costs associated with the emergency.

The Fiscal Department will compile reports, including total expenditures by category. The Agency utilizes a cloud based timekeeping system. Payroll will continue to function through the existing software during emergency operations periods.

Aging Network Providers are critical to support existing clients and older adults that have been impacted by a disaster. The Agency's goal is to support all providers in recovery efforts. After an emergency the Emergency Coordinating Officer will facilitate and maintain communication with providers to assess unmet needs, offer technical assistance and support their efforts to resume all services and operations. As needs are identified, the Agency will coordinate with Emergency Operations and/or DOEA, as appropriate.

Assessment and Resource Allocation:

After a disaster, a priority is placed on resuming the operation of the Helpline to provide assistance to our clients and the senior population in the community. Each contracted provider performs a call down of active clients to assess needs. The Helpline also completes telephone reassurance to check on waitlist clients regarding their wellbeing and/or unmet needs and offer assistance accordingly.

The Agency collaborates with DOEA and Emergency Management as Disaster Recovery Centers are activated.

Goals, Objectives, and Strategies

Goal 1 Strengthen and streamline the aging network’s capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.		
Objective 1.1 Expand the availability, integration, and access to assistive technology for older adults.		
Explanation The primary intent of this objective is to increase elder Floridians ability to independently perform daily activities through a promotion of access to assistive technology for older adults.		
		Progress
Strategies		
<ul style="list-style-type: none"> CEO will participate in the F4A technology committee that generally occur quarterly. The CEO will request a summary of technologies being used by other AAAs in February to inform our PSA of options. 		
<ul style="list-style-type: none"> The CEO will educate contracted providers on F4A endorsed assistive technology solutions annually to provide them an opportunity to add new assistive technology services to clients. The first session will occur in March, followed by quarterly updates, depending on the frequency of the F4A technology committee. 		
<ul style="list-style-type: none"> Consumer Care and Planning will coordinate presentations by assistive technology vendors to contracted providers. 		
<ul style="list-style-type: none"> The Helpline Director will follow-up from the CEO’s education on assistive technology service providers to review for inclusion criteria as determined by DOEA in the REFER Database. 		
<ul style="list-style-type: none"> Helpline will conduct training with its Information and Referral staff on the services of Centers For Independent Living (CIL’s) during the first half of 2024 and Florida Alliance of Assistive Services (FAAST) during the second half of 2024 in order to better refer those clients living with disabilities for supportive access to technology. 		
<ul style="list-style-type: none"> Healthy Living will increase the number of lending tablets by 6 each year in order to increase virtual evidence-based training for homebound seniors. 		

<ul style="list-style-type: none"> For the 4 years of the Area Plan, the Foster Grandparent Program will implement ongoing training, on an as need basis, to ensure continued effective use of the iPad by 70 Foster Grandparents of whom 21 will serve in the Glades area, 3 will serve in Okeechobee County, 9 will serve in St. Lucie County, and 37 will serve in North and South Palm Beach County. 	
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Objective 1.2 Increase the AAA's functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.		
Explanation The primary intent of this objective is to encourage the development of partnerships between AAAs and local actors in the elder services sector which will directly lead to increases in the services that AAAs are able to provide older adults residing in their areas.		
		Progress
Strategies		
<ul style="list-style-type: none"> The Advisory Council Planning Committee will ensure that OAA and DOE A requirements regarding the development of the Area Plan are adhered to including DOE A requirements for targeted outreach strategies and the OAA requirement to develop partnerships and collaborations to address program objectives. The Committee will meet bi-monthly. Agenda items include DOE A Feedback on Area Plan, review of local needs assessments and Community Health Improvement Plans, the result of the Consumer Care and Planning review of provider semi-annual outreach plans, review of targeting performance reports and planning of the annual senior forum. 		
<ul style="list-style-type: none"> In order to address the Threat of Legislative changes that may modify or mandate the scope or operation of the Agency, the CEO will assist the Advisory Council Advocacy Committee to support their work as the Advisory Council's legislative advocacy liaison. In preparation for the 2024 session, discussion occurred in Q4 2023. 		
<ul style="list-style-type: none"> The CEO will take advantage of the Strength that the Agency has an Advisory Council and Board of Directors which are dedicated to ensuring the Agency fulfills its mission and delivers high quality services in the community to promote the official legislative agenda adopted by the Florida Association of Area Agencies on Aging (F4A) each year. Late in 2023, the CEO will inform the Advisory Council and Board of priorities and committee appointments. Legislative meetings will occur during the 2024 session. 		

<ul style="list-style-type: none"> • The CEO will provide direction and guidance to the Advocacy Chair of how the Advisory Council can best develop and cultivate relationships with elected officials in order to advocate for services that the Agency can provide to older adults and caregivers in the service area. 	
<ul style="list-style-type: none"> • The CEO will closely coordinate Florida legislative activities with F4A to create a statewide unified voice, whenever possible. 	
<ul style="list-style-type: none"> • In 2024, the Elder Rights Department will collaborate with external entities who assist older adults and adults with disabilities who are victims of crime and provide resources to those victims of crimes, where the external entity may not be able to. These entities may include law enforcement agencies, APS, financial institutions and others. 	
<ul style="list-style-type: none"> • The Director of Consumer Care and Planning will continue on the Core Team of Livable Indian River County and partner on Goal 4 of the 2022-2025 Livable Indian River County Action Plan to “Enhance available information about activities, services and supports for older adults, including intergenerational events.” 	
<ul style="list-style-type: none"> • Consumer Care and Planning will attend the monthly Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources with the goal of adding five new community resources to the REFER database each year. 	
<ul style="list-style-type: none"> • In an effort to foster partnerships, Helpline will continue to offer annual or quarterly presentations to lead agencies, community partners and social workers. 	
<ul style="list-style-type: none"> • In 2024, the Helpline Director will invite SRA to talk about non DOEA funded services, Kane Center to talk about the new dementia program, and the Volen Center to talk about their intergenerational program to provide a training on their services and resources to the Helpline staff. 	
<ul style="list-style-type: none"> • In 2024, Helpline Director will continue to host bi-monthly collaborative meetings to discuss Long Term Care planning with local SMMCLTC community partners, including ACHA, DCF, CARES and reps from Managed Care Organizations. 	
<ul style="list-style-type: none"> • In 2024, Helpline will continue to review the 701S assessment process to ensure it is identifying those who are eligible for Long Term Care services with the goal of increasing the number of verified APPL releases. 	

<ul style="list-style-type: none"> In 2024 Helpline will continue to attend Partnership for Aging-Bi-Annual breakfast meeting where Helpline Director offers explanation of Agency services to 50 Aging professionals in Palm Beach County with the goal to establish relationships with 3 additional agencies per year. 	
<ul style="list-style-type: none"> In 2024 Helpline will continue to attend Palm Beach County United Way Hunger Relief and serve as the committee chair for the Senior Hunger Relief subcommittee for the Hunger Relief Advisory Council. The subcommittee meets monthly with other Community Senior Food and Shelter service agencies to compare resources, discuss trends, and plan ways to increase solutions for Senior Hunger crisis. The objective is to meet the benchmarks set annually for the number of seniors served and how many meals. 	
<ul style="list-style-type: none"> In 2024 Helpline will continue to participate in the 4 Fearless Caregiver Conference events held annually throughout the PSA with an audience consisting of general public, caregivers, aging health professionals. Helpline Director participates on a Panel to present on agency services and answer questions from audience. The objective is to do one-on-one outreach with 5 caregivers at each event. 	
<ul style="list-style-type: none"> From 2024 – 2026 Helpline will attend Healthy St Lucie monthly virtual Community Health Improvement Plan (CHIP) meetings to address the CHIP strategies to increase awareness and use of SHINE and of Medicare cost saving program benefits for low-income older adults and those with disabilities; increase awareness of the Area Agency on Aging Helpline; increase the number of vulnerable adults receiving home and community-based services to avoid nursing home placement and increase awareness of free counseling services for seniors and caregivers that are offered through the Older American's Act. The measure is an increase in the number of calls and the number of unduplicated clients served in St. Lucie County by 20% by January 1, 2026. 	
<ul style="list-style-type: none"> In 2024, Helpline will continue to serve on the Martin County Community Health Improvement Plan Steering Committee to address CHIP strategies to increase insurance enrollment; learn of and share information regarding affordable housing and learn of affordable housing services; and support initiatives to increase the awareness of Mental Health needs and improve access to services. 	
<ul style="list-style-type: none"> From 2024-2027 the Helpline Director will continue to serve on the Palm Beach County Community Health Improvement Plans to address the strategies to increase the number of seniors receiving congregate and home-delivered meals; increase the number of senior hunger volunteers; promote 	

senior and caregiver support groups and free counseling through the OAA; and educate priority populations on insurance benefits and low-income subsidies.	
<ul style="list-style-type: none"> As a member of the Healthier Boynton Beach Steering Committee, Consumer Care and Planning will seek to ensure that Area Agency-contracted providers have an opportunity to participate in monthly Lunch and Learns to share information regarding aging network resources. Area Agency staff and at least one Area Agency contracted provider will present each year. 	
<ul style="list-style-type: none"> The CEO and Director of Consumer Care and Planning will attend the Palm Beach County League of Cities meetings. In 2024 information regarding the PBC DCCI initiative will be shared in Palm Beach County as well as waitlist and housing needs. Board and Advisory Council openings will be promoted through the League of Cities. 	
<ul style="list-style-type: none"> The CEO and Director of Consumer Care and Planning will attend the Treasure Coast League of Cities meetings. In 2024, information regarding legislative activities, unmet needs for senior and caregivers, waitlists and housing needs will be shared for all Treasure Coast counties. Board and Advisory Council openings will be promoted through the League of Cities. 	
<ul style="list-style-type: none"> The Agency's contracted providers will participate in board memberships such as FASP and FCOA and local groups in the community with a focus on seniors. 	
<ul style="list-style-type: none"> In 2024 the Healthy Living Department will ensure that Area Agency Services are included in the Martin County 211 Brochure and website link (both the senior version and the community version). 	
<ul style="list-style-type: none"> In 2024 the Communications Department will ensure that Area Agency services are included in the Palm Beach County 211 Resource Brochure and website link (both the senior version and community version). 	
<ul style="list-style-type: none"> In 2025 the Communications Department will ensure that Area Agency services are included in the St. Lucie County and Okeechobee County 211 Resource Brochure and website link (both the senior version and community version). 	
<ul style="list-style-type: none"> In 2026 the Communications Department will ensure that the Area Agency services are included in the Indian River County 211 Resource Brochure (both the senior version and community version). 	

Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.

Explanation The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed.		
		Progress
Strategies		
<ul style="list-style-type: none"> Consumer Care and Planning will convene a minimum of one public forum each year to obtain community input. Consumer Care and Planning will hold the annual senior forum in St. Lucie County in 2024 to obtain community input regarding senior and caregiver needs. Forums in subsequent years will be held in Indian River, Palm Beach, and Martin counties. 		
<ul style="list-style-type: none"> Throughout this Area Plan cycle, Consumer Care and Planning will review providers' Semi-Annual Outreach Reports twice/year and provide feedback on areas where additional underserved populations can be reached. 		
<ul style="list-style-type: none"> Consumer Care and Planning will annually share the Agency's Targeting Performance Report and GIS maps representing underserved targeted populations with contracted providers. 		
<ul style="list-style-type: none"> Consumer Care and Planning will attend Palm Beach County's Community Revitalization Team monthly meetings in order to meet residents of Palm Beach County's unincorporated areas to share information on services, learn of community needs, recruit volunteers, and learn of additional resources that may be pertinent to the REFER database. 		
<ul style="list-style-type: none"> By 2025 the Helpline will have completed a document which uses the data collected through inquirer data to facilitate the analysis needed to support: the human service needs of inquirers; Outreach to diverse communities; Community needs assessments; Community planning; Allocation of funding; and System Advocacy. 		
<ul style="list-style-type: none"> By January 2024, the Communications Director will have translated and printed the Agency brochure to Spanish in order to reach Limited English Populations. 		
<ul style="list-style-type: none"> By the end of January 2024, the Communications Director will have translated and printed the Agency brochure to Creole in order to reach Limited English Populations. 		

<ul style="list-style-type: none"> The Advisory Council Membership Committee and its Area Agency liaison will recruit additional members from the Treasure Coast to improve geographic coverage through the service area. The Advisory Council will modify their bylaws during Q1 2024 to reflect changes made to the Board's bylaws based on the new DoEA Governance Contract. This change should allow for an improvement in attendance and accommodate those members in the counties outside of Palm Beach County. 	
<ul style="list-style-type: none"> The CEO will send notices of available board positions and Advisory Council openings during Q1 2024 to government agencies, charitable organizations, and Aging Network Providers to network with potential members. 	
<ul style="list-style-type: none"> The Agency's contracted providers will participate in seminars and health fairs across the PSA and in individual communities with a focus on the seniors to increase public awareness of programs and services. 	

Objective 1.4 Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.		
Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.		
		Progress
Strategies		
<ul style="list-style-type: none"> The Communications Department will develop a 2024 Communication Plan by March 31, 2024 that identifies the initiatives to be completed in 2024 which benefit seniors with information on aging. 		
<ul style="list-style-type: none"> The Communication Department will develop a new look/design for Agency collaterals which entices the reader to review the materials by May 30, 2024. 		
<ul style="list-style-type: none"> The Communications Department will develop collaterals to promote the aging support system by May 30, 2024. 		
<ul style="list-style-type: none"> The Communications Department will develop a social media strategy to enhance the Agency's presence on social media by June 30, 2024. 		

<ul style="list-style-type: none"> • The Communications Department will develop a Caregiver Resource Guide to assist care giver through the aging process by August 31, 2024. 	
<ul style="list-style-type: none"> • The Helpline Director will complete a review of the Resource Database to ensure a comprehensive set of resources is available across the service area. This includes determining that all resources are providing the most up-to-date information regarding which services are provided, service eligibility, contact methods and which populations and counties they serve. This ensures clients are seamlessly connected to receive the most accurate referral information. 	
<ul style="list-style-type: none"> • In 2024, Helpline will train staff on the importance of all SHINE programs to include plan comparisons, assisting those new to Medicare, and resolution of claim or fraud issues. 	
<ul style="list-style-type: none"> • The number of referrals from Helpline to SHINE will increase by 2% per year. 	
<ul style="list-style-type: none"> • In 2024, the Agency Planner will evaluate accessibility of Agency, contracted providers' and community services and deploy staff to assist seniors and caregivers where needed. 	
<ul style="list-style-type: none"> • The Director of Helpline will chair United Way Senior Hunger Relief Workgroup and partner with United Way staff to address growing needs for hunger relief and identify all available resources to meet these needs. 	
<ul style="list-style-type: none"> • The Director of Helpline will attend HHA General Membership meetings to increase resources and services for housing and homeless needs with a goal of obtaining 3 additional new housing resources in 2024 in Palm Beach County and increasing the amount of Palm Beach County seniors the Helpline assists with housing resources by 3%, further supporting housing needs of older adults. 	
<ul style="list-style-type: none"> • In 2024 as part of the Agency's participation in the Palm Beach County's Health Care District's Fall Prevention Coalition, the Helpline and Healthy Living will respond to referrals from the Fall Zone Tool application. This will allow seniors to measure their risk of falls and link them to Area Agency Fall Prevention programs. We anticipate 30 referrals for Fall Prevention Programs from this application each year. 	
<ul style="list-style-type: none"> • In 2024 the Helpline and Healthy Living will work with the West Palm Beach Fire Department Community Paramedic Program Coordinator to establish methods for outreach and referral for their senior clients. Helpline will have a goal of 3 additional referrals a year. This directly supports the efficiencies of older adults by reducing excessive ER visits and educating clients on the availability of home and community-based programs and services. For Healthy Living, the paramedics will be provided with Agency brochures so that when they re-connect with the client after an incident they can connect them with Area Agency services to help prevent additional emergency calls from the client. 	

We anticipate 20 additional referrals for Fall Prevention programs in 2024 with a 2% increase each year subsequent.	
<ul style="list-style-type: none"> Healthy Living will continue its work with St. Mary's Medical Center each year during National Fall Prevention Week to offer clinics throughout the Palm Beach County area. In 2024 we will participate in five clinics during the Fall with an anticipated increase in the number of attendees of 10% over 2023 and a 2% increase in the number of participants registering for evidence-based Fall Prevention programs of 2% a year 	
<ul style="list-style-type: none"> Our contracted providers will include a link to our website on their organizations' websites in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	
<ul style="list-style-type: none"> Our contracted providers will include Area Agency contact information on all electronic and printed materials in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	
<ul style="list-style-type: none"> Our providers will provide service information and the Helpline number to all seniors inquiring about services in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	
<ul style="list-style-type: none"> Our providers provide brochures regarding services to community partners (physician offices, churches, laundry facilities, and clubhouses) which helps to expand the venues for Area Agency outreach. 	
<ul style="list-style-type: none"> Within the aging network, our providers make referrals to partner agencies for seniors that need specific need/assistance such as counseling and/or legal services in order to promote a smooth transition to a coordinated system of care. The goal is to increase the number of these referrals by 2% per year. 	

Objective 1.5 Bring attention and support to caregivers, enabling them to thrive in this fundamental role.		
Explanation The primary intent of this objective is to strengthen caregiver services to meet individual needs.		
		Progress
Strategies		

<ul style="list-style-type: none"> Communications will coordinate the development of a Caregiver Resource Guide to be completed by the end of the first quarter of 2024 that can be provided to the general population to help older adults and those who care for them readily access the resources needed to plan for and facilitate life transitions and alleviate the physical, emotional, and mental stress of caregiving. 	
<ul style="list-style-type: none"> Consumer Care and Planning will participate on the Healthier Boynton Beach Steering Committee to increase services for caregivers in the low-income, minority area of Boynton Beach. The goal is to increase the number of referrals from the Helpline by 2% over the next four years and ensure at least one evidence-based caregiver workshop in the service area each year. 	
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will chair the Information and Resource Workgroup of Healthier Boynton Beach to outline caregiver needs in Boynton Beach and recommend monthly topics for Caregiver Lunch and Learn meetings. 	
<ul style="list-style-type: none"> The Planner will promote additional communities to embrace caregiver support and develop local programming. The initiative will start with the Livable Indian River County initiative in 2024, the Palm Beach County Community Revitalization Team in 2025, and Age-Friendly St. Lucie in 2026. 	
<ul style="list-style-type: none"> The Agency will continue to support and be an active participant in the Fearless Caregiver Conferences. Annual conferences are held in South Palm Beach County, North Palm Beach County, St. Lucie County and Martin County. Caregiver attendees are educated on the resources and supports available through the various departments of the ADRC and the aging network. 	

Goal 2 Ensure that Florida is the nation's most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.

Objective 2.1 Directly support communities in becoming dementia friendly.

Explanation The primary intent of this objective is for the AAA to engage in activities which help to increase their community's support of people living with dementia and their caregivers. The ultimate aim is for people living with dementia to remain in their community, while engaging and thriving, in day to day living.

		Progress
Strategies		

<ul style="list-style-type: none"> The Director of Consumer Care and Planning will re-vitalize the Palm Beach County DCCI Task Force with the goal of re-starting meetings in January 2024 and successfully completing DOEA's 2024 Goals for DCCI Task Forces. 	
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will collaborate with Martin County Hugs to expand programming through assistive technology such as robotic pets. 	
<ul style="list-style-type: none"> The Agency's contracted providers will provide Sensitivity training to various community partners/agencies such as Chambers of Commerce, local high schools, and colleges in an effort to create awareness of the frailties older individuals face so they may better understand the depth of cognitive impairment. 	
<ul style="list-style-type: none"> The Agency's contracted providers will provide Adult Day Service and Facility Respite, offering expanded hours and Saturday service with same day access for pre-approved clients. 	
<ul style="list-style-type: none"> The Agency's contracted providers will provide dementia specific training, education, and information to staff, community aging network partners, caregivers, law enforcement, emergency services, and volunteers. 	
<ul style="list-style-type: none"> The Agency's contracted providers will encourage caregivers to attend the Senior Centers with their loved one to allow them to engage in socialization. 	
<ul style="list-style-type: none"> The Agency's contracted providers will assist with monitoring the safety of the dementia client - while supporting an outing and socialization for the client and the caregiver. 	
<ul style="list-style-type: none"> The Agency's contracted providers will offer appropriate physical and mental stimulation via activities/speakers. 	
<ul style="list-style-type: none"> The Agency's contracted providers will provide information used for training and supportive meetings. 	

Objective 2.2 Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.		
Explanation The primary intent of this objective is to encourage the AAA to expand education and training opportunities across the spectrum of aging related issues.		
		Progress
Strategies		

<ul style="list-style-type: none"> The Planner and Communications Department will develop an education campaign to educate municipalities and governmental agencies of the growing prevalence of Alzheimer's Disease and Related Disorders and the need to develop stronger support systems. Data regarding the prevalence of Alzheimer's Disease will be shared at Palm Beach County and Treasure Coast League of cities in 2024. An updated DCCI rack card with resources will be shared with Palm Beach County League of Cities and the Community Health Improvement Plan Steering Committee in 2024. 	
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will promote the integration of dementia and age-friendly initiatives into the Community Health Improvement Plans in local counties. Strategies to address dementia will be incorporated into the Martin County and Palm Beach County Community Health Improvement Plans in 2024. Strategies to address dementia will be incorporated into the Okeechobee County and St. Lucie County CHIPS in 2025. Strategies to address dementia will be incorporated into the Livable Indian River County strategic plan in 2026. 	
<ul style="list-style-type: none"> Contracted providers' Family Nurse Navigators will help older adults to achieve a better quality of life through education regarding health and human services, legal and financial assistance, and other services and resources, and in turn, will share their needs and requests with the Helpline staff when such assistance is needed. 	

Objective 2.3 Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.		
Explanation The primary intent of this objective is for the AAA to foster increased collaboration with external organizations and stakeholders in order to identify best practices and effective methodologies.		
		Progress
Strategies		
<ul style="list-style-type: none"> The Planner and Communications Department will develop an education campaign to educate municipalities, governmental agencies and community coalitions of the growing prevalence of Alzheimer's Disease and Related Disorders and the need to develop stronger support systems. Data regarding the prevalence of Alzheimer's Disease will be shared at Palm Beach County and Treasure Coast League of cities in 2024. An updated DCCI rack card with resources will be shared with Palm Beach County League of Cities and the Community Health Improvement Plan Steering Committee in 2024. 		

<ul style="list-style-type: none"> The Communications Director and Helpline Director will continue the collaborative partnership with Caregiver Media and continue to have a strong presence at the Fearless Caregiver Conferences held annually throughout our PSA. 	
<ul style="list-style-type: none"> The Helpline Director and Communications Director will participate in the annual Alzheimer's Community Care Educational Conference which provides a platform to educate caregivers, professionals and stakeholders. With representation from the medical field, legal field, the Veterans Administration and others in the aging network, the conferences provide an opportunity to learn and identify best practices and methodologies. 	
<ul style="list-style-type: none"> The Communications Director and Helpline Director will participate in four Fearless Caregiver Conferences in 2024. 	
<ul style="list-style-type: none"> Consumer Care and Planning will participate in the monthly Dementia Care and Cure Initiative meetings of the Martin County Hugs Committee. 	
<ul style="list-style-type: none"> In 2024, the Helpline Director will review and re-distribute the DCCI Resource Guide. 	
<ul style="list-style-type: none"> In 2024 the Helpline Director will review and re-distribute the DCCI Rack Card. 	

Objective 2.4 Increase access to supportive housing with services and increase supports for older adults at risk of experiencing residential insecurity.

Explanation The primary intent of this objective is the exploration of policies to specifically address shortages of supportive housing options in the AAA's area and encouraging targeting of elders that have been identified as facing residential insecurity.

		Progress
Strategies		
<ul style="list-style-type: none"> In 2024, the Helpline will participate on the Treasure Coast Homeless Services Council Older Adult Subcommittee to explain senior needs and learn more about resources. 		
<ul style="list-style-type: none"> Helpline will collaborate with community partners, such as United Way, HUD, Florida Housing and Administration for Community Living (ACL) to obtain more resources on affordable housing and home modifications. 		
<ul style="list-style-type: none"> In the first half of 2024, Consumer Care and Planning will publish the Elder Needs Index for all counties in the PSA to highlight the need for affordable housing for seniors. 		

<ul style="list-style-type: none"> The Agency will collaborate with DOEA's Statewide Housing Director to develop statewide initiatives to enhance funding and the availability of affordable housing. 	
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Goal 3 Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.		
Objective 3.1 Advocate with housing service providers, affordable housing developers, homeless programs, and other stakeholders to establish affordable housing options for older adults.		
Explanation The primary intent of this objective is to increase collaboration with other area organizations and stakeholders on the specific subject of elder housing and other associated residential issues.		
		Progress
Strategies		
<ul style="list-style-type: none"> Collaborate with lead agency providers and legal service providers to promote the senior housing needs in each county within the service area. 		
<ul style="list-style-type: none"> Consumer Care and Planning and the Helpline will participate in the Palm Beach County Homeless and Housing Alliance Meetings to learn of programs available for homeless seniors as well as affordable housing options. We will also use this opportunity to give input as to the needs of seniors for affordable housing and the avoidance of homelessness. 		
<ul style="list-style-type: none"> Consumer Care and Planning will coordinate annual in-service training for lead agencies regarding legal service providers' services that assist with senior housing issues. 		
<ul style="list-style-type: none"> In 2024, the Agency Planner will participate on the Support Services Subcommittee of the Palm Beach County Homelessness and Housing Alliance to participate in the strategy for senior homeless prevention and learn of senior homelessness and affordable housing initiatives. 		
<ul style="list-style-type: none"> In 2024, the Agency Planner will provide input to the Palm Beach County strategic goals from the Leading the Way Home plan. 		

Objective 3.2 Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.

Explanation The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.

		Progress
Strategies		
<ul style="list-style-type: none"> The Foster Grandparent Program will empower low-income senior volunteers to have an impact in their communities by mentoring and tutoring young at risk students in public school classrooms. 		
<ul style="list-style-type: none"> Each school year, 100 Foster Grandparents will serve 400 students in the Glades Area (50), North and South Palm Beach County (40), St. Lucie County (7), and Okeechobee County (3). 		
<ul style="list-style-type: none"> 70 Foster Grandparents serving in Okeechobee, Palm Beach, and St. Lucie counties will be proficient in appropriate usage of the iPad for educational and programmatic efficiencies. Sign-in sheets and timecards will verify attendance at scheduled in-service trainings and Foster Grandparent Program Volunteer Coordinators will measure and verify progress. 		
<ul style="list-style-type: none"> The Agency's Americorps Senior Foster Grandparent Program will empower low-income seniors by offering meaningful volunteer opportunities to mentor and tutor at-risk student Pre-K through 3rd Grade and providing an hourly stipend and opportunity to improve their mental well-being, satisfaction and quality of life. 		
<ul style="list-style-type: none"> Consumer Care and Planning will participate in Palm Beach, Martin, Okeechobee and St. Lucie County Health Departments' Community Health Assessments to share information on social determinants of health and the incidence of chronic disease among seniors. 		
<ul style="list-style-type: none"> Consumer Care and Planning will participate in Palm Beach, Martin, Okeechobee and St. Lucie County Health Departments' Community Health Improvement Plans to make them aware of our 		

resources for evidence-based programs for fall prevention, chronic disease self-management, diabetes self-management and long-term care supports.	
<ul style="list-style-type: none"> As part of the 2022-2025 Livable Indian River Action Plan objective to promote awareness of health/wellness and community supports to reduce isolation Consumer Care and Planning will increase the awareness of free counseling services through the Older Americans Act for seniors, caregivers and grandparents raising grandchildren with the impact to be measured as an increase in groups and neighborhoods acknowledging isolation as a health issue. 	
<ul style="list-style-type: none"> As part of the 2022-2025 Livable Indian River Action Plan objective to Increase new clients in community-based programs, the Healthy Living Department will seek to increase senior participation in evidence-based healthy living programs to 3/year by 2025. 	
<ul style="list-style-type: none"> Healthy Living will expand its efforts in Indian River County to complete 2 evidence-based workshops each year in that county. 	
<ul style="list-style-type: none"> Healthy Living will develop a Workshop Highlights page by June 2024, for each workshop for participants to share with friends and family so participants continue to receive encouragement of healthy activities after a workshop has ended. 	
<ul style="list-style-type: none"> Healthy Living will work with congregate meal sites to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025 presentations will have been done in every county of the PSA for a total of no less than 8 presentations. 	
<ul style="list-style-type: none"> Healthy Living will work with libraries in each county to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025, presentations will have been done in every county of the PSA for a total of no less than 7 presentations. 	
<ul style="list-style-type: none"> Healthy Living will start a new evidence-based workshop, Walk with Ease by June 2024. 	
<ul style="list-style-type: none"> Healthy Living will continue its relationship with Delray EMS to collaborate on falls prevention. 	

<ul style="list-style-type: none"> • Healthy Living will continue its work on the Statewide Health Improvement Plan workgroup to provide input to strategies for and monitor progress of the following SHIP Priority Areas: <ul style="list-style-type: none"> ○ Reduce the burden of diabetes and improve quality of life for all who have or are at risk for diabetes; ○ Prevent or reduce adult injuries; and ○ Mental Well-being and Substance Abuse Prevention. 	
<ul style="list-style-type: none"> • In 2024, SHINE will continue to educate clients through unbiased Medicare counseling, ensuring they understand their choices to make the best decisions about their healthcare coverage and increase clients served by 2%. 	
<ul style="list-style-type: none"> • In 2024, Helpline will promote senior employment assistance resources at the 2024 Fearless Caregiver Conferences and Community Presentations done by the Helpline with a goal of increasing these referrals by 2%. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will promote the Senior Centers in their Community Care Service Areas. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will provide information during festivals and invitational guest events. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will distribute flyers in local housing developments/RV parks to encourage attendance at Senior Centers. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will develop challenging and enjoyable activities that are suitable for seniors with limited mobility. 	

Objective 3.3 Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.		
Explanation The primary intent of this objective is to promote seamless access to available services.		
		Progress
Strategies		

<ul style="list-style-type: none"> • In 2024, Helpline will work with Advisory Council to identify 25 new community outreach locations where materials can be distributed and resources provided to target populations with unmet needs. 	
<ul style="list-style-type: none"> • During media interviews, Helpline Director will provide information to public on how and where to connect with community partners that support seniors and their caregivers 	
<ul style="list-style-type: none"> • Consumer Care and Planning will attend the monthly Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources with the goal of adding five new community resources to the REFER database each year. 	
<ul style="list-style-type: none"> • In 2024, Consumer Care and Planning will participate on the Martin County Interagency Coalition with the goal of sharing Agency resources and learn of initiatives for seniors and their caregivers. 	
<ul style="list-style-type: none"> • Consumer Care and Planning will ensure that Agency brochures are available at the St. Lucie County Chamber of Commerce by delivering bi-monthly during the St. Lucie Chamber of Commerce meetings. 	
<ul style="list-style-type: none"> • Consumer Care and Planning will ensure that Agency brochures are available at Martin County Motor Vehicle Department by delivering bi-monthly during the Martin County Interagency Coalition meetings. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will provide Navigators and/or Case Management services to patients. and caregivers advising them of available services and resources to meet their immediate and ongoing needs. 	
<ul style="list-style-type: none"> • The Agency's contracted providers will offer Educational Conferences and Caregiver Support groups on site with community partners. 	

Goal 4 Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.	
Objective 4.1 Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices, and strategic collaborations.	
Explanation The primary intent of this objective is for the AAA to use existing mechanisms to increase public awareness, expand learning opportunities, and work with community stakeholders to both respond to instances of elder abuse and promote increased prevention.	
	Progress

Strategies		
<ul style="list-style-type: none"> From 2024-2027, the Elder Rights department will develop at least one new relationship/collaboration on a quarterly basis, with the goal of at least one new collaboration in each county in the PSA over a 3-year time frame. In 2024, the Elder Rights department will develop a relationship/collaboration with FoundCare, a healthcare organization in Palm Beach County. 		
<ul style="list-style-type: none"> In 2025, the Elder Rights department will develop a relationship/collaboration with Indian River State College, an educational institution on Indian River County and Okeechobee County. 		
<ul style="list-style-type: none"> In 2026, the Elder Rights department will develop a relationship/collaboration with City of West Palm Beach Housing Authority in Palm Beach County, which is focused on senior housing, and YMCA, a local nonprofit targeting Martin, Palm Beach, and St. Lucie counties. 		
<ul style="list-style-type: none"> In 2027, the Elder Rights department will develop a relationship/collaboration with Palm Beach State College, an educational institution in Palm Beach County. 		
<ul style="list-style-type: none"> In 2024, the Elder Rights department will collaborate with SHINE/Senior Medicare Patrol (SMP) to promote increased prevention by providing Elder Rights brochures for at least one event SHINE/Senior Medicare Patrol (SMP) staff participates in within the entire PSA. Over the next three years, participation will increase by one additional event each year. 		
<ul style="list-style-type: none"> The Agency's contracted providers' case managers and support staff will discuss with client, caregivers and seniors regarding their rights and empower them with the information regarding who is a victim and what constitutes abuse, neglect and exploitation. 		

Objective 4.2 Increase capacity and expertise regarding the Department's ability to lead in efforts to stop abuse, neglect, and exploitation (ANE) of older adults and vulnerable populations.		
Explanation The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.		
		Progress
Strategies		
<ul style="list-style-type: none"> In each year from 2024 through 2027, the Elder Rights department will provide at a minimum of two Abuse, Neglect and Exploitation trainings to healthcare professionals, nonprofits, educational institutions, and local nonprofits and governmental entities with a focus on seniors and caregivers on a quarterly basis with the goal of ensuring training is conducted in each county within the PSA. 		

<ul style="list-style-type: none"> In each year from 2024 through 2027, the Elder Rights department will obtain two additional organizations to provide Abuse, Neglect and Exploitation trainings to healthcare professionals, nonprofits, educational institutions, and local nonprofits and governmental entities with a focus on seniors and caregivers. 	
<ul style="list-style-type: none"> By the end of the Area Plan cycle, Elder Rights and Healthy Living will work to develop a minimum of one new site where education and outreach regarding health education and preventing elder abuse and exploitation can be done in the rural area of Indiantown. 	
<ul style="list-style-type: none"> The Agency's Legal Services Provider will train all staff to recognize the signs of elder abuse—physical, emotional, financial—and direct them to the Florida Department of Elder Affairs website for additional information and resources (http://elderaffairs.state.fl.us/doea/report_abuse.php). 	
<ul style="list-style-type: none"> The Agency's Legal Services Provider will display Florida Department of Elder Affairs abuse posters in the client waiting room and in staff offices. 	
<ul style="list-style-type: none"> The Agency and its contracted providers will report all suspected instances of elder abuse immediately to the 1-800-96-ABUSE Registry hotline. 	
<ul style="list-style-type: none"> The Agency's Legal Services Providers will represent victims of elder abuse in circuit and county court to protect them from physical abuse, neglect and financial exploitation. 	

Objective 4.3 Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.

Explanation The primary intent of this objective is for the AAA to expand existing education/outreach/awareness efforts such as websites, newsletters, presentations, and/or other community outreach activities to include prevention of abuse, neglect, and exploitation.

		Progress
Strategies		
<ul style="list-style-type: none"> In 2024, the Elder Rights department will participate in six opportunities of outreach (ie. brochure drop off, presentations) on a quarterly basis. 		
<ul style="list-style-type: none"> In 2024, the Elder Rights department will obtain two additional organizations to provide education/outreach/awareness to. 		

• In 2024, the Elder Rights department will participate in the annual “World Elder Abuse Awareness Day” to expand on existing education, outreach, and awareness.	
• The Agency’s contracted providers will connect older adults with legal service providers to support them in their ability to exercise their full rights.	
• In 2024, the Helpline will screen and provide appropriate referrals to legal service providers, increasing referrals by 20%.	

Objective 4.4 Continue to improve older Floridian’s access to legal services which have a direct positive impact on their ability to stay independent in their homes and communities, and most importantly, exercise their legal rights.

Explanation The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors, particularly those seniors in greatest economic or social need, as well as to improve the breadth and quality of legal services available.

		Progress
Strategies		
• During Presentations, Outreach team and Helpline Director will continue to promote resources to access Legal Aid Services, providing education on the benefits of Elder Law representation to assist with Estate Planning, Living Wills, Housing advocacy and more.		
• The Agency’s legal service provider will identify and target outreach and one-on-one legal counseling to isolated and underserved elder individuals in the community by providing services and collaborating with a broad range of local community agencies.		
• The Agency’s legal service provider will provide advice, consultation, and direct representation before courts and administrative agencies; provide community education seminars and outreach to OAA targeted populations.		
• The Agency’s legal service provider will provide legal awareness seminars and one-on-one legal counseling to vulnerable and at-risk older clients.		

Goal 5 Increase Disaster Preparation and Resiliency

Objective 5.1 Strengthen emergency preparedness through comprehensive planning, partnerships, and education.		
Explanation The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.		
		Progress
Strategies		
• The Agency's contracted providers will provide pre-storm contact to all clients to ensure their preparedness.		
• The Agency's contracted providers provide information concerning pending storms to inform all seniors of the shelter options and contact information.		
• The Agency's contracted providers will follow up with all clients post-storm.		
• The Emergency Coordinating Officer will coordinate the annual updating of the Agency's CEMP and COOP in April of each year with input from Senior Management. .		
• The Helpline will conduct an Emergency Preparedness Telephone Campaign in May of 2024.		
• The Emergency Coordinating Officer will facilitate a collaborative effort with Alzheimer's Community Care and Florida Power & Light to distribute hurricane disaster guides to seniors in the PSA.		
• The Emergency Coordinating Officer will present an Emergency Preparedness presentation to all associates in May of each year summarizing the Agency's CEMP and COOP with an emphasis on personal safety followed by tasks and responsibilities to prepare for an event and to continue critical Agency operations after an event.		
• The Emergency Coordinating Officer will maintain a current all-associate Emergency Contact Chain in order to communicate with associates during and after an emergency.		
• The Emergency Coordinating Officer will provide Family Emergency Plans and disaster guides to all associates in May of each year.		
• Supervisors in departments with volunteers will contact volunteers before and after an event to assess any unmet needs.		

Objective 5.2 Ensure communication and collaboration between the Department, emergency partners, and the Aging Network, before, during, and after severe weather, public health, and other emergency events.

Explanation The primary intent of this objective is to focus attention on the importance of interagency communication and collaboration in disaster preparedness and response activities.		
		Progress
Strategies		
<ul style="list-style-type: none"> The Emergency Coordinating Officer will facilitate and participate in communication with the Department and other Area Agencies on Aging via phone calls and/or emails regarding information on impending disasters and preparation guidance as well as pre- and post-unmet needs. 		
<ul style="list-style-type: none"> The Emergency Coordinating Officer will maintain a database with current contact information of those in the Aging Network and emergency partners. 		
<ul style="list-style-type: none"> The Emergency Coordinating Officer will communicate with the five county Emergency Management Departments in the PSA regarding information on impending disasters, preparation guidance, and pre- and post-unmet needs. 		
<ul style="list-style-type: none"> During the first quarter of 2024 the ECO will meet with the local emergency officials in each of the counties in our PSA to ensure they understand the role of the AAA and the AAA ECO in emergency/disaster response and educate them regarding the unique needs of the elderly, including special dietary requirements. (pages 13-18 to 13-19 of Handbook). 		
<ul style="list-style-type: none"> The ECO will annually update the list of emergency contacts for the Department of Elder Affairs, local emergency management agencies, AAA Lead Agencies, service providers, and key suppliers. (Handbook page 13-19) 		
<ul style="list-style-type: none"> The ECO will participate in tabletop exercises conducted at the state and local levels (page 13-20 of the Handbook). 		
<ul style="list-style-type: none"> The Helpline Director will serve on the board of the United Way Emergency Food and Shelter Program. This board consists of human service professionals, whose agencies partner with United Way. Once annually, the Local Service Board reviews applications for FEMA program funding to Local Service Organizations, seeking additional funds to provide meals, food pantry service and emergency shelter. Once annually the Local Service Board also conducts site visits to ensure program compliance by the funded awarded organizations. 		

<ul style="list-style-type: none"> The Emergency Coordinating Officer will participate in the Long-Term Recovery Coalition comprised of emergency preparedness and response partners as needed in order to identify areas with unmet needs and provide access to resources. 	
<ul style="list-style-type: none"> The Emergency Coordinating Officer will coordinate with United Way to direct volunteers who wish to help before, during or after an emergency to the DOEA website to register as Hope Heroes. 	

Objective 5.3 Explore and support efforts to make community disaster shelters more responsive to elder needs in general, with specific emphasis on providing appropriate emergency shelter to elders with dementia related concerns.

Explanation The primary intent of this objective is to explore ways in which the AAA can support and extend emergency shelter options available to older adults residing within the PSA.

		Progress
Strategies		
<ul style="list-style-type: none"> Alzheimer's Community Care will support the function of the Special Needs Shelters by providing dementia-specific training for Health Department staff and/or by staffing the shelter location as needed. These activities are quantified and qualified. 		
<ul style="list-style-type: none"> In the first quarter of 2024, the Emergency Coordinating Officer will connect with Alzheimer's Community Care and the Alzheimer's Association in order to determine the next steps to advocate for shelters to be more dementia friendly with caregiver support. 		
<ul style="list-style-type: none"> Helpline associates will provide current information regarding the status of emergency shelters in the PSA and promote pre-registration when applicable. 		

Objective 5.4 Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.

Explanation The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.

		Progress

Strategies		
<ul style="list-style-type: none"> The Agency's contracted providers will inform caregivers and elders who are enrolled in DOEA services to be aware of their evacuation zone to be able to increase levels of voluntary elder evacuation during severe weather. 		
<ul style="list-style-type: none"> In 2024, Helpline associates will conduct an Emergency Preparedness Telephone by the start of Hurricane season, when a team will contact waitlisted Clients to assist them with locating their nearest evacuation zones based on their zip codes. Education will also be provided on putting together emergency kits during hurricane season. 		
<ul style="list-style-type: none"> The Emergency Coordinating Officer will develop a mail campaign to be implemented in May of each year targeting seniors in high-risk geographic areas to promote the importance of evacuation when notices are issued. Information will include shelter locations, pet shelter locations, registration information and other critical pieces to increase levels of voluntary elder evacuations. 		