



AREA AGENCY ON AGING OF PALM BEACH/TREASURE COAST, INC.

PSA: 9

For the Period January 1, 2020 - December 31, 2023
Submitted September, 2022

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Program and Contract Module Certification

AREA AGENCY ON AGING (AAA) INFORMATION:

Legal Name of Agency: Area Agency on Aging of Palm Beach/Treasure Coast, Inc.

Mailing Address: 4400 N. Congress Avenue, West Palm Beach, FL 33407

Telephone: (561) 684-5885

FEDERAL ID NUMBER: 65-0087858

CERTIFICATION BY BOARD PRESIDENT, ADVISORY COUNCIL CHAIR, AAA DIRECTOR:

I hereby certify that the attached documents:


- ☒ Reflect input from a cross section of service providers, consumers, and caregivers who are representative of all areas and culturally diverse populations of the Planning and Service Area (PSA).
- ☒ Incorporate the comments and recommendations of the Area Agency's Advisory Council.
- ☒ Have been reviewed and approved by the Board of Directors of the Area Agency on Aging.

Additionally:

- ☒ Signatures below indicate that both the Program Module and the Contract Module have been reviewed and approved by the respective governing bodies.

I further certify that the contents are true, accurate, and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance. I have reviewed and approved this 2020-2023 Area Plan.

President, Board of Directors

Name: Randall Sheppard Signature: 

Date: 9/27/2022

Advisory Council Chair

Name: Kelly Wilson Signature: 

Date: 9/27/2022

Area Agency on Aging Executive Director

Name: Dwight Chenette Signature: 

Date: 9/27/2022

Signing this form verifies that the Board of Directors and the Advisory Council and AAA Executive Director understand that they are responsible for the development and implementation of the plan and for ensuring compliance with Older Americans Act Section 306.

AAA Board of Directors

Membership Composition:

The Board of Directors shall consist of a membership of at least 7 members, but not to exceed 11, including the immediate past Chair of the Board.

The Board membership shall, as nearly as possible, be representative of age, gender, race and ethnic populations and counties served in PSA9, and be comprised of members having a variety of skills, talents, experience, and interests.

Frequency of Meetings:

Regular meetings of the Board shall be held as necessary, on a bi-monthly basis with a minimum of five (5) meetings in the fiscal year, at a time and place established by the board.

Officer Selection Schedule:

The Executive Committee serves as the Nominating Committee and shall present a slate of Officer Nominations in writing to all Directors at the Annual meeting. Other nominations may also be made from the floor. Nominations from the floor must be of persons who have expressed a willingness to serve if elected.

AAA Board Officers:

Title	Name	Term
Chair	Randall Shepard	11/2021-Present
Vice Chair	Lewis Silverman	11/2021-Present
Treasurer	Susan Morgan	11/2021-Present
Secretary	Jim Cioffi	11/2019-Present
Immediate Past Chair/ At Large	Jose Thomas-Richards	11/2021-Present
Other: (Member at Large)	Ian Cordes	11/2021-Present

AAA Board of Directors Membership:

Name	Occupation / Affiliation	Home Address (include county)	Phone Number	Member Since
Abarbanell, Neal	Physician	9556 Doubloon Drive Vero Beach, FL 32963 Indian River County	305-522-3572	2008
James Cioffi, Esq.	Attorney, Probate & Estate Planning	250 Tequesta Drive Tequesta, FL 33469 Palm Beach County	561-747-6000 Ext. 113	2011
Ian Cordes	Health Care Marketing	400 Executive Center Dr. Ste. 208 West Palm Beach, FL 33401 Palm Beach County	561-689-6321	2017
Kathryn Lewis	Attorney – Elder Law & Estate Planning	252 Honeysuckle Dr. Jupiter, FL 33458 Palm Beach County	561-721-0600	2017
Susan Morgan	Benefits and Insurance	19858 Loxahatchee Point Drive Jupiter, FL 33458	561-283-1017	2021
Randall Sheppard	Government, Fire, Emergency Management	14851 60 th Drive North Palm Beach Gardens, FL 33418	561-762-9219	2020
Lewis Silverman	Employment Law	65 St. George Place Palm Beach Gardens, FL 33418	914-804-8307	2019
Jose Thomas- Richards	Col. US Army Retired Retired Physician	17145 Bay Street Jupiter, FL 33477 Palm Beach County	561-222-4886	2014
Lesley Vestrich- Hudanish, CSA	Business Development/ Management	4606 SE Manatee Lane Stuart, FL 34997 Martin County	772-529-8327	2011
Philip Weintraub, DrPH	Finance, Public Health, Insurance	4521 PGA Boulevard Palm Beach Gardens, FL 33418	561-818-5423	2021

AAA Advisory Council Members:

Name	Occupation / Affiliation	Home Address (include county)	Phone Number	Member Since	Current Term of Office	Age	Race	Eth.
Jennifer Braisted	Public Policy Manager, Alzheimer's Association	3333 Forest Hill Blvd West Palm Beach, FL – Palm Beach Co	561.706.2043	2016	1 st term	30-39	Caucasian	
Karen Cascardi	Physical Therapy/ Healthy Living	106 Palomino Drive, Jupiter, FL 33453	561.523.1230	2019	1 st term	70-79	Caucasian	
John Dalton	CEO/Founder OptimumRTS; Medical Equipment Specialist	3749 SW Quanset Terrace, Stuart, FL – Martin Co.	561.408.2192	2020	1 st Term	60-69	Caucasian	
Steve Delach	Community Outreach; senior advocate	5100 Cresthaven Blvd, West Palm Beach, FL – Palm Beach Co	561.964.2828	2015	2 nd term	60-69	Caucasian	
Sid Estrada	ED Phil. American Cultural Foundation	120 SW 21 st Terrace, Okeechobee, FL – Okeechobee Co	863.610.0515	2018	1 st term	70-75	Hispanic	
Kathleen Gannon	Chaplain, Bethesda Hospital, Baptist Health South Florida	9655 W Boynton Beach Blvd, Boynton Beach, FL 33472	561-336-7000 ext. 70555	2015	2 nd term	60-69	Caucasian	
Bree Gordon	Board-Certified Music Therapist/ Creative Arts Therapies of the Palm Beaches	5518 Albin Drive Greenacres, FL 33463 Palm Beach County	315.945.7018	2011	3 rd term	30-39	Caucasian	
Scott Greenberg	Home Health Care Management	4001 N Ocean Blvd, Boca Raton, FL – Palm Beach Co	561.706.5157	2011	3 rd term	70-79	Caucasian	
Patricia Isaacs	Retired Restaurant Management/ Former Foster Grandparent Volunteer	2656 Sw Fair Isle Road, Port Saint Lucie, FL – St. Lucie Co	561.353.8438	2020	1 st Term	65-70	African American	
Jeffrey Lane	Finance /Management/ Project Management	113 SW Sea Lion Road, Port Saint Lucie, FL- St. Lucie Co	561.376.5036	2020	1 st Term	50-59	Caucasian	

Name	Occupation / Affiliation	Home Address (include county)	Phone Number	Member Since	Current Term of Office	Age	Race	Eth.
Marshall McDonald	Elder law	14814 Drafthorse Lane, Wellington, FL – Palm Beach Co	561.748.2233	2010	3 rd term	60-69	Caucasian	
Alex Modric	Project Management/ Home Modifications	9469 Deer Creek Circle, Lake Worth, FL – Palm Beach Co	561.236.9384	2020	1 st Term	30-35	Hispanic	
Jack Nicol	Home Health Care Management	725 N A1A, Jupiter, FL – Palm Beach Co	561.741.1200	2011	3 rd term	65-70	Caucasian	
Carolyn Norton	Elder law	2770 Indian River Blvd, Vero Beach, FL – Indian River Co	772.257.5751	2013	2 nd term	60-69	Caucasian	
Janie Peters	Retired educator; Senior advocate	1600 44 th Street, West Palm Beach, FL - Palm Beach Co	561.844.8546	2011	3 rd term	80-89	Other	
Maite Reyes-Coles	Disabilities advocate	Area Agency on Aging of Palm Beach/Treasure Coast, Inc. 4400 North Congress Avenue, West Palm Beach, FL 33407 Palm Beach County	561.684.5885	2016	1 st term	50-59	Hispanic	
Emily Robarts	Senior advocate	6223 Pond Tree Court, Greenacres, FL – Palm Beach Co	561.432.9014		Honor-ary	80-89	Caucasian	
Kelly Wilson	FALA/ Senor Living	2170 Polo Gardens Drive, #108, Wellington, FL- Palm Beach Co	561.373.3888	2010	3 rd term	50-59	Caucasian	

****Remove those crossed out****

Funds Administered and Bid Cycles

The following funds are administered by Area Agency on Aging of Palm Beach/Treasure Coast, Inc. for PSA 9. The current and anticipated Bid Cycles are provided for those programs that are administered through competitively procured subcontracts.

Funds Administered			Current Bid Cycle		Anticipated Bid Cycle	
			Published	Current Year of Cycle	Ant. Pub.	Ant. Award
Older Americans Act (OAA)	III B	<input checked="" type="checkbox"/>	05/2021	1	06/27	09/27
	III C.I	<input checked="" type="checkbox"/>	05/2021	1	06/27	09/27
	III C.II	<input checked="" type="checkbox"/>	05/2021	1	06/27	09/27
	III D	<input checked="" type="checkbox"/>	05/2021	1	06/27	09/27
	III E	<input checked="" type="checkbox"/>	05/2021	1	06/27	09/27
	American Rescue Plan*	<input checked="" type="checkbox"/>				
	Coronavirus Consolidated Appropriations Act*	<input checked="" type="checkbox"/>				
	VII*	<input checked="" type="checkbox"/>				
General Revenue	ADI	<input checked="" type="checkbox"/>	10/2020	2	10/2026	01/2027
	CCE	<input checked="" type="checkbox"/>	10/2020	2	10/2026	01/2027
	HCE	<input checked="" type="checkbox"/>	10/2020	2	10/2026	01/2027
Other	ADRC*	<input checked="" type="checkbox"/>				
	EHEAP	<input checked="" type="checkbox"/>	10/2020	5	10/2026	01/2027
	EHEAP ARP*	<input checked="" type="checkbox"/>				
	LSP*	<input checked="" type="checkbox"/>				
	NSIP*	<input checked="" type="checkbox"/>				
	RELIEF*	<input checked="" type="checkbox"/>				
	SHINE*	<input checked="" type="checkbox"/>				
	USDA*	<input checked="" type="checkbox"/>				

* This fund does not have an associated Bid Cycle.

Executive Summary

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is pleased to present this EXECUTIVE SUMMARY for the 2020-2023 Area Plan. Planning and Service Area 9 (PSA 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 administers funding to provide access to information and services to support the elderly, disabled individuals and their caregivers. Funding is provided under the Older Americans Act, the State of Florida General Revenue, and private grants and donations. During the 2020-2023 Area Plan, the Agency has also received special COVID funding under programs such as the Families First Act, CARES Act, and the American Rescue Act. Our Aging Network providing direct services includes 15 contracted providers.

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. (Agency) is a private, non-profit organization that provides services to and advocacy for seniors, adults with disabilities and those who care for them. With more than 600,000 individuals who are 60+ residing within the five counties, PSA 9 has one of the largest senior populations in the State of Florida. 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. As a “fully operational” Aging Resource Center, Your Aging & Disability Resource Center committed itself to major systems and staffing changes to implement the Helpline service.

In 2012 the Department of Elder Affairs expanded the designation of Aging Resource Center to an Aging & Disability Resource Center. This designation reflects the expansion of information and referral services to adults with disabilities.

Whereas our focus for service delivery will continue to prioritize those in greatest economic or social need, with particular attention to low-income minority individuals, the role of the Aging & Disability Resource Center 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.

In 2019, the Agency experienced a setback based on fiscal mismanagement which led to significant financial challenges. The Agency is pleased to report that a financial recovery plan has been fully executed from 2020 to 2022 and the organization is now in good financial position without debt or unpaid obligations.

Below are some highlights to date for Area Plan cycle 2020 to 2024:

- Completed a financial turnaround to recover from fiscal mismanagement that occurred in prior years. The Agency retired all debts and obligations restoring the financial health of the Agency.
- The independent auditors of Daszkal Bolton issued an unqualified 2021 audit opinion confirming that financial statements fairly stated, and that the Agency materially complied with state and federal contracts' requirements.
- Implemented new financial policies including monthly reporting to governance (Finance Committee and Board) to enhance transparency and controls.
- Secured local match for special COVID acts from funders such as 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.
- Implemented an innovative program with Too Jays restaurants to leverage a commissary kitchen to produce food packs of fresh meals meeting the enhanced demand for meals during the pandemic.
- Secured a 3-year renewal grant of \$591,426/year from AmeriCorps Seniors to fund the Foster Grandparent Program.
- Successfully completed RFPs for State General Revenue and the Older Americans Act across the five-county service area.
- Provided technical assistance to providers during the pandemic based on additional funding received under the Families First Act, Coronavirus Aid, Relief and Economic Security Act (CARES ACT), Consolidated Appropriations Act, Emergency Home Energy Assistance and the American Rescue Act.
- Enhanced provider relations and support by working in a highly collaborative and transparent manner. Providers have expressed satisfaction with the open and collaborative way the aging network is operating.
- Lead providers have increased the awareness of their services through presentations with Agency staff and Board Members.
- Continued the Veterans Independence Program in collaboration with the West Palm Beach Veterans Administration Medical Center.
- The helpline handled an increase in workload from 134,545 total incoming calls in 2019 to 192,128 in 2021, a 30% increase.
- The number of client assessments has increased from 7,925 in 2019 to 8,904 in 2021, a 11% increase.
- More clients were released to the SMMCLTC program. Comparing 2,576 released in 2019 to 2,869 released in 2021, the ADRC experienced a 10% growth in individuals released.
- Partnered with the Memory Disorder Clinics to continue the 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.

- Incorporated Healthy Living Department and DOEA program participation strategies into the Community Health Improvement Plans of two local county departments of health.
- Implemented the new service of Caregiver Follow-up to continue the support and socialization for caregivers who completed Powerful Tools for Caregivers.
- eCIRTS superuser supported 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.

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	Palm Beach County Community Services	Participate in Senior Forums, provide data and information on senior needs to Planning Department. Complete the Senior portion of the Health and Human Services Indicator Report. Provide input to Senior RFP	Consumer Care & Planning
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
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 Consumer Care and Planning
Palm Beach County	Dementia Care and Cure Initiative	Increase awareness of dementia, services, and supports Provide assistance to dementia caring communities Continue advocacy for care and cure programs	Helpline/Consumer Care and Planning
Palm Beach County	HHA Unmet Needs Committee	Identify and look for solutions to the unmet needs of affordable senior housing and homelessness	Helpline Consumer Care and Planning
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
Florida	Alzheimer's Disease Advisory Council	Coordinate services for persons with Alzheimer's Disease and Related Dementia's and their Caregivers	Consumer Care and Planning
Florida	Florida Department of Health	SHIP/PAW Fall Prevention	Healthy Living

Area Served	Community Organization	Focus Area	Department
St. Lucie	Healthy St. Lucie Physical Activity Council	Fall Prevention, Share information with local communities regarding Area Agency on Aging services. Learn from local residents of their community needs	Healthy Living
St. Lucie County	United Way of St. Lucie County	Input regarding senior and caregiver needs for Healthy Vision RFP	Consumer Care & Planning
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
St. Lucie County	St. Lucie Chamber of Commerce	Networking. Information for Area Plan Socio and Economic Profile	Consumer Care and Planning
Palm Beach and Martin Counties	Health Council of Southeast Florida	Input to Community Needs Assessment to reflect the needs of seniors and caregivers	Consumer Care & Planning
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	Consumer Care & Planning/CEO
Martin, St. Lucie, Indian River and Okeechobee Counties	Treasure Coast League of Cities	Outreach/Legislative updates/ and Advocacy	Consumer Care & Planning/Advisory Council Advocacy Chair
Palm Beach, Martin, St. Lucie, Indian River and Okeechobee Counties	West Palm Beach Veterans Affairs Medical Center	Veterans Independence Program	Compliance
Palm Beach, Martin, St. Lucie, Indian River and	AARP Florida	General Collaboration	Consumer Care and Planning

Area Served	Community Organization	Focus Area	Department
Okeechobee Counties			
Palm Beach	Nonprofits First	Accreditation/Compliance	Executive Office
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
Palm Beach County	Palm Beach Habilitation	Understanding needs of adults raising developmentally disabled children	Consumer Care & Planning
Select areas of Palm Beach County	American Association of Caregiving Youth	Learn the need of youth caregivers, inform them of resources, and advocate for OAA funding for them Support of and participation in annual conference and education on resources	Consumer Care & Planning Communications/Charitable Giving
Palm Beach County	Community Partners	Senior Housing Needs	Consumer Care & Planning
Palm Beach County	Lewis Realty Group, LLC	Senior Housing Needs	Consumer Care & Planning
Palm Beach	Riviera Beach-Community Outreach Center	Participation in Health Fairs – Delivery of Innervation (Evidence Based Programs)	Healthy Living
Palm Beach	Century Village	Delivery of Innervation (Evidence Based Programs)	Healthy Living
Palm Beach	Villa Franciscan - Riviera Beach	Participation in Health Fairs – Delivery of Innervation (Evidence Based Programs)	Healthy Living
Palm Beach	Royal Palm Beach Cultural Ctr.	Participation in Health Fairs – Delivery of Innervation (Evidence Based Programs)	Healthy Living
St. Lucie	Florida Department of Health in St. Lucie	Possible coordination of CDSM & DSMP trainings-pending availability of funding	Healthy Living

Area Served	Community Organization	Focus Area	Department
Palm Beach County	Palms West Hospital	Share information with Community Relations representative to be shared with patients and caregivers	Healthy Living
Okeechobee County	Hospice of Okeechobee	Agreement (MOU) created for the delivery of PTC Program	Healthy Living
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 and St. Lucie	WellMed Charitable Giving Foundation	Crisis Fund for Seniors	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 & Okeechobee Counties	211	Collaboration benefits for seniors to include: Elder Crisis Outreach and Sunshine Calls	Helpline
Okeechobee	United Way of Lee, Hendry, Glades and Okeechobee	Free Medicare Services, Outreach and Advocacy	SHINE
Vero Beach	Indian River Senior Collaborative	Board Member; Addressing Senior needs in the community and filling gaps.	Communications
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
Palm Beach	Encorepbc	Finding employment, volunteer and	Human Resources

Area Served	Community Organization	Focus Area	Department
		entrepreneurial opportunities for older adults	
Palm Beach	AARP Foundation SCEP	Senior employment program	Human Resources
Okeechobee County	Children's Services of Okeechobee County	Foster Grandparents	Foster Grandparent Program
Palm Beach County	United Way of Palm Beach County	Hunger Relief, Local Match	Consumer Care and Planning
Palm Beach	American Parkinson Disease Association	Train individuals for the PTC program	Healthy Living
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	Catholic Charities	Collaboration by training and delivery of Powerful Tools for Caregivers, Matter of Balance, Chronic Disease Self Management Program & Diabetes Self-Management Program through their parish Nurses program	Healthy Living
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	SMMCLTC Partner Meeting	Collaboration with CARES/DCF/Medicaid Long term care plans and PACE	Helpline
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

Area Served	Community Organization	Focus Area	Department
Palm Beach/Treasure Coast	Caregiver Media; Fearless Caregiver Conferences	Supporting, participating and educating caregivers on available resources	Communications/Healthy Living/Helpline
Palm Beach County	PBC Emergency Management	Support the disaster preparedness and recovery efforts of the county	Emergency Management Coordinator
Palm Beach/Treasure Coast	Alzheimer's Community Care	Support, participation and education for seniors and caregivers	Communications/Charitable Giving
Martin County	Martin Interagency Coalition	Support community advocacy, sharing of resources, coordinating services amongst agencies	Helpline
Indian River	Community Services Alliance	Awareness and education	Helpline
Okeechobee County	Okeechobee Community Collaborative	Supporting planning, funding and provision of services	Helpline/Healthy Living
St. Lucie County	Council of Service Agencies St. Lucie County	Educate and promote communication, collaboration and cooperation among member agencies and individuals for the enhancement of health and human services in the community.	SHINE and Healthy Living
St. Lucie County	St. Bernadette's Catholic Church	Volunteer delivery of evidence-based programs	Healthy Living
Indian River County	St. Helen's Catholic Church	Volunteer delivery of evidence-based programs	Healthy Living
Martin County	Kane Center	Delivery of evidence-based programs	Healthy Living
Palm Beach County	Village of Wellington	Participation in health fairs and delivery of evidence-based programs	Healthy Living

Legal Services

During 2022, PSA 9 is consolidating legal services with one legal provider, Legal Aid Society of Palm Beach County. Effective October 1, 2022, Legal Aid Society of Palm Beach County is expanding their service area to include Martin, St. Lucie, Indian River and Okeechobee counties. Legal Aid Society of Palm Beach County will be assuming the service area previously served by Florida Rural Legal Services.

Legal Aid Society

Legal Aid Society provides legal advice and representation who are 60 years of age or older and have been the victims of abuse and exploitation by relatives, merchants or others. Staff handles Social Security, Medicare and housing matters and offers special assistance to grandparents raising grandchildren.

Public Guardianship – Legal Aid Society offers a full range of guardianship and legal services to indigent, adjudicated incapacitated elders who are without family or friends care for or assist them.

Additional services for seniors are listed below.

Abuse and Exploitation:

- Representation of victims of domestic violence to obtain protective orders against abusers
- Exploitation by family member

Housing Issues:

- Landlord Tenant
- Public/subsidized housing
- Eviction Defense

Health and Public Benefits:

- Food Stamps
- SSI and Social Security
- Medicaid
- Medicare
- Managed Care and Long-Term Care

Consumer Issues:

- Foreclosure Defense
- Bankruptcy (to save home)
- Debt Collection Defense
- Defending Garnishment of Social Security and Wages

Naturalization Project:

- Assistance to individuals seeking citizenship to qualify for public benefits
- Assistance with medical and fee waivers

Public Guardianship Project:

This project provides a full range of guardianship and legal services to indigent, adjudicated incapacitated individuals who are without family or friends to care for or assist them. The project's goal is to enhance the quality of life for these persons while respecting their personal dignity and right to self-determination.

Veterans Advocacy Project:

The LASPBC Veteran's Advocacy Project (LASPBC VAP), funded by the Retirement Research Foundation, was created to assist Palm Beach County's Senior veteran population and those least connected to existing service networks, such as widows and family members of elderly veterans.

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

SWOT Development Process Description:

The SWOT was updated in August 2022 to reflect the current operating environment.

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 knowledgeable, diverse, compassionate, resilient, and empathetic staff who are passionate about the people they serve.
- 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.

Weaknesses:

- The Agency lacks sufficient funds to meet the needs of all clients and follows a process of prioritizing services.
- The Agency and its services delivered are not widely recognized by the general public.
- 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.
- In 2021, the Agency experienced 36% turnover with 49% in the ADRC and 19% in administration.
- The requirements under public meeting laws require an in-person quorum which at times is a 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.

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.
- Develop a board succession plan that considers the time board members have served and appropriate board development/recruitment.
- 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.
- Work collaboratively with the Department of Elder Affairs to refine eCIRTS and integrate the existing Refer data and functionality.

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.

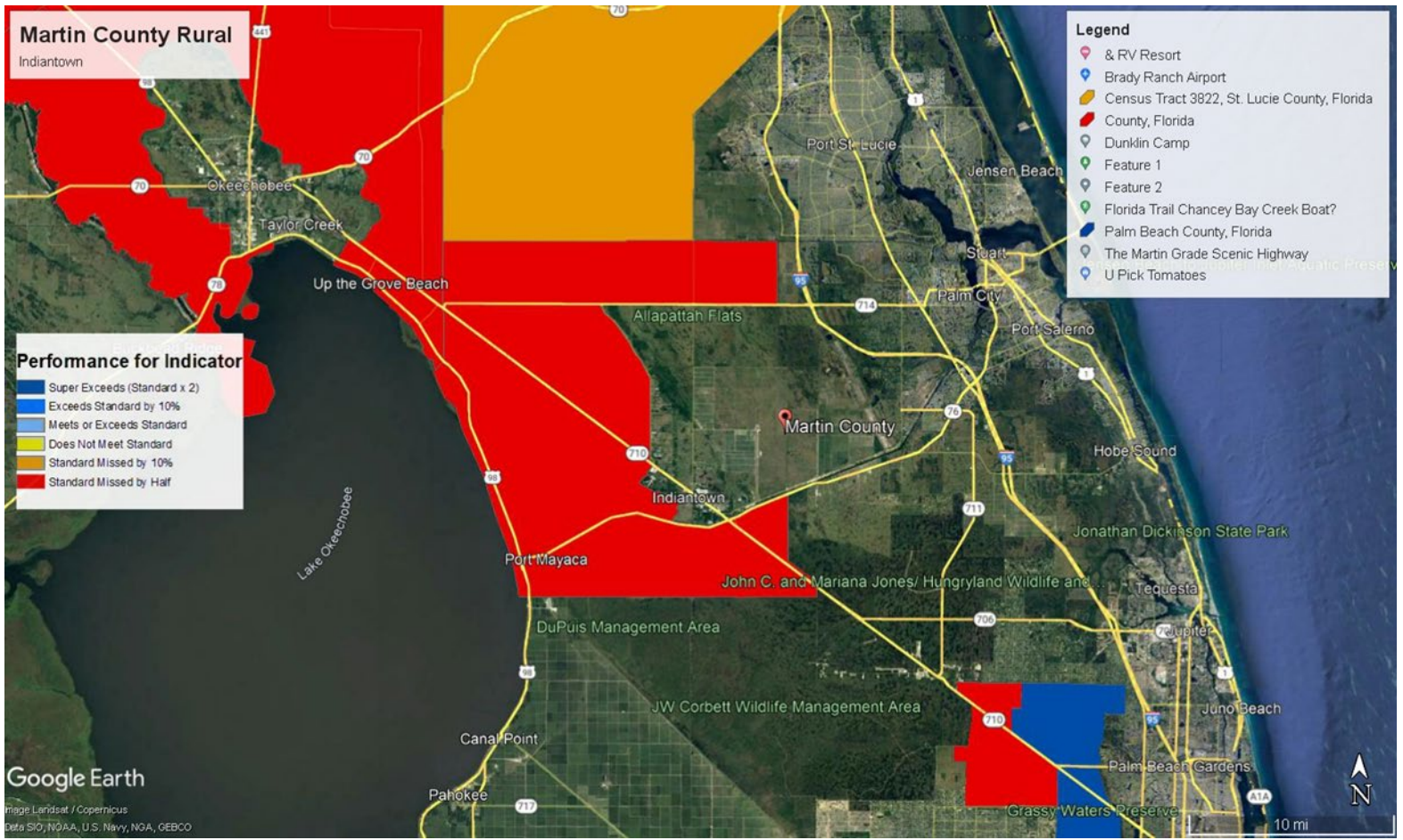
Performance and Targeted Outreach

Performance Analysis:

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+	64,335	7,444	12%	1,038	381	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	125
Martin	85+	63,412	7,433	12%	979	407	42%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	117
Okeechobee	85+	10,924	1,118	11%	518	158	31%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	57
Palm Beach	85+	450,694	61,553	14%	8,737	3,225	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,223
St. Lucie	85+	99,664	9,481	10%	1,872	637	35%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	187
Indian River	Below Poverty Level	64,335	5,212	9%	1,038	391	38%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	93
Martin	Below Poverty Level	63,412	4,867	8%	979	299	31%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	78
Okeechobee	Below Poverty Level	10,924	1,388	13%	518	171	34%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	67
Palm Beach	Below Poverty Level	450,694	42,086	10%	8,737	3,306	38%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	874
St. Lucie	Below Poverty Level	99,664	10,830	11%	1,872	774	42%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	206
Indian River	Living Alone	64,335	15,795	25%	1,038	437	43%	Meets or Exceeds	-	Standard Plus 10%	260
Martin	Living Alone	63,412	15,948	26%	979	352	36%	Meets or Exceeds	-	Standard Plus 10%	255
Okeechobee	Living Alone	10,924	2,259	21%	518	153	30%	Meets or Exceeds	-	-	109
Palm Beach	Living Alone	450,694	122,802	28%	8,737	3,041	35%	Meets or Exceeds	-	-	2,446
St. Lucie	Living Alone	99,664	20,196	21%	1,872	647	35%	Meets or Exceeds	-	Standard Plus 10%	393
Indian River	Minority	64,335	5,086	8%	1,038	214	21%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	83
Martin	Minority	63,412	3,614	6%	979	151	16%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	59
Okeechobee	Minority	10,924	1,082	10%	518	86	17%	Meets or Exceeds	-	-	52
Palm Beach	Minority	450,694	80,088	18%	8,737	4,221	49%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,573
St. Lucie	Minority	99,664	18,733	19%	1,872	796	43%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	356
Indian River	Limited English Proficiency	64,335	1,254	2%	1,038	40	4%	Meets or Exceeds	SUPER Exceeds	-	21
Martin	Limited English Proficiency	63,412	819	2%	979	43	5%	Meets or Exceeds	SUPER Exceeds	-	20
Okeechobee	Limited English Proficiency	10,924	383	4%	518	23	5%	Meets or Exceeds	-	-	21
Palm Beach	Limited English Proficiency	450,694	27,656	7%	8,737	2,018	24%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	612
St. Lucie	Limited English Proficiency	99,664	3,864	4%	1,872	245	14%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	75
Indian River	Rural	64,335	2,619	5%	1,038	0	0%	Does Not Meet	-	-	52
Martin	Rural	63,412	4,101	7%	979	2	1%	Does Not Meet	-	-	69
Okeechobee	Rural	10,924	3,835	36%	518	75	15%	Does Not Meet	-	-	186
Palm Beach	Rural	450,694	3,996	1%	8,737	12	1%	Meets or Exceeds	-	-	87
St. Lucie	Rural	99,664	3,383	4%	1,872	48	3%	Meets or Exceeds	-	-	75
Indian River	Low Income Minority	64,335	758	2%	1,038	129	13%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	21
Martin	Low Income Minority	63,412	518	1%	979	91	10%	Meets or Exceeds	SUPER Exceeds	-	10
Okeechobee	Low Income Minority	10,924	244	3%	518	43	9%	Meets or Exceeds	SUPER Exceeds	-	16
Palm Beach	Low Income Minority	450,694	12,930	3%	8,737	2,201	26%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	262
St. Lucie	Low Income Minority	99,664	3,467	4%	1,872	438	24%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	75
Indian River	Alzheimer's	64,335	6,031	10%	1,038	184	18%	Meets or Exceeds	-	-	104
Martin	Alzheimer's	63,412	6,017	10%	979	187	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	98
Okeechobee	Alzheimer's	10,924	954	9%	518	83	17%	Meets or Exceeds	-	-	47
Palm Beach	Alzheimer's	450,694	44,715	10%	8,737	1,570	18%	Meets or Exceeds	-	-	874
St. Lucie	Alzheimer's	99,664	8,599	9%	1,872	320	18%	Meets or Exceeds	SUPER Exceeds	-	168
PSA 9	85+	689,029	87,029	13%	13,144	4,808	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,709
PSA 9	Below Poverty Level	689,029	64,384	10%	13,144	4,941	38%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,314
PSA 9	Living Alone	689,029	177,000	26%	13,144	4,630	36%	Meets or Exceeds	-	Standard Plus 10%	3,417
PSA 9	Minority	689,029	108,602	16%	13,144	5,468	42%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	2,103
PSA 9	Rural	689,029	17,935	3%	13,144	137	2%	Meets or Exceeds	-	-	394
PSA 9	Low Income Minority	689,029	17,917	3%	13,144	2,902	23%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	394
PSA 9	Alzheimer's	689,029	66,317	10%	13,144	2,344	18%	Meets or Exceeds	-	-	1,314
PSA 9	Limited English Proficiency	689,029	33,976	5%	13,144	2,369	19%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	657

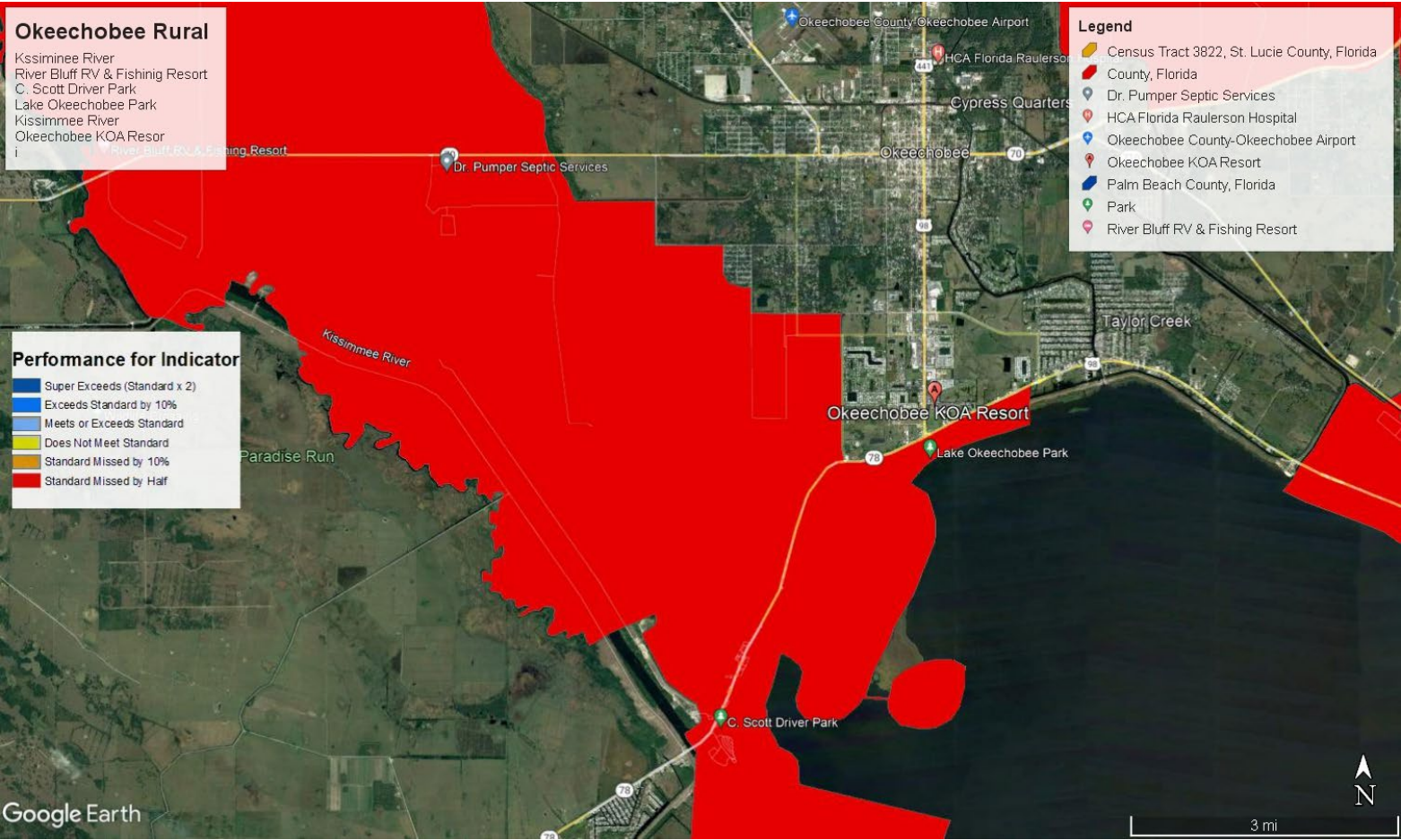
The table above for the 2020 Targeting data shows that our PSA met, exceeded, or super-exceeded performance requirements for all indicators. When evaluating at a county level, all indicators were met or exceeded except for rural in Indian River, Martin and Okeechobee counties. St. Lucie county which did not meet the rural indicator in 2019, did meet it in 2020.

Targeting maps for Martin County Rural are shown below. The first map for Martin County highlights the Indiantown area. The Council on Aging of Martin County has a congregate meal site there. Council on Aging of Martin County is moving to a larger site and outreaching to the rural community around Indiantown to increase services. The second map for Martin County Rural shows that the areas with unmet needs include ranches, farms, an airport, and RV Resorts. These would not typically be opportunities to outreach to rural, low income older adults and their caregivers.

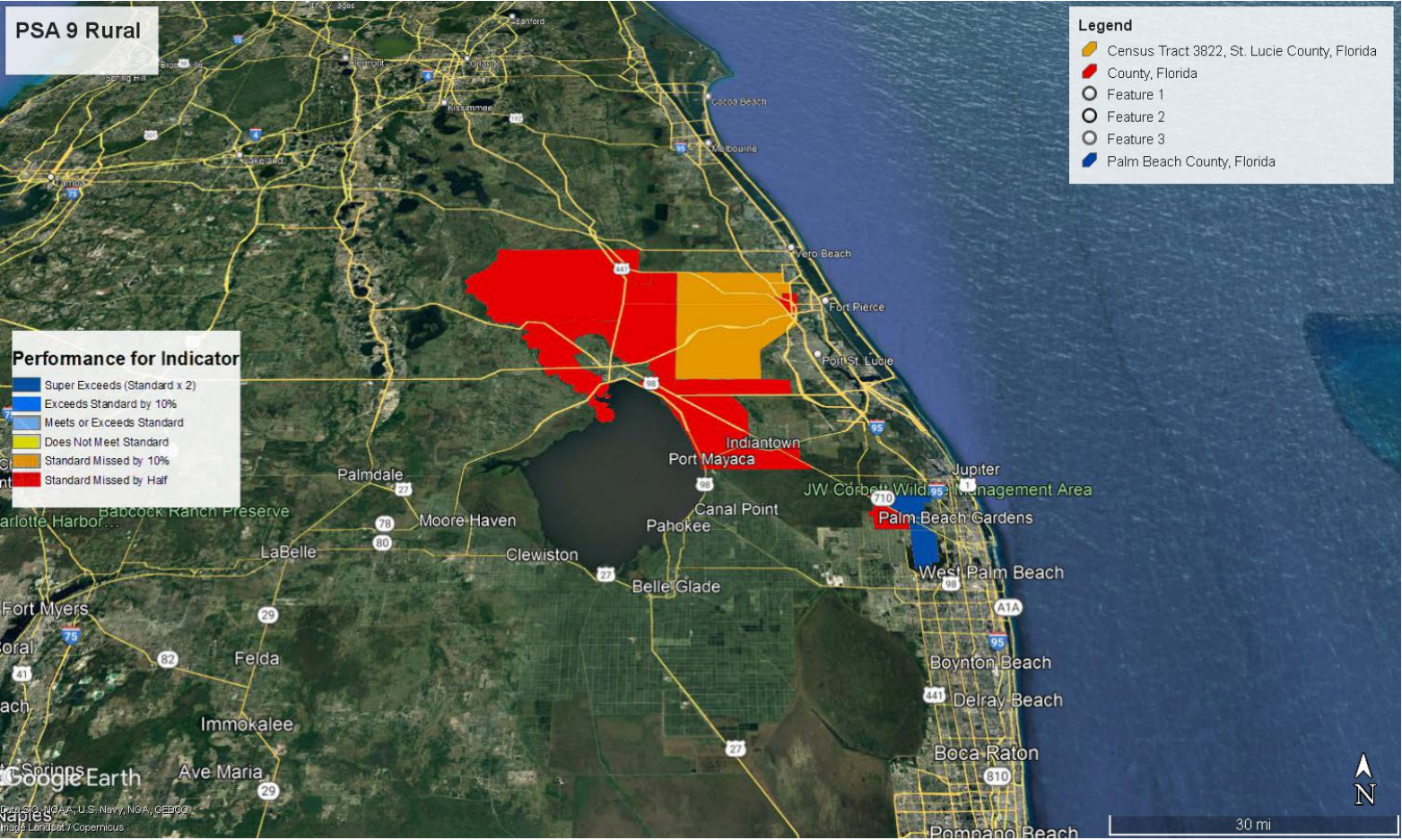




The targeting map for Okeechobee County Rural is shown below. The map shows that the areas with unmet needs include parks and fishing and camping resorts. These would not typically be opportunities to outreach to rural, low income older adults and their caregivers.



Though the Targeting Performance Analysis indicates that Indian River County does not meet the Rural Indicator, the GIS mapping does not show any areas reflecting this in Indian River County.



Documentation of outreach activities conducted by the Agency in 2021 is reflected below. Providers' outreach activities in 2021 from the contractually required Semi-Annual Outreach Report is shown in Appendix B.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Workshop	CDSMP	January 11, 18, 25, February 1, 7, and 15, 2021	Go to Meeting	Go to Meeting	West Palm Beach		Other	Evidence-Based Health Education		Both		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.
Materials Distribution	Materials Distribution at Jupiter, Tequesta, Acreage, Royal Palm and Okeechobee Public Library	2/10/2021	Public Library System	705 Military Trail, Jupiter 461 Old Dixie Hwy, Tequesta - 15801 Orange Blvd., Loxahatchee - 500 Civic Center Way, RPB - 5689 West Okeechobee Blvd. WPB	West Palm Beach			Professionals who serve low income seniors	Economic Need	Both		20	Presentation to care managers and guardians on food resources to address food insecurity among seniors
Workshop	Powerful Tools for Caregivers	February 17, 24, March 3, 10, 17 and 24, 2021	Go to Meeting	Go to Meeting	West Palm Beach		Other	Evidence-based Health Education		Both		11	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.
Workshop	Matter of Balance	March 1, 5, 8, 12, 15, 19, 22 and 29, 2021	Go to Meeting	Go to Meeting	West Palm Beach				Disabled Adults	Both, Future		20	Presented an Agency overview, then focused on

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
													the benefits of attending a Powerful Tools for Caregiver Workshop and guided the Caregivers to upcoming workshops at the Kane Center.
Materials Distribution	Peter & Julie Cummings, Blake, Hoke and Morning-side Libraries	24-Mar-21	Public Library System	2551 SW Matherson Ave, Palm City - 2354 SE Monterey Rd., Stuart - 1150 NW Jack Williams Way, Jensen Beach - 2410 SE Morning-side Blvd. PSL	Stuart Port St. Lucie		Other	Professionals who serve low income seniors		Both	PSA	23	Presented to Adult Protective Service staff members about the services offered by the Elder Rights Center for older victims of crime so they can share this information with the vulnerable older adults they interact with. Handed out DOE's Power to Prevent Elder Abuse and ADRC fraud brochures to all attendees.
Workshop	Tai Ji Quan MFBB	1/12/21 - 4/1/21	Go to Meeting	Go to Meeting	West Palm Beach	33407	Other		Disabled Adults, ADRD, Economic Need, Social Need	Both	Palm Beach County	2	Gave Department of Health staff brochures on Agency Programs, Matter of Balance, Chronic Disease Self-

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
													Management, Tai Chi for Better Balance and Powerful Tools for Caregivers so that they can be available to caregivers of older adults in the targeted population who visit Palm Beach County Department of Health sites.
Workshop	Tai Ji Quan MFBB	1/19/21-4/8/21	Go to Meeting	Go to Meeting	West Palm Beach			Adults with Disabilities		Current	Palm Beach County	45	Presented to older adults living in the Century Village community about the services offered by the Elder Rights Center for older victims of crime. Handed out DOEA's Power to Prevent Elder Abuse and ADRC fraud brochures to all attendees.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Workshop	Matter of Balance	March 22, 26, 29, April 2, 5, 9, 12 and 16, 2021	Go to Meeting	Go to Meeting	West Palm Beach					Current	Palm Beach County	5	Presented to a small group of older adults on fraud and scams and provided personalized help to two individuals currently dealing with ID theft / fraud. Handed out DOEA's Power to Prevent Elder Abuse and ADRC fraud brochures to all attendees. Also dropped off 15 copies of DOEA's Power to Prevent Abuse and Elder Rights fraud brochures for the activities coordinator to hand out to other older adults.
Workshop	Powerful Tools for Caregivers	April 7, 14, 21, 28, May 5 and 12, 2021	Go to Meeting	Go to Meeting	West Palm Beach			Caregivers					
Virtual	Fearless Caregiver Conference	4/22/2021	Zoom	1	West Palm Beach			Caregivers		Current	Palm Beach County	79	Presentation (Trish) and panel representation by Helpline and SHINE staff
In person/ small group	Delray Senior Center	6/19/2021	Delray Senior Center	708 West Atlantic	Delray Beach			Low-income seniors		Current	Palm Beach County	12	Overview of resources

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s) and services (Trish)
Virtual	Fearless Caregiver Conference	6/24/2021	Zoom		Treasure Coast			Caregivers		Current	Treasure Coast	100	Presentation (Trish) and panel representation by Helpline and SHINE staff
Workshop	Tai Ji Quan MFBB	3/22/21 - 6/10/21	Go to Meeting	Go to Meeting				Fall Prevention		Both	PSA	12	
Workshop	Matter of Balance	5/25/21 - 6/23/21	Go to Meeting	Go to Meeting				Fall Prevention		Both	PSA	9	
Workshop	Powerful Tools for Caregivers	5/19/2021 - 6/23/21	Go to Meeting	Go to Meeting				Caregivers			Both	8	
Workshop	Tai Ji Quan MFBB	4/13/2021- 7/1/2021	Go to Meeting	Go to Meeting			Other	Fall Prevention		Both	PSA	10	
In person/ small group	Delray Senior Center	7/13/2021	Delray Senior Center	708 West Atlantic	Delray Beach		Low-Income	Low-income seniors		Future	Palm Beach County	10	Presentation (Maureen) Overview of resources and services.
Health Fair	WellMed/ Alzheimer /Parkinson Ass. In Ft. Pierce	7/21/2021	Well-Med	1423 US 1	Ft. Pierce		Other			Future	St. Lucie County	18	Health Fair - Distribute information
In person/ small group	St. James Sr. Living Presentation	7/22/2021	St. James Sr. Living	400 S. Olive St	West Palm Beach		Other	Fall Prevention		Future	Palm Beach County	12	Presentation (Maureen) Overview of resources and services.
Workshop	Tai Ji Quan MFBB	5/4/2021 - 7/22/2021	Go to Meeting	Go to Meeting			Other	Fall Prevention		Current	PSA	10	
Workshop	Diabetes Self Management	7/28/21 - 9/1/21	Go to Meeting	Go to Meeting	St. Lucie County		Other	Evidence-Based Health Education		Current	PSA	10	
Virtual	Fall Prevention/ Agency Resources	8/17/2021	Zoom	Zoom	Palm Beach County		Other	Fall Prevention		Both	Palm Beach County	18	Presentation (Maureen) Overview of resources and services.

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
Virtual Caregiver	Healthier Boynton Beach Caregiver synopsis	9/20/2021	Zoom	Zoom	Boyn-ton Beach		Care-giver			Both	Palm Beach County		Overview of Powerful Tools for Caregiver Workshop
In Person Presentation	Fall Prevention/Agency Resources	9/29/2021	Flagler Center	201 SW Flagler Ave, Stuart	Stuart		Other	Fall Prevention		Both	Martin County	20	Presentaion on preventing falls and resources and services
Workshop	Matter of Balance	9/7/2021-9/30/2021	Go to Meeting	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	9	
Workshop	Matter of Balance	9/21/21-10/14/21	Go to Meeting	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	12	
Workshop	Matter of Balance	9/1/2021-10/20/21	Belle Glade	439 NW 16th St, Belle Glade			Other	Evidence-Based Health Education		Current	West Palm Beach County	12	
Virtual Presentation	Fall Prevention/Agency Resources	10/15/21	Feildner Inst.	Zoom			Other	Fall Prevention		Both	Treasure Coast	15	Presentation on preventing falls and resources
In Person Presentation	Fall Prevention/Agency Resources	10/25/21	Indian River State College - Okeechobee	2229 NW 9th Ave, Okeechobee	Okeechobee		Other	Fall Prevention		Both	Okeechobee County	10	Presentation on preventing falls and resources
In Person Presentation	Fall Prevention/Agency Resources	10/25/21	Indian River State College - Mueller Campus	6155 College Lane	Vero Beach		Other	Fall Prevention		Both	Indian River County	10	Presentation on preventing falls and resources
In Person Presentation	Fall Prevention/Agency Resources	10/25/21	Indian River State College - Massey Campus	3209 Virginia Ave	Ft. Pierce		Other	Fall Prevention		Both	St. Lucie County	15	Presentation on preventing falls and resources
Workshop	Matter of Balance	10/12/21-11/4/2021	Go to Meeting	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	9	
In Person Presentation	Fall Prevention/Agency Resources	11/8/2021	Evernia Place	631 Evernia Street, West Palm Beach	West Palm Beach		Other	Fall Prevention		Both	Palm Beach County	15	Presentation on preventing falls and resources
In Person Presentation	Fall Prevention/Agency Resources	11/16/21	Area Agency on Aging - Foster	4400 N Congress Ave, West Palm Beach	West Palm Beach		Other	Fall Prevention		Both	Palm Beach County	8	Presentation on preventing

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	Zip Code	Target Audience(s) [check boxes]	If Other Target, Please Explain	Type of Care-giver (if target)	Outreach (Current, Future, or Both)	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
	Agency Resources		Grand-parent Program										falls and resources
Workshop	Matter of Balance	11/2/21 - 12/7/21	Go to Meeting	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	10	
Workshop	Chronic Disease Self-Management	11/1/21-12/13/21	Go to Meeting	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	9	
Workshop	Tai Ji Quan MFBB	10/14/21	12/16/21	Go to Meeting			Other	Evidence-Based Health Education		Current	PSA	11	
Workshop	Matter of Balance (Spanish)	11/17/21	12/17/21	900 SW Avenue J	Belle Glade	33430	Other	Evidence-Based Health Education		Current	Palm Beach County	8	
Workshop	Caregiver Follow Up	10/28/21	12/30/21	Go to Meeting			Other	Caregiver Health Education		Current	PSA	10	

Targeted Outreach Plan:

The Agency's Targeted Outreach Plan is outlined below. Providers' outreach activities at the county level to address the identified service needs and well as specific methods to outreach to each of the targeted populations is shown in Appendix C.

<p>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).</p>
<p>Response:</p> <p>Strategies used include: Perform outreach efforts at community events, actively seeking referrals from clients in rural, hard to reach locations, keeping REFER database up to date with home and community based resources for low income based individuals, promote the services of our community partners and ensure they are referring clients to the Helpline.</p>

2. The Agency's planned outreach activities for 2023 at the county level are shown in the 2023 Planned Outreach table. The table summarizes the types of community events/activities, dates, locations, and number of anticipated participants and which of the targeted audiences we are attempting to reach

2023 PLANNED OUTREACH ACTIVITIES

The information below reflects planned staff outreach and education to OAA Targeted Populations for Titles IIIB, IIIC and IIIE. In addition Elder Rights outreach to the targeted populations for Title VII is included as well as the Healthy Living Department's outreach to Title IIID medically underserved populations

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)	January 2023	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave,	15	Seniors/Volunteers

			West Palm Beach, FL 33407		
Elder Rights	PSA	January 2023	Website Posting- Elder Abuse	20	Website Visitors
Elder Rights	Professional Training	January 2023	United Health Care	50	Health Care Professionals
Healthy Living	Speaking Event on Agency services/Fall Prevention	January 2023	West Boca Branch Library- 33498	35	Older Individuals with social need
Helpline SHINE	15th Annual Family Health and Safety Expo	January 2023	TBD, In Person, 34974	150+	Older individuals residing in rural areas. Low income, caregivers
SHINE	Century Village	January 2023	West Palm Beach/33417	50	Older individuals with Limited English Proficiency, low- income minority
SHINE	IRSC Lifelong Learning series - Presentation	January 2023- March 2023	Indian River, Martin, and St. Lucie Counties	30	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need
Elder Rights	PSA	February 2023	Website Posting- Identity Theft	20	Website Visitors
Healthy Living	Speaking Event on Agency services/Diabetes and you	February 2023	Fielden Institute Fort Pierce - 34947	15	For individuals with Greatest Economic need, Caregivers and Diabetes
SHINE	IRSC Richardson Center Medicare 101 Presentation	February 2023	Vero Beach / 32966	100	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need

SHINE	Colonial Club	February 2023	Boynton Beach / 33435	50	Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority
SHINE	Jupiter Jubilee Exhibit	February 2023	Jupiter / 33458	500	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need
Elder Rights	Educational Outreach (Material Dropoff)	March 2023	Okeechobee Senior Services- 1690 NW 9th Ave, Okeechobee, FL 34972	50	Seniors/Volunteers
Elder Rights	Professional Training	March 2023	Area Agency on Aging- 4400 N Congress Ave, West Palm Beach, FL 33407 (SHINE)	10	Seniors/Volunteers
SHINE	AAUW Senior Expo - Exhibit	March 2023	Vero Beach / 32961	500	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need
Communications	American Association of Caregiving Youth Conference	April 2023	Boca Raton 33486	50	Young caregivers of older adults
Elder Rights	Educational Outreach (Presentation)	April 2023	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave,	15	Seniors/Volunteers

			West Palm Beach, FL 33407		
Elder Rights	Professional Training	April 2023	United Health Care	50	Health Care Professionals
Healthy Living	Speaking Event on Agency services/Fall Prevention	April 2023	Morgade Library- Stuart 34997	25	Older Individuals with social need
Healthy Living	Speaking Event on Agency services/Fall Prevention	April 2023	Fielden Institute Port St. Lucie - 34986	25	Older Individuals with social need
Healthy Living	Speaking Event on Agency services/Fall Prevention	April 2023	Indiantown Meal Site 34956	15	For individuals with Greatest Economic need
Helpline SHINE	Black Gold Jubilee	April 2023	TBD, in person, 33430	300+	Older Individuals with Greatest Eco Need, lower income minority, lower income limited english proficiency, older individuals residing in rural areas.
SHINE	COMPASS Healthy Senior Living Expo Exhibit	April	Lake Worth / 33460	50	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need
Communications Helpline	Alzheimer's Community Care Education Conference	May 2023	West Palm Beach 33407	250	Professionals and caregivers of older individuals with Alzheimers or other dementias
Elder Rights	PSA	May 2023	Website Posting- National Senior	20	Website Visitors

			Fraud Awareness Day		
Elder Rights	Professional Training	May 2023	Division of Senior Services, 801 Datura St., West Palm Beach, FL 33401	10	Senior Center Staff
Healthy Living	Health Fair	May 2023	St. Rita/ Our Lady Queen Apostles 33411	50	Senior Participants
SHINE	Town of Lake Worth	May 2023	Lake Worth / 33461	50	Older individuals with Limited English Proficiency, low-Income minorities
Helpline	Coalition for Independent Living Options (CILO)	Spring 2023	TBD In Person/Via Zoom	40	Older individuals with severe disabilities
Elder Rights	Educational Outreach (Event)	June 2023	Area Agency on Aging - 4400 N. Congress Avenue, West Palm Beach, FL 33407 (WEAAD EVENT)	30	Seniors/Volunteers
Elder Rights	PSA	June 2023	Website Posting- World Elder Abuse Awareness Day	20	Website Visitors
Healthy Living	Speaking Event on Agency services/Diabetes and you	June 2023	Fielden Institute Okeechobee Campus - 34974	30	For individuals with Greatest Economic need, Caregivers and Diabetes
SHINE	North Palm Beach Employee Wellness Fair	June 2023	North Palm Beach / 33408	75	Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority,
SHINE	Treasure Coast Coalition on Aging	June 2023	Port St Lucie / 34952	50	Older individuals with greatest economic need, Older

					individuals with greatest social need
SHINE	Ft Pierce Community Health Fair	June 2023	Fort Pierce / 34950	100	Older individuals with greatest economic need, Older individuals with greatest social need
Elder Rights	PSA	July 2023	Website Posting- Older Americans Act Anniversary	20	Website Visitors
Elder Rights	Professional Training	July 2023	United Health Care	50	Health Care Professionals
Healthy Living	Speaking Event on Agency services/Fall Prevention	July 2023	West Boynton Beach Library - 33437	25	Older Individuals with social need
Elder Rights	PSA	August 2023	Website Posting- Social Security Anniversary	20	Website Visitors
Healthy Living	Speaking Event on Agency services/ Fall Prevention	August 2023	Villa Seton - PSL - 34953	20	For individuals with Greatest Economic need
SHINE	Minority Business Expo	August 2023	Fort Pierce / 34950	100	Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	Treasure Coast Community Health Fair	August 2023	Vero Beach / 32960	50	Older individuals with greatest economic need, Older individuals with greatest social need
Healthy Living	Speaking Event on Agency services/ Fall Prevention	September 2023	Villa Franciscan - Riviera Beach - 33404	20	for individuals with Greatest Economic need

Communications	The Volen Center Craft and Health Fair	October 2023	Boca Raton 33486	75	Seniors
Elder Rights	Educational Outreach (Presentation)	October 2023	Mandel Public Library- 411 Clematis St, West Palm Beach, FL 33401	5	Seniors/Volunteers
Elder Rights	Educational Outreach (Presentation)	October 2023	Mid-County Senior Center- 3680 Lake Worth Rd, Palm Springs, FL 33461	20	Seniors/Volunteers
Elder Rights	Professional Training	October 2023	United Health Care	50	Health Care Professionals
Healthy Living	Speaking Event on Agency services/ Fall Prevention	October 2023	St. Helens - Vero Beach -32960	25	Older Individuals with social need
Communications	10th Annual Caregiver Celebration at the Kane Center	November 2023	Kane Center 34997	75	Seniors and caregivers
Elder Rights	PSA	November 2023	Website Posting - Holiday (Keeping Safe)	20	Website Visitors
Healthy Living	Speaking Event on Agency services/ Caregiver Stress	November 2023	Fielden Institute - Stuart Campus - 34997	20	Older Individuals with social need
Communications Helpline	Fearless Caregiver Conference Series 2023	TBD	In Person, Delray Beach 33446, Boca Raton 33433, Jupiter 33458, Okeechobee 34972	150	Caregivers with Greatest Social Need, Greatest Eco Need, with Disabilities
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

Collaborations

The recurring meetings/events below allow staff to share information with other community partners regarding the services available to senior and caregivers in our Planning and Service Area

Helpline	Palm Beach County Library System	Recurring	TBD multiple dates/multiple locations throughout the year across the county.	1000+	Older individuals with greatest economic need; Caregivers who are older individuals with greatest economic need; Low-income older individuals
Helpline/SHINE	Martin Interagency Coalition (MCIAC)	Rekurs Monthly	TBD, In person, 34994	20	Older individuals with greatest economic need; Caregivers who are older individuals with greatest economic need; Low-income older individuals
Helpline	Community Services Alliance	Rekurs monthly	TBD In Person, 32961	20	Older individuals with greatest economic need; Caregivers who are older individuals with greatest economic need; Low-income older individuals
Helpline	Okeechobee Community Collaborative	Rekurs monthly	TBD, in Person, 34974	20	Older individuals residing in rural areas.
Helpline/Healthy Living	Council of Social Agencies (COSA)	Rekurs monthly	TBD, In Person, 34954	20	Older individuals with greatest economic need
SHINE	Town of Jupiter	Ongoing	Jupiter / 33410	30	Older individuals residing in rural areas, Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	Town of Riviera Beach	Ongoing	Riviera Beach / 33418	50	Older individuals with Limited English Proficiency, low-income minorities
SHINE	City of Delray Beach	Ongoing	Delray Beach/33444	50	Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	City of West Palm Beach	Ongoing	West Palm Beach / 33417	50	Older individuals with greatest economic need, Older individuals with

					greatest social need, lower income minority
SHINE	West Palm Beach Public Libraries	Ongoing	West Palm Beach /33417	30	Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority
SHINE	Allegheny Ministry	Ongoing	West Palm Beach/33401	30	Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority
SHINE	Urban League	Ongoing	West Palm Beach/33405	50	Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	Non-Profit Chamber	Ongoing	West Palm Beach/33417		Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	Boca Raton Library	Ongoing	Boca Raton/33432		Older individuals with greatest economic need, Older individuals with greatest social need
SHINE	Boynton Beach Senior Center	Ongoing	Boynton Beach/33435	50	Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority
SHINE	Boynton Beach Library	Ongoing	Boynton Beach/33435		Older individuals with greatest economic need, Older individuals with greatest social need, lower income minority

3. Include specific information on methods for ensuring the provision of outreach and education to each of the populations described below.	
Population	Methods for ensuring the provision of outreach and education
Older individuals residing in rural areas;	Response: Attending all event opportunities in areas where populations are older and rural to promote Helpline and SHINE, Communicating with lead agencies serving rural populations like Okeechobee Senior Services. Continuing to attend community outreach events such as Fearless Caregiver Conference hosted in rural areas, for rural populations
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)	Response: Reaching out to local senior-oriented communities, doing presentations on Helpline and SHINE services where low income seniors would qualify. General program eligibility is explained along with the federal poverty guidelines of programs designed to help those who are considered low income. Connections for more diverse minority outreach have been established with the Urban League of Palm Beach and the Hispanic Chamber of Commerce. Helpline continues to seek staff who are bilingual in Haitian Creole and Spanish, to better communicate with limited English speaking individuals. Consumer Care and Planning is coordinating with the Okeechobee County Department of Health in their Protocol for Assessing Community Excellence in Environmental Health (PACE-EH) Program in the Dean's Court Community (low-income seniors). They have incorporated our senior survey questions in the survey they are recommending to the Community. Based upon survey results, staff will share appropriate resources with the Community.
Older individuals with greatest social need (with particular attention to low-income older individuals, including low-income	Response: Continuing to promote and waitlist for services that provide socialization to those with a greatest social need like Adult Day Care and Congregate Meal sites in designated low income and rural areas. Due to the threat of COVID-19 continuing to cause low attendance at

minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)	Congregate sites, other ideas to reach those with a continued social need are being explored.
Older individuals with severe disabilities	Response: We work closely with CILO to coordinate services for those Clients with severe disabilities in needs of LTCC services
Older individuals with limited English proficiency	Response: Helpline continues to seek staff who are bilingual in Haitian Creole and Spanish, to better communicate with limited English speaking individuals and assist them with resources.
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	Response: We collaborate closely with our lead agency, Alzheimer's Community Care to educate our staff. Staff partnered with the Department of Elder Affairs and Alzheimer's Association to have all associates complete the ALZ STARS education initiative, to learn the signs of Alzheimer's and Dementia to better make referrals.
Older individuals at risk for institutional placement	Response: We will continue using 701S assessments to accurately determine imminent risk of Clients in need of institutional care placement. Staff will work with Clients and caregivers to explain the process and to provide referrals.
Caregivers	Response: Helpline will continue to screen and support caregivers in need of additional training and/or respite services, serve as Panel member at Fearless Caregiver conferences and provide referrals to Healthy Living programming which assists Caregivers.
Caregivers of older individuals with Alzheimer's disease and related disorders	Response: We plan to target older individuals with Alzheimer's and their Caregivers in need of services and then collaborate

with neurological and organic brain dysfunction	closely with our lead agency, Alzheimer's Community Care. All associates completed the ALZ STARS education initiative, to learn the signs of Alzheimer's and Dementia to better assist Caregivers.
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	Response: Continuing to promote and waitlist for services that provide support to those Caregivers providing care for children with severe disabilities and provide advocacy on a case by case basis.
Caregivers who are older individuals with greatest social need	Response: Continuing to promote and waitlist for services that provide socialization and support to those Caregivers with a greatest social need like Adult Day Care and Congregate Meal sites.
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	Response: Helpline will assist Caregivers with resources for those with greatest economic needs and by reaching out to St. Andrews, Century Village communities, doing presentations on services where low income seniors would qualify.
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	Response: Continuing to promote and waitlist for services that provide support to those Caregivers providing care for individuals with severe disabilities and provide advocacy on a case by case basis. We work closely with CILO to coordinate services for those Clients with severe disabilities in needs of LTCC services

Goals and Objectives

The Department has aligned the Area Plan goals and objectives with those of the Administration on Aging, which are indicated by this symbol: ▲. Additional goals and objectives particular to each AAA may be added.

GOAL 1: Empower seniors, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health and long-term care

OBJECTIVE 1.1: ▲ Provide streamlined access to health and long-term care options through the Aging and Disability Resource Centers (ADRCs)

EXPLANATION: The primary intent of this objective is to address ways you link people to information and services.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will coordinate the Agency's work with DOEA to replace CIRTs.

Progress: Consumer Care and Planning's Data Compliance Analyst has worked as a SuperUser on the eCIRTS project from the start coordinating input from staff and aging network providers.

The Helpline will work with the St. Lucie County Department of Health to accomplish Action Step 3.1.1.2 of the St. Lucie County Community Health Improvement Plan to increase awareness of the Area Agency on Aging Helpline.

Progress: Helpline continues to partner with St. Lucie Department of Health and other community partners in St. Lucie County. In 2022, Helpline presented at 2 Treasure Coast area Fearless Caregiver Conferences and did a presentation at the Treasure Coast Coalition on Aging meeting to promote additional awareness of the Helpline.

The Helpline will continue to operate Monday –Friday 8:00 AM to 5:00 PM to provide enhanced information and referral services to consumers in PSA9. The highly trained staff will help our consumers find linkage to almost any request for services.

Progress: In 2022, Helpline staff were available daily Monday through Friday during 8-5 and occasional weekends for special overtime projects to reach additional clients.

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc.'s Helpline (ADRC), SHINE, Communications Department and Benefits Enrollment Center (BEC) will coordinate and participate in outreach activities targeting seniors, individuals with disabilities, and professionals in the community to educate them about all aspects and services of the Agency, primarily about our role in being the gateway for long-term care options.

Progress: In 2022, The Helpline and SHINE programs participated in many virtual and in-person community events throughout the five-county service area, where outreach and targeting were executed with the goal of educating various audiences on the services and role of AAA, Helpline and SHINE.

Communications will prepare and facilitate distribution of promotional materials.

The Helpline, Communications, and IT will ensure the Area Agency on Aging Palm Beach/Treasure Coast's website provides detailed information on the Helpline and link to the E-CIRTS Contact tab for consumers to access resources for a variety of needs including long term care services.

Progress: Helpline works with Communications to ensure the website remains inclusive and updated with current resources and program information. Clients are referred to website during calls for additional information.

The ADRC supervisory staff will run reports monthly to measure productivity, staff performance and study the trends of the call center performance. Data analysis will be performed to monitor call volume, abandonment rate, staffing rates and utilization. ~~Contact-Sweet~~ Shadow software will be used for monitoring call volume and abandonment rates. Call listening will be used for quality assurance purposes. E-CIRTS and Refer databases will be used to measure work volume and quality performance standards.

Progress: In 2022, reports were run monthly measuring call center productivity and call volumes. Quality Assurance was maintained through random call listening and associate one-on-one productivity updates.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) will provide training on its services and resources to the ADRC/Elder Helpline staff at least once a year and/or when new resources or services are available, updated sessions will be offered as needed.
- Alzheimer's Community Care will distribute information on its annual Alzheimer's Conference and caregiver forums including locations, times, dates, and benefits for caregivers/families, elders, and professionals, as well as financial assistance for caregivers if there is a cost (there is no cost for caregiver forums).
- Alzheimer's Community Care's Family Nurse Consultants are the voice, navigators, and communicators to families, human and health service networks, legal, etc., on services and resources, and in turn, will share their needs and requests with the ADRC's staff when such assistance is needed.
- Alzheimer's Community Care's focus will remain on keeping families together and in the home for as long as possible, hence community-based resources are a great benefit. This focus is to sustain families' safely with security, ensure their wellbeing and welfare, as well as preserving their dignity and integrity throughout the disease process while living in their homes and communities.
- Long-term planning is always provided by Alzheimer's Community Care with assistance by a multi-disciplinary team when a change in a family's level of care is required. This focus diminishes any catastrophic issues as they arise due to the nature and insidiousness of Alzheimer's disease and/or the other neurocognitive disorders.
- Through its 24/7 Alzheimer's Crisis Line and its website Alzheimer's Community Care will provides facts, phone numbers and other life-impacting - and at times, life-saving - information to the staff at the ADRCs, Adult and Protective Services, law enforcement, caregivers, families, etc. When needed, an Alzheimer's Family Nurse Consultant is on call and becomes accessible if that personal intervention is required.

OUTCOMES:

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OUTPUTS:

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OBJECTIVE 1.2: ▲ Encourage individuals, including people under 60, to plan for future long-term care needs by providing access to information

EXPLANATION: The primary intent of this objective is to get the message to people who are not yet 60 that planning for long-term care (LTC) is needed.

STRATEGIES/ACTION STEPS:

The Helpline will continue to provide outreach activities which will target caregivers and adult children of individuals who need to understand long term care options for future needs for themselves. This will include SHINE/SMP Medicare education and information on the long term care options and how to call the Helpline for further education.

Progress: In 2022 the Helpline and SHINE staff attended conferences and meetings providing outreach materials specifically targeting caregivers and adult children of those in need. Helpline offered expert advice to this same population while participating on 4 Fearless Caregiver panels in 2022.

Helpline will collaborate with community agencies which serve individuals under the age of 60 such as Alpert Jewish Family Services, PACE, CILO Goodwill, The ARC, Best Buddies and elder law attorneys, to provide education and access for options counseling.

Progress: In 2022, Helpline collaborated with community agencies, CILO and Morselife PACE to educate staff on available resources and options to better refer Clients.

Helpline will collaborate with the Department of Children and family programs HCDA and CCDA to provide education and opportunities for long term care planning.

Steps to Complete in 2023: Helpline will collaborate with DCF on a presentation to refresh and educate staff on HCDA and CCDA programs and services.

The Helpline will take advantage of any media event or radio talk program that will educate listeners about long term care needs and the Helpline role in providing assistance.

Progress: In 2022, Helpline appeared on 1 radio (Scott Greenburg's 'I'm Getting Older and So Is My Mother') and 1 television program ('Touched By Angel') to promote the role and long term care services of Helpline, AAA and SHINE

The ADRC will also participate on the ADRC/ REFER workgroup calls to coordinate with the 11 Area Agencies on Aging. The Helpline will continue to seek resources for persons with a disability for the REFER database.

Progress

Progress: In 2022, Helpline was present monthly for both ADRC workgroup calls and ADRC Director calls to collaborate and share information on all coordinated topics and service issues within the 11 Area Agencies.

Healthy Living will invite Elder Rights to to the last class of Powerful Tools for Caregiver Workshops to educate the participants to the importance of preparing for the future as well as providing resources.

Progress: Complete.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) provides and participates in seminars that are sponsored by pre-retirement preparation institutions, Wealth Managers within banking industries, certified Elder Law Attorney workshops, and one-on-one with families when seeking guidance and help on behalf of their parents/family members with a focus on their own future planning as to diminish the exposure of financial despair and/or the benefits for nutritional/physical life-impact alternatives as it relates to retirement.
- The Organization sponsors three (3) Advisory Councils within the three counties that it serves. These council members are connected to numerous levels of community resources and services and must have no conflict of interest and abide by the mission and policies of the Organization. All members are Board-approved, must be 18 years of age or over, and have a connection/interest on the needs of families coping with Alzheimer's disease or other neurocognitive disorders. Representation on these Councils are from law enforcement, home health agencies, wealth managers, academia, advocates, caregivers, health and human service providers, etc. Topics for discussion may include: disaster preparedness, guardianship, legal planning, long-term care services, hospital administrators, community-based services and resources that are linked to dementia-specific providers, social security eligibility and benefits, Medicare and supplementary health insurances (AARP, HMOs, etc.) options and medical providers, etc. The membership has no term limit and is not a policy making body but does make recommendations for a specific Standing Committee because of its focus on the need. All Advisory Council reports are forwarded to the Board of Directors, who have an opportunity to review them and can bring them up for discussion if so desired.
- Each Advisory Council meeting is chaired by a Board member, agenda and reports are provided at each meeting, and are scheduled four times a year or more if that council desires with approval by the Chair. Each meeting is placed on the Board of Directors agenda for comment and the Chair of that council will answer any questions if necessary.
- Organization influences the health insurance industry and wealth management firms to create insight into their own educational goals and objectives by acknowledging the high incidence of Alzheimer's disease and other neurocognitive disorders that could affect their clients as it relates to defining the importance of medical/financial surrogates, medical directives and living wills, all of which are advocated as a best practice.
- Organization interfaces with local clergy to educate their congregations on how to help, support and gain access to long-term care planning as it relates to financial and legal options before Alzheimer's disease and other neurocognitive disorders grips them within an emotionally or medically paralyzing situation during their retirement years.

OUTCOMES:

Alzheimer's Community Care

- Increase pre-retirement individuals to be more cognitive on the importance of financial and legal planning, which may diminish the need for financial and health despair during retirement years. These topics could include local long-term care options, inclusive of their costs and affordability.

- Increase public awareness on state and federal services and programs along with their benefits and limitations.

OUTPUTS:

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OBJECTIVE 1.3: Ensure that complete and accurate information about resources is available and accessible

EXPLANATION: The intention of this objective is to keep ReferNET current and to continue to enhance how people can connect to the information.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning and the Helpline will participate in workgroups for the implementation of E-CIRTS.

Progress: The Director of Consumer Care and Planning and Manager of Program Compliance/Quality Assurance have participated in weekly eCIRTS SuperUser Meetings.

Progress: The Program Compliance/Quality Assurance Manager and Data Compliance Analyst have met individually with each contracted provider to help with their implementation of eCIRTS.

Progress: Consumer Care and Planning's Data Compliance Analyst has worked as a SuperUser on the eCIRTS project from the start coordinating input from staff and aging network providers.

The Helpline will maintain a staff person dedicated to keeping the resources in the Contact tab in E-CIRTS and Refer databases up to date.

Progress: There is a Helpline staff person designated to maintain both databases, keeping resources updated and adding new contacts. This staff person works closely with eCIRTS superusers, who attend weekly meetings.

Helpline staff will assist in monitoring accuracy by advising the database specialist when resources, phone numbers, locations require updating.

Progress: In 2022 Helpline made reminders to Information and Referral staff during virtual trainings to alert Database Specialist on any updates or corrections needing to be made on resources to ensure accuracy.

The Helpline and IT will maintain a link to the Contact tab in E-CIRTS on the ADRC website.

Steps to complete in 2023: As the E-CIRTS implementation process continues to be modified and improved, Helpline will work closely with IT to maintain this link between E-CIRTS and the AAA website. Helpline has a eCIRTS superuser who attends weekly meetings to receive latest updates.

Communications will monitor web site hits monthly to track volume.

Advisory Council members will be invited to assist the Helpline in outreach events, health fairs and community presentations to target low-income rural populations to promote the Helpline.

Progress: In 2022, Helpline presented reports monthly to Advisory Council, who contributed solutions and strategies to improve outreach and targeting to low income populations.

The Helpline will offer in-service training for staff on agencies we frequently make referrals to in order to stay current on services and resources for our callers.

Progress: In 2022, Helpline has collaborated with a different community partner agency, almost on a monthly basis, to present in-service training to staff to educate on most up-to-date services and resources for the purpose of making successful referrals.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization)'s Family Nurse Consultants, Family Nurse Consultants' assistants, and Case Managers are kept informed on all the latest community-based resources that are provided through non-profit as well as for-profit sources. Also, these staff are culturally capable, sensitive, and accessible as to their capacity to address their needs. The Organization's service staff will advocate many times so that all understand and value those needs on behalf of Alzheimer's patients and their families.
- The Organization provides access to the ADRC's staff to its website, 24/7 Alzheimer's Crisis Line, SociAlz (social media), e-mails, and other sources of communications consistently, as well as the Organization's staff has access to the ADRC's website.
- The Organization's published Alzheimer's magazine, collateral printed materials, Family Elopement Risk Guides, etc. are always available to the ADRCs upon request, as well as they are notified when new materials have been produced.
- The Organization will continue to work with all providers to engage in sharing resources and services when they are needed, and it is expected that the reverse is understood as well.

OUTCOMES:

Alzheimer's Community Care

- The commitment to communications and interventions provides a greater stabilization for all fragile and vulnerable elders and this working together has proven to be successful, and at times lifesaving.
- Alzheimer's Community Care's outreach to the ADRCs has proven to be financially beneficial to families and allows families to have options when at times their desperation could have resulted in tragedy. Such options will mean that a person diagnosed with Alzheimer's will not have to be Baker Acted or, worse yet, jailed. These options will lengthen the time patients are able to stay with their families together in the home, which is what 96% of Alzheimer's families wish for.

OUTPUTS:

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OBJECTIVE 1.4: Ensure that elders have access to free, unbiased, and comprehensive health insurance counseling

EXPLANATION: The primary intent of this objective is to show how the AAA is supporting the SHINE/SMP Program. Ways to show the support might be through establishing additional counseling sites.

STRATEGIES/ACTION STEPS:

The SHINE department will seek additional SHINE counseling sites through community partners where access to consumers is needed

Steps to complete in 2023: Now that many sites are returning to opening back up to the public following COVID precautions, SHINE plans to seek additional sites to perform counseling.

The SHINE department will expand the existing counseling site network to include sites outside of the aging network.

Progress: In 2022, SHINE filled the vacant role of SHINE Outreach Coordinator, who plans to find community locations as potential sites for 2023.

The SHINE department will expand counseling methods to include virtual platform applications where social distancing and rural client travel may be required.

Progress: In 2022 SHINE continued to conduct all counseling virtually to ensure safety of all involved.

The SHINE department will continue its partnership with the West Palm Beach and Treasure Coast Social Security office and referral process and work to expand this partnership to the West Palm Beach Social Security office.

Steps to Complete in 2023: SHINE's newly hired Outreach Coordinator will work to further foster this partnership.

The SHINE department will continue to train all new Helpline staff in SHINE modules and provide ongoing training and Medicare updates.

Progress: In 2022, all new Helpline staff were trained on how to make referrals and set up appointments for the SHINE program. A special SHINE event was held during Open Enrollment to provide additional education to Helpline staff on Medicare.

The SHINE department will continue outreach events and local media exposure to educate the community about the services of SHINE including both in person and virtual options where social distancing may be required.

Progress: In 2022, SHINE Developed virtual outreach presentations (LIVE and recorded), Scheduled Facebook LIVE events the end of each month for the following month and Created ZOOM live presentation options

Progress: Presented Medicare 101 to the local SHRM chapter.

The Helpline and SHINE will promote the low income cost savings programs.

Progress: In 2022, Helpline and SHINE regularly promoted both Medicare Savings Programs and Low Income Prescriptions Subsidy Program (LIS)

The Helpline will continue to refer potential clients who can benefit from low income assistance.

Progress: In 2022 Helpline provided referrals to low income clients on helpful benefit programs they may qualify for.

The Helpline will continue to schedule SHINE appointments using the online Timetap platform.

Progress: In 2022, Helpline staff used Timetap to schedule all SHINE appointments.

The Helpline will promote inter-collaboration between departments of the ADRC in making referrals and coordination of outreach events.

Progress: In 2022 the Helpline encouraged collaboration between Information and Referral, Intake, Medicaid and SHINE departments by holding combined meetings, trainings and sharing new information between these areas to ensure better referrals. All areas were promoted during outreach events attended, with their respective materials dispersed to attendees.

The SHINE department will promote Medicare awareness, availability of counseling and volunteer recruitment through the ADRC website.

Progress: In 2022 SHINE collaborated with Communications to promote Medicare, counseling and volunteer info via the Agency's website.

The SHINE department will train Helpline and ADRC staff on referring to the SHINE program for Medicare fraud cases in support of the newest Senior Medicare Patrol (SMP) grant.

Steps to complete in 2023: SHINE will provide additional information to Helpline staff on Medicare fraud so they may better identify and refer these cases to SHINE.

The SHINE department will continue to provide personalized counseling through training SHINE counselors and staff to use the new plan finder on Medicare.gov

Progress: In 2022 SHINE utilized Medicare.gov to access plan finder during counseling sessions. Future SHINE counselors will continue to be trained to use the site.

The SHINE department will provide counseling, education, and presentations to the community to assist in the cost avoidance and prevention of Medicare insurance fraud.

Progress: in 2022, SHINE staff discussed the topic of insurance fraud during presensatins and counseling sessions.

SHINE staff will present each fall at a Bagels & Brains session to educate seniors and those in the aging network about the benefits of SHINE counseling.

Steps to Complete in 2023: Re-evaluate once the organization resumes Bagels and Brains.

SHINE staff will implement new media and outreach methods through social media such as creating several Medicare topic pre-recorded presentations for the aging network to share when physical or live virtual presentations or not possible.

Steps to complete in 2023: SHINE staff will consider pre-recording presentations to use when live options are not available.

SHINE staff will work with the St. Lucie County Department of Health to accomplish Action Step 1.1.1.4 of the St. Lucie County Community Health Improvement Plan to increase health literacy in the area of insurance increase understanding of process and terminology.

Steps to complete in 2023: SHINE will continue to contribute to the goal of accomplishing action steps in the St. Lucie County Community Health Improvement plan to increase this important health literacy information.

Healthy Living will work with the St. Lucie County Department of Health to accomplish Action Step 1.1.1.8 of the St. Lucie County Community Health Improvement Plan to increase awareness and use of SHINE (Serving Health Insurance Needs of Elders) Medicare Counseling.

Progress: In 2022, Healthy Living attended meeting regarding the St. Lucie CHIP and promoted avenues where SHINE could be inserted into an Action Step in the CHIP. Healthy Living and the Helpline also presented an Agency overview to representatives of the CHIP to make them more aware of our services.

OUTCOMES:

ADRC will see greater program awareness, an increase in call volume on the Helpline for SHINE services and an increase in SHINE appointments

OUTPUTS:

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OBJECTIVE 1.5: Increase public awareness of existing mental and physical health and long-term care options

EXPLANATION: The primary intent of this objective is to help people become aware that they might benefit from mental and physical health services and that the services are available in the community.

STRATEGIES/ACTION STEPS:

The Communications Department will maintain the newly launched website to include mental health information and resources including “Talk it Out”. Information regarding physical health, healthy living and long term care options will also be a major focus.

Progress: Mental health information particularly with regard to isolation due to COVID was placed on the website.

Consumer Care and Planning and Advisory Council members will attend the Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources.

The Helpline will look for opportunities to participate in local conferences, i.e. Fearless Caregiver, Karp Law Firm breakfast, Elder Concert, Alzheimer Community Care Conference.

Progress: In 2022, the Helpline attended many local events including 4 Fearless Caregiver conferences and the Alzheimer’s Community Care Education Conference

SHINE outreach presentations will be conducted to promote the availability of preventative services for people on Medicare to include mental health services and preventative wellness visits.

Steps to Complete in 2023: SHINE will ensure the subjects of mental health, preventative services and wellness visits are included in future presentations.

The Helpline will stay current on classes offered in Healthy Living and link clients when appropriate.

Progress: In 2022, Helpline partnered with Healthy Living by doing telephone reassurance campaign on Fall Prevention, promoting the Matter of Balance class that Healthy Living offers.

The Helpline will continue to keep a list of caregiver support groups to encourage caregivers.

Progress: In 2022, the Helpline maintained a database containing up-to-date resources on caregiver support to provide to caregivers.

The Helpline will stay current on other community agency resources that have supports and services of interest to our clients.

Progress: The Helpline identified resources such as food and rent assistance available due to COVID

Progress:—In 2022, the Helpline communicated with community partners to ensure resources remained current and reflected all services and any new trends of unmet needs surfacing among Clients.

The Helpline will share resources for mental health and social isolation as it relates to the COVID Pandemic and the need for alternatives to traditional in person groups.

Progress: In 2022, the Helpline provided resources directed at social isolation and mental health of Clients, as a result of pandemic.

As Healthy Living identifies workshop participants in need of long term care services and suffering from social isolation they will provide appropriate resources.

Progress: Healthy Living continues to identify participants in need of long term care and refers them to the Helpline. Healthy Living has been able to engage participants in virtual workshops helping them cope with social isolation, Healthy Living is able to provide a lending library of tablets for those that do not have the means.

Healthy Living will work with the St. Lucie County Department of Health to accomplish Action Step 1.2.1.8 of the St. Lucie County Community Health Improvement Plan to create and publish an inventory of physical activity programs in the community.

Progress: Healthy Living has given input for the St. Lucie County Department of Health and how programs offered can be an Action Step in the Community Health Improvement Plan. Healthy Living also attends the Healthy St. Lucie Coalition meetings to keep the Department of Health updated on the progress.

Consumer Care and Planning will work with the St. Lucie County Department of Health to accomplish Action Step 1.3.1.4 of the St. Lucie County Community Health Improvement Plan to increase awareness of free counseling services for seniors and caregivers that are offered through the Older Americans Act.

Progress: Presented to the Healthy St. Lucie Committee in February 2022 regarding counseling services available through the Older Americans Act.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) will provide training on its services and resources to the ADRC/Elder Helpline staff at least once a year and/or when new resources or services are available, updated sessions will be offered as needed.
- The Organization will distribute information on its annual Alzheimer's Conference and caregiver forums including locations, times, dates, and benefits for caregivers/families, elders, and professionals, as well as financial assistance for caregivers if there is a cost (there is no cost for caregiver forums).
- The Organization's Family Nurse Consultants are the voice, navigators, and communicators to families, human and health service networks, legal, etc., on services and resources, and in turn, share their needs and requests with the ADRC's staff when such assistance is needed.
- The Organization's focus is keeping families together and in the home for as long as possible, hence community-based resources are a great benefit. This focus is to sustain families' safely with security, ensure their wellbeing and welfare, as well as preserving their dignity and integrity throughout the disease process while living in their homes and communities. However, long-term planning is always provided with assistance by a multi-disciplinary team when a change in a family's level of care is required. This focus

diminishes any catastrophic issues as they arise due to the nature and insidiousness of Alzheimer's disease and/or the other neurocognitive disorders.

- The 24/7 Alzheimer's Crisis Line and its website that provides facts, phone numbers and other life-impacting - and at times, life-saving - information to the staff at the ADRCs, Adult and Protective Services, law enforcement, caregivers, families, etc. When needed, an Alzheimer's Family Nurse Consultant is on call and becomes accessible if that personal intervention is required.

Council on Aging of Martin County – COAMC

1. COAMC case managers assess new and existing clients with dementia utilizing the 701B assessment, in order to identify needed services and referrals to meet the client's and caregiver's specific needs. Assessing a client's mental and physical health needs is a critical component of the assessment process. Unmet needs are addressed by the case manager through referral to local community resources.
2. Outreach is conducted throughout the year at various venues throughout the community. Availability of existing mental and physical health services are advertised during the outreach events.
3. COAMC's website includes a section for "Helpful Resources." Organizations listed include the following:
 - [Alzheimer's Disease Education and Referral \(ADEAR\) Center](#)
 - [American Cancer Society](#)
 - [American Lung Association](#)
 - [American Heart Association](#)
 - [Arthritis Foundation](#)
 - [American Society of Colon and Rectal Surgeons](#)
 - [Health Finder](#)
 - [National Osteoporosis Foundation](#)
 - [National Parkinson Foundation](#)

Also included on the website are links directing clients to resources for health information. The sources include the following:

- Internet Mental Health
- MedicineNet
- Health on the Net Foundation
- Mesothelioma Guide

Council on Aging of St. Lucie – COASL

Outreach: Council on Aging of St. Lucie, Inc, information brochure details the available services provided or arranged by COASL which includes: Mental Health Referrals and SHINE referrals. SHINE delivers one-on-one counseling in person or over the telephone assistance with Medicare and other health insurance questions. SHINE presentations will be held at our congregate meal sites to promote services for seniors on Medicare. COASL will continue to maintain a list of caregiver support options. COASL will maintain resources that have support services.

1. Case Managers continue to attend training with community partners who specialize in physical health, mental health and long term care options, and are knowledgeable on available resources for such.

2. Case Managers will continue to provide referrals for clients with local community partners when needed for physical health, mental health or long term care needs.

Okeechobee Senior Services

- Use the Senior Services pages of the County website to inform the public of the availability of long-term care services to qualified individuals.
- Include the Elder Helpline number in our Agency brochure.
- Include the Elder Helpline number on our staff business cards.
- Include the contact information for local mental health and counseling resources in our in-house resource directory and provide that information to inquirers seeking such services.

Refer inquirers looking for information regarding mental health and/or physical health assistance to the Elder Helpline, 211 Palm Beach / Treasure Coast, and the Okeechobee County Health Department.

Senior Resource Association – SRA

SRA will connect clients and caregivers to supporting services for physical, health, mental health, and long term care options which will assist the caregiver to continue to provide care. (i.e. SRA's services; Caregiver support groups and training; collaborating associations and programs such as the Mental Health association, Sunshine, and the Elder Helpline.)

2. SRA will attend health fairs, expos, and make presentations at local service organizations throughout the community in order to provide education to meet individual needs of seniors, individuals with disabilities, their families, and other consumers
3. SRA will coordinate outreach to inform seniors, individuals with disabilities, their families, and other consumers of the physical mental and long term care options available in our community through media such as direct mail, social media and websites.

The Volen Center

- A. The Volen Center (TVC) completes training for staff responsible for outreach of DOEA programs and services to assure that the most accurate and up-to-date information is informing staff.
- B. Outreach staff is responsible for completing trainings, presentations and speaking engagements in the community with the focus of providing community members and stake holders with information on the existing mental and physical health long-term care options.
- C. Reports will collect the data on the communities reached through these outreach efforts.

OUTCOMES:**Alzheimer's Community Care**

Increase public awareness and knowledge to all cultures, religious communities, race, sexual orientation, and financial status on options and services (LTC, community-based, government, private sectors, medical providers, government, etc.) available to patients, caregivers and families that are afflicted with Alzheimer's disease or other neurocognitive disorders with the belief that where there is help, there is always hope.

OUTPUTS:

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OBJECTIVE 1.6: Identify and serve target populations in need of information and referral services

EXPLANATION: The primary intent of this objective is for the AAA to detail how it plans to reach populations in need of information and referral (I&R) services that might require more challenging outreach efforts.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will monitor OAA targeted groups on providers' Semi-Annual Outreach Report and provide technical assistance for improving outreach where warranted as part of the annual quality assurance review process.

Progress: Semi-Annual Outreach Reports were collected from providers in 2021 and 2022 and reviewed during Annual Quality Assurance Reviews.

Progress: The 2022 Area Plan update included providers Planned Outreach for 2022 to address OAA Targeted Populations.

Consumer Care and Planning will use DOE's GIS data to help providers' identify locations with high concentrations of OAA targeted groups.

Progress: The Rural Indicator for St. Lucie County is met in this report after maps of unmet needs in the rural areas in the last report were shared with Council on Aging of St. Lucie..

Consumer Care and Planning will continue its participation on United Way of Palm Beach County's Hunger Relief Project Advisory Committee.

Progress: Presented Progress Report of Senior Hunger Relief Workgroup to United Way of Palm Beach County Board of Directors

Progress: Through education of the Hunger Relief Advisory Committee, the Agency was able to secure donated match funds for ARP funding.

Consumer Care and Planning will continue its work with United Way of St. Lucie County's Healthy Visions Council providing information on senior and caregiver needs and identifying initiatives to resolve those issues.

Steps to Complete in 2023: There were no meetings in 2022. Consumer Care and Planning will keep informed of any upcoming meetings in 2023.

Consumer Care and Planning will participate in Healthier Boynton Beach Community Conversations to reach low-income, minority populations to share information about services and learn first-hand of local needs.

Progress: Participated in January 27, 2020 Community Conversation at the Carolyn Sims Center.

Progress: Helped to coordinate Legal Aid Society of Palm Beach County's participation on the June 13, 2022 Community Conversation Panel regarding End of Life Planning.

Consumer Care and Planning will attend Palm Beach County's Community Revitalization Team meetings in order to meet residents of Palm Beach County's unincorporated areas to share information on services, learn of community needs and learn of additional resources that may be pertinent to the Contact tab of the E-CIRTS database.

The Helpline will provide education to SHINE volunteers to educate them on additional services available through the Helpline for other long term care information.

Progress: in 2022, SHINE staff allotted time during virtual meetings with volunteers to ensure they have up-to-date resources and information for all Helpline services offered

SHINE counseling sites will offer information on contacting the Helpline for additional information and referral.

Progress: In order to reach the Medicare eligible population recently retiring or let go due to COVID19 and needing Medicare counseling, SHINE distributed information to resources who aid those in finding employment SHINE provided virtual education, SHINE brochures, and developed a referral process with Career Source Palm Beach County

The Helpline will continue to offer agency tours to interested partners.

Steps to Complete for 2023: Once COVID 19 safety guidelines have been reviewed and it is determined visitors will be allowed in the building, tours may resume.

The Helpline will offer in-service training to the senior network and partner agencies that serve seniors, adults with disabilities and caregivers.

Progress: In 2022, the Helpline provided virtual in-service trainings to partner agencies on the role and services of the departments in Helpline.

The Helpline will continue to provide in-service training for I/R and Intake staff monthly. These include presentations from community agencies that offer mental health and physical health resources.

Progress: in 2022, the Helpline provided monthly in-service training to I/R and Intake staff, usually following each monthly all-associate meeting.

The Helpline will maintain the ReferNet database to maintain and promote awareness of the mental health needs and resources. (ongoing).

Progress: The Helpline researched resources to assist seniors and caregivers with mental health issues related to COVID and social isolation and included them in the ReferNet database.

Promote the Agency through enhanced community facing activities.

Maintain an open dialogue with local funders and foundations such as Palm Health, the Community Foundation of Palm Beach and Martin Counties, Quantum Foundation, and Childrens' Services Councils and United Ways throughout the service area to align priorities.

Progress: Palm Health, the United Way of Palm Beach County, the Community Foundation of Palm Beach and Martin Counties, and Quantum Foundation all provided donations to ensure match for the Agency's ARP funding resulting in additional services for seniors.

Progress: Quantum Foundation, the United Way of St. Lucie County, and the Community Foundation of Palm Beach and Martin Counties participated in RFP review panels helping them to understand senior needs and services available.

Offer print and media and publications regarding what the Agency does.

Progress: Produced annual reports to the community regarding the Agency operations.

OUTCOMES:

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OUTPUTS:

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OBJECTIVE 1.7: Provide streamlined access to Medicaid Managed Care and address grievance issues

EXPLANATION: The primary intent of this objective is for the AAA to provide details on the ADRC's provision of Statewide Medicaid Managed Care Long-term Program information, waitlist, eligibility, and grievance resolution services.

STRATEGIES/ACTION STEPS:

The Helpline and Communications will advertise on the website current information on the SMMCLTC and the Helpline's role in access to services.

Progress: Helpline worked with Communications in 2022 to ensure Agency's website had most current SMMCLTC information.

The Helpline will offer presentations in the community educating seniors and persons with a disability and professionals about the SMMCLTC enrollment process.

Progress: In 2022, Medicaid Manager provided both virtual and in-person presentations on SMMCLTC.

The Helpline will continue to facilitate the SMMCLTC Partner meeting every other month to dialogue and problem solve common issues and interagency concerns.

Progress: Every other month in 2022, the Helpline facilitated a SMMCLTC partner meeting.

The Helpline will continue to work in conjunction with the statewide ADRC Workgroup to implement best practices and consistency of process and message to the community.

Progress: In 2022, the Helpline attended monthly ADR Workgroup meetings to discuss important NOI information and updated processes at the state level.

The ADRC will continue to develop relationships with CARES and DCF staff to provide seamless coordination of the medical and financial eligibility.

Progress: In 2022, Helpline maintained relationships with CARES and DCF staff who regular attend the SMMCLTC partner meetings and provide Helpline staff useful information when needed.

The Helpline will maintain a designated staff who assists in resolving grievance and SIXT cases.

Progress: In 2022, the Helpline maintained staff being tasked in specially resolving these type of cases.

The Helpline will continue to work closely with our Advisory Council and community partners to educate on the SMMCLTC process and help clarify access through the Helpline and eligibility with DCF and CARES.

Progress: The Helpline regularly presents to the Advisory Council on SMMCLTC updates and also ensures community partners receive any assistance with access and confirming eligibility with DCF and CARES.

The SHINE department will educate SHINE volunteers on Statewide Medicaid Managed CARE LTCC and MMA. Support of MIPPA coordinator to assist SHINE counselors and clients with Medicare and Medicaid coordination information.

Progress: In 2022, SHINE provided education to Volunteers on SMMCLTC so they can effectively assist and counsel dual eligible Clients.

OUTCOMES:

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OUTPUTS:

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GOAL 2: Enable individuals to maintain a high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers

OBJECTIVE 2.1: Identify and serve target populations in need of home and community-based services (HCBS)

EXPLANATION: The primary intent of this objective is twofold: 1) to address how the AAA will identify the target populations in the PSA, and 2) to address how the AAA will provide services to the targeted populations who may be in hard-to-reach areas.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will share DOEA's Performance Analysis for Targeting with providers and work with providers on those areas in need of improvement.

Progress: Shared 2020 Targeting Report with Providers

Progress: Provided mapping Information to Providers in Martin and St. Lucie County to help identify areas for rural outreach.

Progress: Shared Targeting Dashboard information with Providers to help them identify areas in need of improvement

Consumer Care and Planning will continue on the Senior Hunger Relief Committee for the United Way of Palm Beach County Hunger Relief Project to share information regarding targeted populations underserved in terms of OAA meals and SNAP.

Progress: Accomplishments through participation on the Palm Beach County United Way Senior Hunger Relief

Workgroup include:

- *Expanded congregate meal sites*
- *Flyers for congregate meal sites,*
- *SNAP outreach to targeted ZIP codes*
- *Senior SNAP flyer Flyers and newsletter to recruit volunteers*
- *Outreach campaigns (SNAP outreach 2020- 2021 Senior Programs, Senior SNAP, Senior Home Delivered Meals (HDM), Senior Congregate Meals*

Healthy Living will work with the St. Lucie County Department of Health to accomplish Action Step 1.3.1.3 of the St. Lucie County Community Health Improvement Plan to increase the number of older adults of color in evidence-based chronic disease self-management programs.

Progress: In 2022 Healthy Living has presented in more communities to bring awareness to our programs and partnered with organizations such as United Against Poverty.

Steps for Completion in 2023: Identify and plan a Chronic Disease Self-Management workshop in this community.

Consumer Care and Planning will serve on the ~~Data Committee~~ Information and Resource Workgroup for Healthier Boynton Beach to share information regarding areas where targeted populations are receiving or waiting for long term care services.

Progress: The Director of Consumer Care and Planning serves as the Chair of the Healthier Boynton Beach Information and Resource Workgroup and holds monthly meetings. The Workgroup has completed a caregiver survey to determine caregiver needs in Boynton Beach and a rack card to direct caregivers to local and national resources.

Consumer Care and Planning will serve on the Steering Committee for Healthier Boynton Beach to share information regarding available caregiver supports and unmet needs for caregivers.

Progress: As Chair of the Healthier Boynton Beach Information and Resource Workgroup, the Director of Consumer Care and Planning reports on progress of the Workgroup to the Healthier Boynton Beach Steering Committee. With the results of surveys conducted, the Information and Resource Workgroup suggests topics for Community Conversations and Lunch 'n Learns to the Steering Committee.

Consumer Care and Planning will continue participation on the Healthy Visions Council of United Way of St. Lucie to identify unmet needs and programs to meet those needs.

Steps to complete in 2023: Awaiting the re-start of the Healthy Visions Council of United Way of St. Lucie County.

The Helpline will participate in outreach events, health fairs and community presentations targeted to low-income individuals in rural populations and persons with a disability to promote knowledge of access to home and community based programs through our Helpline.

Progress: In 2022 the Helpline attended both virtual and in-person outreach events and community presentations that were specifically targeted in certain areas to provide resources to rural populations and persons with a disability

The Helpline will provide continual education to our SHINE counselors who often refer clients back to our Helpline with needs beyond what their Medicare benefit will provide.

Progress: In 2022, Helpline education was provided to SHINE Liaison and SHINE counselors who often needed additional information regarding other Helpline services beyond SHINE.

The Helpline will work closely with agency partners such as CILO, APD, Goodwill, The ARC, Best Buddies and MorseLife who has a grandparent raising grandchildren program to assist identifying clients in need of in home services.

Steps to Complete in 2023: the Helpline will work more closely with agency partners to better assist Older adults raising grandchildren and needing in home resources.

The ADRC will follow the procedures set forth by the DOEA Programs and Services Handbook and contract when prioritizing clients who come off the waitlist.

Progress: Completed. In 2022, the ADRC followed all DOEA procedures for releasing Clients from waitlisted status.

All Intake and MAC staff will complete the 701 B certification training and webinar on how to conduct the 701 S phone screening.

Progress: Completed. In 2022, All Intake and Medicaid staff were compliant in obtaining certification for 701 B training and completing 701 S screenings.

The Helpline will provide continual training to staff on choice counseling clients and caregivers for all programs and services for which they look probable.

Progress: In 2022, the Helpline had special refresher training for Intake staff in how to better provide choice counseling for clients and caregivers.

The Helpline will maintain I/R staff that is well trained and able to provide basic education on programs and services before the client will speak to an Intake Specialist.

Progress: In 2022, all newly hired Helpline I/R staff were trained extensively on how to provide basic education on the agency's programs and services before scheduling Clients with an Intake specialist for a screening.

OUTCOMES:

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- Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours
- Percent of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved
- Percent of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved
- Percent of elders assessed with high or moderate risk environments who improved their environment score

Note: The AAAs will not be monitored on the measures listed in italics, though the AAA must still include strategies to address them in this section.

- *Percent of most frail elders who remain at home or in the community instead of going into a nursing home*
- *Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups*
- *Percent of customers who are at imminent risk of nursing home placement who are served with community-based services*
- *Percent of new service recipients with high-risk nutrition scores whose nutritional status improved*

DOEA Internal Performance Measures:

- Percent of high-risk consumers (Adult Protective Services (APS), Imminent Risk, and/or priority levels 4 and 5) out of all referrals who are served

OUTPUTS:

<Enter Text Here>

OBJECTIVE 2.2: Ensure efforts are in place to fulfill unmet needs and serve as many clients as possible

EXPLANATION: The primary intent of this objective is to address how the AAA oversees the service delivery system in the PSA.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will continue participation on the Healthy Visions Council of United Way of St. Lucie to identify unmet needs and programs to meet those needs.

Steps to complete in 2023: Awaiting the re-start of the Healthy Visions Council of United Way of St. Lucie County.

Consumer Care and Planning will provide information for the Florida Department of Health in St. Lucie for the Community Health Assessment and progress on the Community Health Improvement Plan.

Progress; Data on senior and caregiver needs is included in the St. Lucie County Community Health Assessment. Strategies for SHINE, Healthy Living, the Helpline and Home and Community-Based Services are included in the St. Lucie County 2021-2026 Community Health Improvement Plan.

Consumer Care and Planning and the Helpline will work with the St. Lucie County Department of Health to accomplish Action Step 3.1.1.4 of the St. Lucie County Community Health Improvement Plan to promote existing Home and Community-Based Care Services.

Program Compliance/Quality Assurance Monitors will ensure that care plans reflect unmet needs for consumers.

Progress: Care Plan compliance was reviewed and reported on as part of the providers' 2021 and 2022 Annual Quality Assurance Reviews.

Consumer Care and Planning will coordinate the Agency's offering of one forum each year over the next three years to obtain community input regarding the unmet needs of seniors, caregivers and individuals with disabilities.

Progress: In 2021 Consumer Care and Planning conducted a forum of providers' input for new services to address caregiver needs as part of the ARP funding.

Progress: In 2022 Consumer Care and Planning is coordinating with the Okeechobee County Department of Health in their Protocol for Assessing Community Excellence in Environmental Health (PACE-EH) Program in the Dean's Court Community. They have incorporated our senior survey questions in the survey they are recommending to the Community.

Consumer Care and Planning will participate on the Palm Beach County Community Health Improvement Plan to understand local resources available to seniors and provided input to strategies to address the needs of seniors and caregivers.

Progress: Data on senior and caregiver needs is included in the Palm Beach County 2022 Community Health Assessment. Strategies for SHINE, Healthy Living, the Helpline and Home and Community-Based Services are included in the Palm Beach County 2022-2027 Community Health Improvement Plan.

Advisory Council members will relay pertinent practices from other communities that have initiatives to develop healthier communities.

The Compliance department will work closely with the VA Coordinator to continue the implementation of the Veterans Directed Home and Community Based Service and VA MISSION Act Programming within our Planning and Service Area by enrolling eligible Veterans into the program.

Progress: Enrolled 5 veterans into the program and maintained the program with 18 veterans.

Progress: In 2022, enrolled 4 veterans into the program and maintained the program with 16 veterans.

The Helpline will identify unmet needs through E-CIRTS. When needs occur Helpline staff will look for alternatives which may meet the needs.

Progress: The Helpline participated in the No Wrong Door Rapid needs assessment to identify unmet needs of seniors due to COVID.

Progress: The Helpline continues to make telephone reassurance calls to all waitlisted Clients, providing them with valuable information and resources during the call, as well as determining any unmet needs of the Clients, while they wait for active enrollment into specific services.

The Helpline staff will be trained in the benefits offered by SHINE/ MIPPA/SMP and the Benefit Enrollment Center which may assist the client with unmet needs.

Progress: In 2022, to promote and prepare for Open Enrollment, SHINE staff conducted an informational 'pep rally' virtual presentation with Helpline staff to provide refresher training on benefit information

The Helpline will be trained in alternative resources such as PACE and scholarship programs with Alzheimer's Community Care which may be an option while they are on the waiting list.

Progress: In 2022, Helpline staff conducted virtual refresher trainings with Morselife PACE program and Alzhiemer's Association and Dementia Care and Cure Initiative

The ADRC is working with United Way Hunger Relief program to seek alternate funding to reduce waiting list for home delivered meals.

Progress: In 2022, the Helpline staff served on the United Way Huger Relief workgroup with the goal of reducing waiting list. Helpline was able to coordinate with Mae Volen Senior Center, who acquired funding to remove Clients off of the waitlist and provide HDM to Clients in their service area.

The Helpline is continually trained on caregiver resources, which can provide some stress reduction while clients/caregivers are waiting for services.

Progress: In 2022, Clients and their caregivers were provided with available caregiver resources to alleviate stress placed on caregivers while the Client awaits services.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) provides routine Level I & II training (DOEA approved) to long-term care and specialized Alzheimer's Day Care License applicants as well as focus-driven training on services and resources that are specialized for caregivers, patients and families who are coping with Alzheimer's disease and other neurocognitive disorders. These trainings are for all staff, volunteers, Board members, nurses, law enforcement, and the public at no or low cost.
- The Organization will provide educational printed materials which are designed for meeting identified needs, acknowledging the advancing of the various disease stages related to the diagnosis, and/or because of a disease-specific behavior, make appropriate recommendations when the circumstances present themselves, i.e., taking the keys from the diagnosed patient because of a reported Silver Alert that required a full search-and-rescue intervention. These educated interventions allow acceptance when reality sets in and the clinical aspects of the advancing disease stages affords a healthy adjustment that culminates into a more understood and valued plan. This process may occur over many months with families, and include numerous meetings, before all involved and other disciplines can move forward.
- The Organization recognizes and acknowledges emerging needs. One of the most recent presentations is persons who exhibit behaviors of Alzheimer's disease yet live alone, isolated from services, and are lonely with no matter on how these conditions may have been self-imposed, or circumstances evolved out of her/his control.
- A live-alone referral presents many sets of challenges, i.e., veterans who, due to the nature of their life experiences, refuse services, or their caregiver passes and the family is unaware of the advancement of a disease process, or suffers with other disabilities (hearing, blindness, etc.), placing them in a high-risk situation. Law enforcement makes a referral and requests for intervention strategies, Adult and Protective Services require assistance and advice on an abuse and exploitation situation but need clarity on how to proceed, hurricane approaching and where to go, and many other conditions that make this live-alone issue a priority.

Council on Aging of Martin County – COAMC

1. To ensure a maximum number of clients are served, a monthly review of DOEA-funded program expenditures is conducted by Council on Aging of Martin County, Inc. (COAMC) staff. As client attrition occurs, the decrease in monthly expenditures allows new clients to be enrolled. Requests for new clients from the waitlist are submitted to the Consumer Services Consultant.
2. A 701B is conducted with each new client within 14 days from receiving a new referral. This provides a comprehensive, multidimensional review of a person's ability to remain independent and frame a short and long-term plan of care. Reassessments will reflect changes necessary to the Care Plan, which allow the client to continue living in their own home.
3. Once a client's needs are assessed, COAMC case managers arrange formal funded services, dependent upon

needs identified. Care plan choices may include case aide, companion, homemaker, personal care, emergency alert, chore services, emergency alert, pest control, adult day club, counseling, specialized medical equipment, respite in-home, respite facility, legal assistance, medication management, and informal services, within two weeks after completion of the assessment.

4. To address caregiver stress and meet the needs of aging caregivers, COAMC's Adult Day Club availability has been extended to include Saturdays.
5. Referrals to physicians will be made for clients requiring physical therapy for transferring and walking/mobility activities.
6. COAMC case managers assist in obtaining bath equipment and grab bars to ensure the safety of clients when transferring and bathing.
7. COAMC case managers investigate other housing options for low-income seniors, and refer appropriate clients for assistance.

COAMC case managers will arrange for clients with high-risk nutrition scores to receive hot, or cold, nutritious, meals in the home or at a congregate meal site.

Council on Aging of St. Lucie – COASL

Identify gaps and/or unmet needs of client through initial and annual assessments, Coordination and communication with service vendors.

All other funding sources will be explored prior to accessing DOEA funded services.

1. All Case Managers and Case Aides will successfully complete the web based 701B Comprehensive Training Program and pass the associated competency test, with a minimum of 90%.
2. The Council will continue to offer in-service training to assist in further development of interviewing and observation skills, conflict management and family dynamics, network and community partner development, assistive device technology, cost effective care planning, diversity, caregiver resource development, caregiver needs, aging caregivers, and working with clients with dementia.
3. Case Managers will utilize their knowledge and experience to observe the client, caregiver, and client's environment to identify any unmet needs that may not be obvious to the client or caregiver. The interview will include discussion in regards to the client's ability to pay for services, accessing family, friends, church, private insurance, hospice care, VA benefits and Medicare.
4. Case Manager will develop a rapport with the client/caregiver that encourages the client or caregiver to speak honestly and freely.
5. The Council will participate in any available community "give back" programs.
6. Case Managers will refer all clients who appear eligible to the Long Term Managed Care Program.
7. Care Plans are routinely reviewed by the Case Management Director and Program Specialist, for cost effectiveness.
8. Narratives must support the level of service requested.
9. The Council on Aging will continue to participate in the DOEA Adult Care Food Program for reimbursement of breakfast, lunch, and snack cost at our Adult Day Care.
10. The Council on Aging will continue to collaborate with other local service providers including medical, social and mental health providers as well as local law enforcement and emergency services providers.
11. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Companionship, Counseling (Mental Health/Screening), Legal Assistance, Gerontological Counseling, EAR, Home Delivered Meals, Medication Mgmt, Personal Care, Pest Control, Pest Control (Enhanced

Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment Services & Supplies, and Enhanced Chore.

12. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services & Supplies.

13. The Council on Aging will provide the following services under HCE: Basic Subsidy, Case Mgmt, Case Aide, Background Screening, Background Screening Retention – Vendor, Medical Equipment, Services & Supplies, and Respite

Okeechobee Senior Services

- At the time of new client intake/assessment and existing client reassessment, the Case Manager will determine through client input the types and amount of services needed to maintain the client safely in their home setting. This will be reflected as “needed” on the client’s care plan. Level of service(s) “provided” will be dependent upon funding constraints, which are constantly evaluated to insure that as many clients are being helped as possible at a level that adequately addresses their ADL and IADL deficits.
- As additional units become available, through attrition, or increased allocations, deficits in client care plans will be analyzed to determine whether an increase in the level of services for current clients is appropriate and/or additional consumers should be requested from the waiting list.
- A spreadsheet will be maintained reflecting both level of service “needed” and “planned” for every client in order to expedite the analysis needed to make an informed decision regarding the allocation of units that have become available. Case manager and client input will be included in the resulting decisions.

Palm Beach County Division of Senior Services (DOSS)

- Continue to arrange volunteer stipend programs such as RELIEF, administered in DOSS’s geographic funding area and to increase respite to caregivers and increase companionship to isolated clients
- Continue to provide in-home and community-based services to seniors
- Provide nutritional home-delivered meals to frail seniors
- Provide nutrition education at congregate meal sites and in client’s homes
- Refer at-risk clients for one-on-one nutrition counseling
- Coordinate non-DOEA funded services in conjunction with DOEA funded services at a level for the consumer to remain at home
- Continue servicing high-risk/priority Adult Protection Services referrals within 72 hours

Senior Resource Association – SRA

1. SRA provides Adult Day Care, Adult Day Health Care, Chore, Companionship, Homemaker, Outreach, Personal Care, Respite In-Home Care, Facility Based Respite, Screening and Assessment, Congregate Meals, Home Delivered Meals, Nutrition Counseling, Nutrition Education, Nutrition Outreach and Specialized Medical Equipment, Services and Supplies to meet the specific needs of older individuals and their families.

2. SRA collaborates with other local service providers including medical and mental health providers, police and emergency service providers, and social services.

3. SRA receives referrals from other local organizations such local community and religious organizations.

4. SRA partners with appropriate service providers throughout Indian River County to provide staff training, client education and specialized support services for caregivers.
5. Timely documentation of client terminations and transfers to fully utilize all allocated funding for services
6. Ensure that agency case management staffing levels are adequate to efficiently provide quality services.
7. Ensure that case management staff is well qualified, knowledgeable, and adheres to the agency pre service and in service training plans

The Volen Center

- A. Accurate tracking and regular program spending analysis allows DoEA program funds to be expended on client care plans effectively and serve as many clients as possible. Such measures allow programs funds to be used as intended and avoid misappropriation of funds towards unnecessary client services. Accurate spending analysis results in accurate program projections, action plans and spending. It also avoids any negative financial impact on the Lead Agency.
- B. Communicate frequently with clients and family caregivers about quality of service, conduct periodic client and family caregiver satisfaction surveys to determine levels of satisfaction with services and identify issues that need to be addressed that might influence decisions related to continued community-based care.
- C. Requiring case managers to first utilize non DoEA resources will allow more clients to be served with DoEA resources.

OUTCOMES:

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- Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours
- Percent of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved
- Percent of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved
- Percent of elders assessed with high or moderate risk environments who improved their environment score

Alzheimer's Community Care

- Ensure that there is a quality of life for both patient, caregiver and family throughout the disease process through implementing an effective, affordable and valued care plan at every stage of the disease process.
- Lowered risk of falls, diminished lost on foot episodes, and live alone persons are rescued with support. When appropriate, live alones may remain safely at home with interventions that are acceptable to all involved, with assurance that advocated services and resources are followed up and followed through and are executed by the family or other designated authorities, as well as being supported by the AAA's services and resources.
- Alzheimer's Community Care will provide services and resources that diminish the need of Adult and Projective Services, omitting the Judicial System as the only intervention. Resources provided would lower

the state's financial cost and social burden through advocated and pursued sources with options. Additionally, vulnerable adults are protected from the trauma of sexual and physical abuse, exploitation, and self-neglect.

- Family is united in accepting the recommended care plans and are more educated when changes are made to the plan because of the continued advancement of the disease process, with the outcome being that crisis interventions will be diminished, and the care less costly.
- The incidence of keeping the caregiver and patient together, in their home and community, as well as increasing the longevity of the caregiver, has a higher probability of success and achievement due to these targeted resources and focus on both the patient and the caregiver/family.

Note: The AAAs will not be monitored on the measures listed in italics, though the AAA must still include strategies to address them in this section.

- *Percent of most frail elders who remain at home or in the community instead of going into a nursing home*
- *Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups*
- *Percent of customers who are at imminent risk of nursing home placement who are served with community-based services*
- *Percent of new service recipients with high-risk nutrition scores whose nutritional status improved*

OUTPUTS:

Palm Beach County Division of Senior Services

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Serve 22 APS high risk clients during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year
- Number of people served with registered long-term care services

OBJECTIVE 2.3: Provide high quality services

EXPLANATION: The primary intent of this objective is for the AAA to detail quality assurance efforts in the PSA.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will annually review providers' customer satisfaction surveys and actual analyses summarizing survey results and documentation of follow-up to correct concerns as a result of the analyses.

Progress: Providers' customer satisfaction surveys are reviewed as part of the annual Quality Assurance Review process. Corrective Actions and/or Recommendations are included in the Executive Summary and followed-up on where needed.

Consumer Care and Planning will annually update quality assurance tools to incorporate changes from DOE's Interpretative Guidelines and the DOE Programs and Services Handbook.

Progress: Annual Quality Assurance Review Tools were updated for the 2021 DOE Interpretative Guidelines. In addition the tools were amended for reduced monitoring in 2020 and 2021 due to COVID-19 and in concert with the F4A Programs and Planners Workgroup. In 2022 the tools have been revised to focus on a full monitoring taking into account new contract requirements of the American Rescue Plan, the Emergency Home Energy Assistance American Rescue Plan, and Coronavirus Consolidate Appropriations Act Program as well as standard contracts.

Consumer Care and Planning will cooperate with DOE and AoA in their customer satisfaction surveys.

Progress: The Compliance Quality Assurance Manager has annually provided required information to the Administration on Aging in order for them to conduct a survey of a sample of our clients.

Consumer Care and Planning will conduct reviews of annual audits of all applicable contracted providers.

Progress: Review of providers' annual audits is conducted annually.

The Helpline will perform SMMCLTC quality assurance activities according to the procedures established by the ADRC Workgroup and approved by DOE.

Progress: In 2022, the Helpline performed SMMCLTC quality assurance measures as required by DOE.

The Helpline will conduct client satisfaction surveys with consumers.

Progress: in 2022, the Helpline conducted satisfaction surveys with its consumers by mailing surveys Clients can return with feedback of service and a follow up on resolution.

The Communications Department will offer an opportunity for consumers to give feedback through our website and share feedback with appropriate departments.

Progress: The website offers the visitors the opportunity to provide feedback. Appropriate surveys have been posted and will continue to be.

The Helpline will run productivity and quality reports monthly to ensure compliance with DOEA guidelines. *Progress: Completed. In 2022 The Helpline consistently ran monthly reports to ensure compliance with DOEA guidelines.*

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. will achieve a high level of compliance in DOEA monitoring.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) services and resources are community-based and serve patients, caregivers, and their families affected with probable and/or diagnosis of Alzheimer's disease and/or neurocognitive disorders. Services are focused on patients' and caregivers' safety and security, their wellbeing and welfare, as well as preserving their dignity and integrity throughout the disease process, which could be from two (2) to twenty (20) years, average being ten (10).
- The Organization serves patients, caregivers and their families of all cultures, no matter what religion, sexual preference, and financial status, but must be over eighteen (18) years of age and exhibits and/or qualifies for dementia-specific medications, interventions, and other physical, spiritual, emotional, cognitive stimulation and socialization therapeutic therapies.
- The Organization's abides by the Specialized Alzheimer's Day Care licensure standards and is accredited by the Joint Commission for quality assurance practices as it delivers high quality health management and maintenance techniques within its centers and communities.
- Patients are evaluated annually for cognition using the BIMS survey tool approved by CMS, and caregivers are evaluated using the Zarit High Burden survey which may indicate a need for other services and resources based on the survey's risk scores. Interventions may be indicated for stabilizing the family's anxieties or other life-impacting changes, with the outcome being to remain in the home and community instead of going into a nursing home, as well as increasing the longevity of caregivers.

Council on Aging of Martin County

1. Active clients are reassessed annually, or when significant changes in a client's condition are reported. Client's functional impairments, changes in living situation, caregiver relationship, loss of income, and risk for nursing home placement are reviewed to determine services required and create a care plan. Choice of services provided will include companion, homemaker, personal care, emergency alert, chore services, pest control, adult day club, counseling, specialized medical equipment, respite in-home, respite facility, medication management and home delivered meals.
2. COAMC case managers explore the client's social support system, and attempt to arrange for assistance through family, neighbors, friends, or religious organizations, when possible, in conjunction with funded programs. Services available through formal and informal community resources will also be explored.
3. Each client is given the opportunity to participate in the selection of service providers. COAMC case managers discuss available contracted providers for each service. A minimum of two vendors for each CCE and ADI service will be available, with the exception of Legal Assistance, Adult Day Care, Case Aide, and Case

Management services.

4. To ensure quality services and determine client satisfaction, COAMC case managers conduct a follow-up with clients within 14 days of arranging new services or implementing changes to existing services.
5. In-service training for staff, including volunteers and CCE subcontractors will be conducted a minimum of once a year.
6. To determine gaps in client services and identify areas of improvement, annual consumer surveys are conducted to identify areas for improvement.

COAMC case managers make referrals to outside sources of funding and resources, as appropriate, to improve internal and external home living environments.

Council on Aging of St. Lucie – COASL

Qualified Staffing.

Establish internal controls and evaluations to identify and establish best practices in high quality direct and subcontracted services.

STRATEGIES/ACTION STEPS:

Qualified Staffing.

Establish internal controls and evaluations to identify and establish best practices in high quality direct and subcontracted services.

1. Experienced and knowledgeable staff to provide a strong foundation to evaluate current service delivery, recognize when and where improvements can or should be made and possess the skill sets necessary to implement and measure those changes. A large percentage of key staff have been with this agency from Ten (10) to twenty five (25) years. Their number of years in community based senior services provides for a strong and experienced knowledge base.
2. Monthly Staff Meetings serve as a venue that invites open and candid discussions in self and peer evaluation of Council on Aging's direct and indirect services.
3. Ensure the Annual Satisfaction Survey reflects and promotes the goal of a thorough and accurate portrait of the level of client satisfaction with services. The survey tool encourages participation (mailed with a stamped return address envelope), has a senior friendly font and type, and is available in English, Spanish, and Creole. Survey results will be reviewed and addressed by management, key staff and Board of Director's.
4. Case Managers will utilize regular case management contacts as an additional opportunity to measure client satisfaction with conversational questions regarding their service aide's punctuality, performance of duties and overall satisfaction with their service and provider choice.
5. Case managers maintain client complaint logs that document client concerns, how the concerns were addressed and resolved. The Case Manager Director routinely will review complaint logs for compliance, resolution strategies, and any trends.
6. Require subcontractors (vendors) to establish meaningful quality assurance practices and procedures that adequately address and measure client satisfaction with the service provided under their CCE/ADI/HCE contract.
7. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Companionship, Counseling (Mental Health/Screening), Legal Assistance, Gerontological Counseling, EAR, Home Delivered Meals, Medication Mgmt, Personal Care, Pest Control, Pest Control (Enhanced Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment Services & Supplies, and Enhanced Chore.
8. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services & Supplies.

9. The Council on Aging will provide the following services under HCE: Basic Subsidy, Case Mgmt, Case Aide, Background Screening, Background Screening Retention – Vendor, Medical Equipment, Services & Supplies, and Respite.

Okeechobee Senior Services – OSS

- Meet weekly with in-home service provider agencies to receive reports from them regarding the status and ongoing needs of the clients they serve.
- Complete programmatically required 14-day follow-up contacts with clients following service starts and revisions to determine client's level of satisfaction with the service, service provider, and service worker.
- Complete programmatically required annual, semi-annual, and where appropriate, quarterly reassessments and reviews to, among other things, confirm client's satisfaction with, and the efficacy of, the services being provided.
- Conduct annual monitoring visits of in-home service provider agencies to review policies, procedures and pertinent required documentation and certifications.
- Maintain complaint log in which to capture all client complaints and review the log quarterly to identify any negative trends that may be developing with an in-home service provider(s), or their workers.

Palm Beach County Division of Senior Services

- Monitor contracted vendor service providers for compliance minimally once per year
- Provide orientation and continue in-service training to ensure volunteers and staff are qualified to perform their assigned duties
- Conduct client surveys to assure satisfaction with services received
- Continue to provide in-home and community-based services to seniors
- Provide nutritional home-delivered meals to seniors
- Provide nutrition education at congregate meal sites and in client's home
- Recommend at-risk clients for one-on-one nutrition counseling
- Coordinate non-DOEA funded services in conjunction with DOEA funded services at a sufficient level for the consumer to remain at home

Senior Resource Association – SRA

SRA does annual monitoring of contracted providers

SRA conducts annual client and caregiver surveys

SRA ensure that case managers assist client with any issues as they arise

SRA provides appropriate referral information to all inquiries

SRA ensures that case managers conduct a minimum of an annual and semiannual assessment on all clients

SRA completes assessments and QA on all clients regardless of funding sources.

SRA utilized best practices to employ a Client Change of Condition Protocol using technology so that MOW deliveries report issues in real time to staff and actions and outcomes are documented

The Volen Center

- A. Identify providers in community who reflect the high standards of DoEA service delivery.
- B. Inform clients frequently of our expectations of the service they receive and our desire to understand if their service provider is not fulfilling their needs.
- C. Conduct regular client and family caregiver satisfaction surveys to determine issues that need to be addressed with their provider.
- D. For all services offered directly by TVC, require regular and mandatory training and conduct regular monitoring to assure high quality services are provided.
- E. For all contracted services, conduct a thorough vendor monitoring regularly.

OUTCOMES:

Alzheimer's Community Care

- Alzheimer's Community Care will maintain both the patients' and caregivers' risk scores within its Electronic Medical Records (EMR) systems, preventing unnecessary nursing home placement, sustaining families' capacity for keeping patients at home and in their communities, which also increases their financial viability throughout the disease process. More than 70% of patients' risk scores indicate they are at a level of nursing home eligibility, yet in the past eight (8) years, 85% of our patients attending the licensed centers were never placed in a nursing home.

Senior Resource Association

- 97% of most frail elderly remain at home or in the community instead of going into a nursing home
- \$2,221 is the average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups.
- 65% of new service recipients ADL assessment has been maintained or improved.
- 62.3% of new service recipients IADL assessment score has been maintained or improved.
- 90% of customers are at imminent risk of nursing home placement who are served with community based services
- 79.3% of elderly persons assessed with high or moderate risk environments improved their environment score.
- Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours
- Percent of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved
- Percent of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved
- Percent of elders assessed with high or moderate risk environments who improved their environment score

Note: The AAAs will not be monitored on the measures listed in italics, though the AAA must still include strategies to address them in this section.

- *Percent of most frail elders who remain at home or in the community instead of going into a nursing home*
- *Average monthly savings per consumer for home and community-based care versus nursing home care for comparable*

client groups

- *Percent of customers who are at imminent risk of nursing home placement who are served with community-based services*
- *Percent of new service recipients with high-risk nutrition scores whose nutritional status improved*

OUTPUTS:

Palm Beach County Division of Senior Services

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Serve 22 APS high risk clients during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

OBJECTIVE 2.4: Provide services, education, and referrals to meet specific needs of individuals with dementia

EXPLANATION: This objective focuses on individuals with dementia to ensure that the specific needs of these individuals are not overshadowed by serving populations without dementia.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will monitor this targeted group on providers' Semi-Annual Outreach Report and provide technical assistance regarding outreach to this group as needed.

Progress: The 2020 Targeting Performance Analysis shows that in Martin and St. Lucie County, we Super-Exceeded meeting the indicator for this group. In all other counties the indicator was met.

Consumer Care and Planning will use DOEA's GIS data to help providers' identify locations with high concentrations of this targeted group.

Steps to Complete in 2023: Consumer Care and Planning will share the 2020 Targeting Performance Analysis and Targeting Dashboard with providers.

Consumer Care and Planning will monitor provider's surplus/deficit reports to ensure they are fully expending Alzheimer's Disease Initiative funding.

Consumer Care and Planning will administer the RELIEF program to expand state volunteer respite program model to address caregiver needs.

Progress: Consumer Care and Planning provided technical assistance to the contracted provider for service flexibilities with the RELIEF program during COVID and the cessation of the flexibilities with the new contract.

The Helpline will continue to maintain a list of caregiver support groups in the PSA.

Progress: In 2022, the Helpline maintained its resource database to include caregiver support group resources.

The ADRC participates in the Silver Alert referrals.

Progress: There were not many Silver Alerts in 2022 but the Helpline was prepared to participate when needed with these referrals.

The ADRC has in-service training with the Memory Disorder Centers to stay current on their services.

Progress: In 2022, the Helpline conducted an in-service to educate staff on Memory Disorders resources.

The Helpline will participate with the Lost on Foot task force pilot in Palm Beach County.

Steps to complete in 2023: The Helpline will increase participation with this Palm Beach County program

The ADRC will participate in the Dementia Care and Cure Initiative in conjunction with the Memory Disorder Centers.

Progress: In 2022, the Helpline staff served on the DCCI Taskforce and Inventory Subcommittee.

The Communications Department will publish information regarding Alzheimer's Disease Brain Bus events on the website.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) is a provider of Specialized Alzheimer's Day Licensed Care and Services (SDS) Centers throughout its service area. This license is only provided in Florida. These services provide a nurse for a minimum of 75% of the center's operational hours. Therapeutic activities are provided during 70% of the operational time, and when another level of care is required, they will work with the caregiver. There is a 1:5 staff ratio present throughout the center's daily operations. This service is provided five (5) days per week, except on Board-approved holidays.
- The Organization operates eleven (11) Specialized Alzheimer's Day Licensed Care and Service Centers, established in neighborhoods where the need was evident. As new requests have emerged, it is contemplated that three new locations will be planned during this strategic plan's timeline. The twelfth (12) day care location, based in Port St. Lucie, is now in the production stage and is anticipated to be operational within the next 18 months.
- The Organization provides one annual educational conference for approximately 300 attendees, and two caregiver forums with anticipated audience of 75 plus per forum. These educational opportunities always focus on both the needs of caregivers and patients. Represented at the conference are for-profit and non-profit companies/organizations, health and human services providers, legal firms, law enforcement, home health and long-term care facility representatives, all within an open venue for caregivers, and at times patients, to meet and engage. During this time of questions and answers, ample time is provided to learn about local community-based services and resources, and research the affordability, appropriateness, and accessibility of these services within a friendly environment.
In addition, the forums enable providers and vendors to become familiar with one another, which provides an opportunity for them to work together in a collaborative manner, and to listen, learn and become engaged on behalf of this most vulnerable and fragile population by absorbing an understanding of their needs.
- The Organization provides dementia-specific training that is focused on Alzheimer's disease and the other neurocognitive disorders through two curricula approved by the Florida Department of Elder Affairs. One curriculum is for long-term care facilities and the other is on the Specialized Alzheimer's Day Care Licensed Act. Presently, there are 15 licensed centers within PSA 9 service area. Both curricula consist of eight (8) hours each and are made available routinely and/or upon request. All this Organization's staff, Board members and volunteers who work at the Organization must attend the SDS Center's training, however, for those staff employed at the SDS centers, they must attend a four (4) hour refresher course each year as mandated by DOEA, also provided by the Organization's Education and Quality Assurance division. This refresher course is open to caregivers, community professionals, law enforcement and others as well, provided at a low cost.
- The Organization provides classroom and field study for nurses to acquire hands on experience within the SDS Licensed Centers. These training collaborations are established with five (5) academic institutions located in PSA 9 and provide credentialed nursing educational programs. It is estimated that over 300 nursing students will receive training within this plan's duration. Training collaborations with the Veteran's

Hospital medical personnel, which has previously trained over 300 medical personnel during FY 2016 – 2019, will continue to do so upon request.

- The Organization provides ID Locator Services throughout its service area. Since 2013, over 800 patients have been served and all elopements have been found successfully, all cases being solved with 100% of eloped patients being found alive. The routine search and rescue events are on average successfully completed within a 60-minute period, provided there is a SafetyNet device on that person. All three of the local Sheriff's offices and local law enforcement agencies receive training on this service. These radio frequency transmitters that patients wear are accessible to families at no or low cost if they meet the eligibility requirements. Medical Alert bracelets are also made available upon request, free of charge, to patients who live alone or attend this provider's SDS Licensed Centers and/or those who travel on community transit services.
- The Organization provides experienced, qualified educators to advance the training standards of law enforcement through its scheduled CIT training classes, as well as personalized law enforcement agency's training request inclusive of their specific targeted topics (behaviors, break down on disease specifics, etc.). In addition, the Organization provides requested training for first responders as well. Once trained, these professionals will know how to approach persons with a neurocognitive disorder, recognize their behaviors and respond accordingly, understand the various disorders, as well as how to support caregivers and families during a stressful search and rescue event. The professionals can then provide information such as a Family Elopement Risk Guide and other information to families on local services and resources with the expectation that future stressful situations are diminished, if not eliminated.
- The Organization's training and collaboration with the three Sheriff's offices and local law enforcement agencies within its service area has elevated the urgency of a lost patient and has evolved Palm Beach County as one of the top reporters of approved Florida Silver Alerts by the Florida Department of Law Enforcement agency (FDLE) since its inception, (Governor Rick Scott signed into law on July 1, 2011) and these numbers will grow throughout this plan's duration. Many lives have been saved and caregivers' peace of minds makes this program a priceless asset to our most fragile and vulnerable Floridians.
- The Organization continues advancement of a "Lost on Foot" program within the three counties, involving all law enforcement officials (sheriffs and municipalities) and acknowledges that each county has their own unique sets of rules, conditions, equipment, collaborations, and resources in coping with the emerging incidents of reported elopements from homes and facilities within their communities. Presently, these incidents are not reported consistently, thus occurrence reporting is greatly understated. If a process can be implemented with reporting standards unilaterally followed, more lives will be saved and less time will be required for search and rescue events by law enforcement, with less emotional time spent by caregivers in thinking the worst outcome, that being a loss of a life.
- The Organization provides more opportunities to collaborate with the Palm Beach and Treasure Coast Medical Societies to entice hospital networks to pursue that medical providers improve diagnosing practices, implement protocols for diminishing re-admissions to hospitals on behalf of previously hospitalized Alzheimer's patients, and to assist families with valued resources so that they are not isolated from affordable, appropriate, and accessible help throughout the duration of the disease process. Also, to change medical providers' perception that all families are doomed to place their loved ones in a nursing home environment at its lowest cost of \$6,000 to \$15,000 each month, rather than directing them to community-based specialized dementia-specific providers for help and assistance.

Council on Aging of Martin County (COAMC)

1. COAMC case managers assess new and existing clients with dementia utilizing the 701B assessment, in order to identify needed services and referrals to meet the client's and caregiver's specific needs. The assessment is completed during initial contact, and at annual reassessments.
2. COAMC case managers develop the client care plan based on identifying gaps in performing ADL's and IADL's, and with the goal of preventing premature institutionalization. Formal funded services will be arranged including adult day care, case aide, counseling, homemaker, personal care, companion, chore services, pest control, respite in-home, respite facility, specialized medical equipment and supplies, and home delivered meals.
3. COAMC's Adult Day Care program provides individualized care plans, to determine the appropriate social and recreational activities based on physical and cognitive levels of the client. This ensures appropriate stimulation techniques are implemented to meet the needs of individuals with dementia.
4. COAMC utilizes an intergenerational focus, and links with local schools to increase awareness of senior issues. Students are invited to spend time interacting with COAMC's seniors attending our Adult Day Care, many of which are diagnosed with dementia, or other memory disorders.
5. COAMC coordinates with St. Mary's Memory Disorder Clinic and hosts monthly memory screenings. Clients diagnosed or with suspected dementia are referred for memory screening.
6. Clients exhibiting slowing of thought processes and memory lapses becoming progressively apparent are referred to St. Mary's Memory Disorder clinic for a medical evaluation.
7. COAMC collaborates with Morse Life, and hosts monthly caregiver support groups. COAMC provides free respite services for caregivers who require this service, in order to attend the support group.

COAMC provides a resource library for caregivers and clients with a variety of publications on aging, dementia, and caregiving issues. The publications are provided as a free service.

Council on Aging of St. Lucie – COASL

Provide in-facility and in-home respite that is flexible and responsive to the changing needs of clients and caregivers.

Ensure subcontractors (vendors) include dementia specific training requirements for all direct service workers.

Coordinate with community partners in arranging support groups for caregivers.

The Adult Day Care staff will provide regular scheduled therapeutic activities aimed at promoting thought process, and memory.

1. The Council on Aging will provide dementia specific training, education and information to staff, community, aging network partners, caregivers, law enforcement and volunteers.
2. Caregivers of pre-approved in-facility respite clients have same day access to in-facility respite service.
3. Case Management and In-facility respite staff will provide information, emotional support and encouragement for caregivers.
4. Training material and in-service training sheets will be reviewed during on-site monitoring visits or by random request by COASL.
5. Continue to investigate additional funding sources to enhance client services and training.
6. Continue to attend dementia specific training, seminars, and conferences to develop new programs and services and improve existing services.
7. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Counseling (Mental Health/Screening), Legal Assistance, Companionship, Gerontological

Counseling, EAR, Home Delivered Meals, Medication Mgmt, Personal Care, Pest Control, Pest Control (Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment Services & Supplies, and Enhanced Chore.

8. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services & Supplies.

9. The Council on Aging will provide the following services under HCE: Basic Subsidy, Case Mgmt, Case Aide, Background Screening, Background Screening Retention – Vendor, Medical Equipment, Services & Supplies, and Respite.

Okeechobee Senior Services

- Require case managers and client services coordinator to attend and participate in Fearless Caregiver conference held annually in Okeechobee County where many of the caregivers for dementia clients attend.
- Provide annual dementia and Alzheimer's disease sensitivity and strategy training to Case Managers and Client Services Coordinator.
- Refer individuals with dementia, or their caregivers, to the Memory Disorder Clinic at St. Mary's Hospital in Palm Beach County.

Refer individuals with dementia, or their caregivers, to the Alzheimer's Association.

Palm Beach County Division of Senior Services

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Serve 22 APS high risk clients during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

Senior Resource Association – SRA

1. SRA provides Adult Day Care, Adult Day Health Care, Chore, Companionship, Homemaker, Outreach, Personal Care, Respite In-Home Care, Facility Based Respite, Screening and Assessment, Congregate Meals, Home Delivered Meals, Nutrition Counseling, Nutrition Education, Nutrition Outreach and Specialized Medical Equipment, Services and Supplies to meet the specific needs of older individuals and their families, including those affected by dementia.
2. SRA Adult Day Cares will maintain an enhanced licensure of Adult Day Care with Specialized Alzheimer Services through AHCA. .
- 3.. SRA provides caregiver and client support by connecting clients and caregivers to supporting which will assist the caregiver to continue to provide care. (i.e. SRA's services; Caregiver support groups and training; collaborating associations and programs such as the Mental Health association, Sunshine, and the Elder Helpline.).
4. SRA partners with appropriate service providers throughout Indian River County to provide dementia oriented staff training, client education and caregiver support.

6. SRA attends health fairs and makes presentations at local service organizations throughout the community in order to provide education to meet individual needs of people and families affected by dementia.
7. SRA trains all staff on working with persons with suspected dementia
8. SRA is working promote an Aging Friendly county which includes promoting a dementia friendly community.

The Volen Center – TVC

- A. TVC offers free caregiver support groups to assist caregivers in acquiring the coping strategies and skills to maintain the ability to provide care for family members with dementia.
- B. Policies are in place which require all Agency staff members to refer elders in need of assistance who are not currently on YARC's waitlist to YARC for prioritization.
- C. Funds provided under CCE, ADI, and HCE will be utilized to provide formal training for caregivers that will enable them to work more effectively with the care providers and to better utilize personal and family resources.
- D. TVC offers education in the form of a wide range of trainings and events throughout the year to clients, caregivers, community members and organizations about the specific needs of individuals with dementia.

OUTCOMES:

Alzheimer's Community Care

- Alzheimer's Community Care's engagement with the three counties' law enforcement sheriff's offices and local agencies that interact with families using local resources starting with the first incident of a family's lost on foot dilemma and ending by making referrals to organizations that specialize in caregivers anxieties will stabilize conditions by reaching out for help or lessen the risk of homicides and suicides by overwhelmed caregivers and/or severely depressed patients. Continued.
- Alzheimer's Community Care will increase the collaborations within medical provider networks to the point that when a diagnosis is made, families are directed to the appropriate local community-based services that will provide interventions with the belief that where there is help, there is hope.
- Alzheimer's Community Care will increase advocacy within medical providers to make referrals to the motor vehicle department for those at-risk diagnosed patients who are determined should not be driving or make a referral to an identified school or organization who can conduct this driving test which would support the referral to that state motor vehicle source.
- Alzheimer's Community Care will increase referrals by medical providers to local community-based dementia specific service providers for getting help sooner to families, as well as increase the life expectancy of caregivers so they can attend to the needs of their loved ones, of which 96% of families want to keep them in their homes if possible.
- Alzheimer's Community Care will increase the distribution of publications that will educate families on the Florida Silver Alert Program, as well as educate families on how to make their homes safer and lessen the risk of elopements from home and long-term care facilities. Also, to advocate that long-term care facilities implement monthly elopement drills as a best practice, involving all their employees' work shifts. This would lessen the amount of elopements and cut down on time and resources spent by law enforcement on search and rescue, not to mention the potential loss of life of a fragile and vulnerable person.

- Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours
- Percent of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved
- Percent of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved
- Percent of elders assessed with high or moderate risk environments who improved their environment score

Note: The AAAs will not be monitored on the measures listed in italics, though the AAA must still include strategies to address them in this section.

- *Percent of most frail elders who remain at home or in the community instead of going into a nursing home*
- *Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups*
- *Percent of customers who are at imminent risk of nursing home placement who are served with community-based services*
- *Percent of new service recipients with high-risk nutrition scores whose nutritional status improved*

OUTPUTS:

Palm Beach County Division of Senior Services

- Serve 50 clients with dementia during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Send 10 staff and/or volunteers for Alzheimer's education
- Staff will participate in at least 2 trainings conducted by Memory Disorder Clinic
- Staff will participate in 10 community events

Senior Resource Association

Here 303 frail elderly persons remained at home or in the community instead of going into a nursing home.

• \$2,221 was the average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups.

- 1 new service recipient ADL assessment was maintained or improved.
- 1 new service recipient IADL assessment was maintained or improved.
- 281 customers are at imminent risk of nursing home placement were served with community based services
- 284 elders assessed with high or moderate risk environments improved their environment score.
- 1 new services recipient with high-risk nutrition scores nutritional status improved.

OBJECTIVE 2.5: Improve caregiver supports

EXPLANATION: The primary intent of this objective is to strengthen caregiver services to meet individual needs as much as possible. For example, existing caregiver support groups may not sufficiently address the differing challenges of spouse caregivers compared to adult child caregivers.

STRATEGIES/ACTION STEPS:

Communications will coordinate Agency participation in the Fearless Caregiver Conferences each year. Annual conferences are held in south Palm Beach County, North Palm Beach County, Okeechobee County, St. Lucie County and Martin County. Caregiver attendees are educated on the resources and supports available through the various departments and the aging network.

Progress: The Agency participated in ZOOM conferences until the first in-person conferences began in June of 2022. We continue to support and participate in each conference in our service area.

Consumer Care and Planning will continue participation on the Steering Committee for the Healthier Boynton Beach initiative in Palm Beach County where the focus is Family Caregiving.

Progress: Attended kick-off of Healthier Boynton Beach Planning sub-group to plan next steps for project to be presented to the Steering Committee

Progress: Engaged Legal Aid Society of Palm Beach County in Community Conversations to help educate caregivers on End of Life Planning.

Healthy Living will continue to offer Powerful Tools for Caregivers, with a goal of adding Indian River County to the delivery area as well as delivering the programs virtually as we navigate through the COVID Pandemic.

Progress: In 2022 Healthy Living continues to offer the Powerful Tools for Caregivers workshop, virtual workshops have included residents from Indian River County.

Steps to complete in 2023: Healthy Living is currently working with the Catholic Charities Faith Based Nurse program to help identify a location for a workshop in 2023 in Indian River County.

Consumer Care and Planning will provide input to Healthier Boynton Beach surveys of caregivers to identify the specific needs of all caregivers in the service area and their ability to access services.

Progress: The Director of Consumer Care and Planning Chairs the Healthier Boynton Beach Information and Resource Workgroup which has completed a caregiver survey to determine caregiver needs in Boynton Beach and a rack card to direct caregivers to local and national resources.

Consumer Care and Planning will attend Healthier Boynton Beach Community Conversations to learn first-hand of caregiver needs there.

Progress: Helped to coordinate Legal Aid Society of Palm Beach County's participation on the June 13, 2022 Community Conversation Panel regarding End of Life Planning.

Consumer Care and Planning will oversee the state and federally contracted providers' delivery of caregiver education/training and counseling.

Progress: Caregiver Education/Training and Counseling are reviewed as part of Random Invoice Tests and Annual Quality Assurance Reviews. Technical assistance is provided to contracted providers.

The Helpline will stay current with agencies providing caregiver supports and support groups.

Progress: In 2022, the Helpline maintained updated information on agencies providing caregiver support services.

The Helpline will work closely with the Healthy living department to promote the Powerful Tools for Caregivers program when offered.

Progress: In 2022, the Helpline's telephone reassurance team contacted Clients on the waitlist to educate about Falls Prevention and connected interested Clients to Healthy Living to enroll in Matter of Balance and Powerful Tools classes.

Progress: In 2022, the Helpline attended 4 Fearless Caregiver conferences, where this program was also heavily promoted to Caregiver attendees.

The Helpline will refer to OAA providers of caregiver supports to include: Morselife, Ruth Rales Jewish Family Services.

Progress: In 2022, the Helpline continued to collaborate with these OAA caregiver support providers, making referrals as needed.

The Helpline will stay current on services available through Alzheimer's Community Care such as the Family Nurse Assessor program.

Progress: In 2022, the Helpline attended the Alzheimer's Community Care Education conference, which helped to stay current with their services offered to caregivers.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization)'s lessons learned from the Alzheimer's Medicaid Experience (2005 to 2010) is that there are specific stages when, if interventions are put in place, nursing home placements can be averted. These interventions are executed through the Family Nurse Consultants (FNC) and Case Managers, using the BIMS survey score to realize the decline of patients. Additionally, the high burden experienced by the caregiver can be identified through the Zarit Burden survey, which is conducted annually or sooner if circumstances prevail for additional examination. One such intervention is a quarterly training for self-proclaimed high burdened caregivers or for those caregivers recommended by an FNC to attend this successful intervention experience. Also, monthly Support Group meetings are held which include vetted presenters for accessing more knowledge on resources that could help alleviate the feelings by caregivers of being isolated from assistance, and diminish the overwhelming emotion that life is becoming out of control.

- The Organization's Electronic Medical Records system provides documentation on services that are provided and stated within progress notes, which are dated and signed by the author, allowing all internal designated staff the ability to intervene, monitor, and/or evaluate the status of care. These monitoring practices are to recognize when an urgent intervention is needed, implement a course of action and oversee its impact, or review the situation's status and act accordingly with cited documentation. To conclude the final action with continued oversight, following the results and to evaluate if more attention is required, and with a final note that this condition has been resolved and the patient/caregiver's wellbeing and safety is status quo. These services are followed up through quarterly contact by a Family Nurse Consultant (FNC) either in person or by phone, inclusive of meeting/speaking with the caregiver/family. If a situation calls for more timely interventions, then there are daily, weekly or monthly contacts until the situation is back to status quo. These practices are followed throughout the services provided by the Organization, which could be from two (2) to twenty (20) years, average being ten (10).

It is all about the understood need, which at times may become a multi-disciplinary staff review exercise and ending with an agreement which could involve a program manager, program nurse, FNC, Live Alone Case Manager, ID Locator Service staff, and if appropriate, Adult and Protective Services staff, Veterans Administrator social worker, etc. These progress notes need to be recorded within a specific time frame, which are mandated by the FNC's protocols and other internal service staff's notes.

- The Organization provides periodic support group sessions that focus on a particular group, such as for men, women, high burden caregivers, children who have a parent with a neurocognitive disorder or a parent who has a child with a neurocognitive disorder. These support group sessions could also establish an open support group meeting or sponsor an 8-week cooking class for men, recruiting a volunteer nutritionist to conduct the classes.
- The Organization provides an opportunity to reach out to caregivers through electronic chat room caregiver sessions that are culturally sensitive and focused. Research is underway to determine the best time of day, amount of sessions provided within a month, which cultures have the greatest need, and how strong of an interest is there in providing this new service.
- The Organization provides more access to in-home activities that could be instituted for those patients who are diagnosed as Mild Cognitive Impaired, who are highly functional and could be still driving, and for those situations where caregivers are in denial but having access to these activities may reveal that as these exercises are implemented, recognition of cognitive deficits becomes more evident and becomes more open to other life- impacting interventions and services. Examples of such activities/resources could be through the robotic pet equipment, ID Locator Services including the door alarms, the Organization's publications, and other emerging resources that become available for distribution and are affordable, accessible and appropriate.

Council on Aging of Martin County – COAMC

1. COAMC staff will provide support services to assist family and family-assisted caregivers to continue providing care, e.g. promoting respite care and caregiver training.
2. COAMC will provide older individuals and their families with information and resources to arrange for their own care.

3. COAMC in partnership with the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. has assigned two staff members to train for the *Powerful Tool for Caregivers Program*. A minimum of one (1) six week workshop will be conducted in the 2016 calendar year.
4. COAMC staff will make known to the client and their families, services and resources available through DOE funded sources, and the community. Services include the following:
 - HCE funds and subsidies
 - Caregiver and other appropriate support groups
 - Counseling
 - Companion services
 - In-home Respite services
 - In-Facility Respite services
 - Legal Assistance
 - Medication Management
 - Chore services
 - Pest Control
 - Adult Day care programs through COAMC and other providers in the county.
 - Assistance from volunteers via COAMC or the United Way of Martin County
5. Family and family-assisted caregivers will be surveyed at assessment/reassessment regarding the probability of continuing to provide care. To increase the likelihood that family and family-assisted caregivers will self-report they are very likely to provide care, COAMC case managers will continue to:
 - Assist caregivers with referrals for their own health problems.

Encourage caregivers to attend support groups (including the group facilitated by COAMC) and caregiver education forums.

Council on Aging of St. Lucie – COASL

Case Managers and support staff will improve Caregiver supports.

Case Managers and support staff will provide education on related illnesses.

All staff will continue to have ongoing collaboration with the aging network for training, information and continuing education opportunities.

All staff will continue to seek out appropriate individuals from faith based organizations for volunteer companions.

1. Case Managers and support staff are able to effectively identify Caregiver stress and burnout.
2. Case Managers, Case Manager Director and Program Specialist will ensure services meet not only the client's needs but also that of the caregiver.
3. Case Managers and support staff will make training and information available and accessible. (Coping Skills, Conflict Strategies, Family Dynamics in Care giving)
4. Case Managers, Case Manager Director and Program Specialist will ensure frequency and duration of available services are fluid and flexible to meet the changing needs of the client and the caregiver.
5. The agency will offer Caregiver Support Groups and Educational Conferences on site.
6. Case Managers and support staff will work with the caregiver to develop coping strategies.
7. Provide in-home and in-facility based Respite.
8. Case Manager will make referrals for caregiver counseling when applicable.

9. The Case Manager will refer clients and caregivers to all appropriate programs and services that provide for caregiver supports.
10. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Companionship, Counseling (Mental Health/Screening), Gerontological Counseling, EAR, Home Delivered Meals, Legal Assistance, Medication Mgmt, Personal Care, Pest Control, Pest Control (Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment, Services and Supplies, and Enhanced Chore.
11. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services and Supplies.
12. The Council on Aging will provide the following services under HCE: Background Screening, Background Screening Retention – Vendor, Basic Subsidy, Case Mgmt, Case Aide, Medical Equipment, Services & Supplies, and Respite

Okeechobee Senior Services

- Refer caregivers to the caregiver support groups already in place in the County.
- Inform caregivers of the 211 Daily Sunshine Call provided by 211 of Palm Beach / Treasure Coast.
- Provide respite services to caregivers.
- Encourage caregivers of clients who are still able to function in public to attend the Okeechobee Senior Services Senior Center.

Encourage caregivers to attend the annual Fearless Caregiver Conference

Palm Beach County Division of Senior Services

- Provide educational, recreational and social service programs to caregivers at Senior Centers
- Continue to administer the RELIEF respite program
- Provide adult day care, in-home and in-facility respite
- Assist in arranging volunteer services to provide needed respite to caregivers

Senior Resource Association - SRA

1. SRA staff will connect caregivers to supporting services which will assist the caregiver to continue to provide care (i.e., Adult Day Care, caregiver training, Mental Health Association)
2. SRA case managers will talk with the caregiver(s) at the assessment and/or annual reassessment about their ability of continuing to provide care. At that time, SRA case manager will address any unmet needs to assist the caregiver.
3. SRA case manager will provide the caregiver with information and assistance on how to access and utilize needed health and social services.
4. SRA provides Adult Day Care, Adult Day Health Care, Chore, Companionship, Homemaker, Outreach, Personal Care, Respite In-Home Care, Facility Based Respite, Screening and Assessment, Congregate Meals, Home Delivered Meals, Nutrition Counseling, Nutrition Education, Nutrition Outreach and Specialized Medical Equipment, Services and Supplies to meet the specific needs of caregivers.
5. SRA will continue to work to ensure that the transportation needs of seniors are met

The Volen Center – TVC

- A. TVC offers free caregiver support groups at a variety of locations throughout our service area.
- B. Training events are offered throughout the year to caregivers.
- C. TVC offers three adult day care locations to DoEA clients and caregivers offering relief from providing care. When DoEA program funds are not available, TVC maintains a scholarship program for caregivers to receive free or low cost services.
- D. A day program referred to as the Life Enrichment Plus is offered to clients who are experiencing the early signs of dementia and whom have a caregiver.

OUTCOMES:

Alzheimer's Community Care

- Standardize the calculation of an at risk consumer for nursing home placement using the BIMS survey tool for patients and the Zarit Burden survey for calculating a high-risk caregiver for implementing timely interventions.
- Standardize a neurocognitive disorder patient's ADL that would provide services for those at-risk endangered patients which would access services rather than formulating their needs based on a person's physical impairment, not on his/her cognition impairment.
- Standardize the 701(S) protocols to be conducted in person rather than over the phone for those referrals that are classified to be a probable neurocognitive disorder or an overwhelmed caregiver.
- Specialized support groups that address specific needs could access very troubled caregivers that routinely declare themselves as being just fine and not needing any help.

Senior Resource Association

- 90% of customers at imminent risk of nursing home placement are served with community based services.
- 89% of family and family-assisted caregivers served by SRA will self-report they are very likely to provide care.

DOEA Internal Performance Measures:

- *Percent of customers who are at imminent risk of nursing home placement who are served with community-based services*
- *After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care*

OUTPUTS:

Palm Beach County Division of Senior Services

- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

Senior Resource Association- SRA

- 278 family and family-assisted caregivers served by SRA will self-report they are very likely to provide care
- 281 customers at imminent risk of nursing home placement were served with community based services

GOAL 3: Empower seniors and their caregivers to live active, healthy lives to improve their mental and physical health status

OBJECTIVE 3.1: ▲ Continue to increase the use of Evidence-Based (EB) programs at the community level

EXPLANATION: The primary intent of this objective is for the AAA to detail how evidenced-based programs will be incorporated into the PSA.

STRATEGIES/ACTION STEPS:

Healthy Living will continue to promote and deliver Evidence-Based Programs with a focus on Fall Prevention; workshops will include Tai Ji Quan Moving for Better Balance and A Matter of Balance, Chronic Disease Self-Management and Diabetes Self-Management.

Progress: Healthy Living completed a fall prevention workshop in Okeechobee.

Progress: Healthy Living collaborated with Lake Okeechobee Rural Health in bringing a Fall Prevention Awareness Event to Okeechobee

Progress: In 2020, Healthy Living increased the number of Evidence-based Chronic Disease and Diabetes-Self-Management Programs from 2 to 5 allowing us to reach four out of five counties.

Progress: In 2022, Healthy Living has completed 16 outreach events to promote Evidence-based programs.

Healthy Living will work with the St. Lucie County Department of Health to accomplish Action Step 1.2.1.4 of the St. Lucie County Community Health Improvement Plan to increase the availability of evidence-based in-person and virtual physical activity programs for older adults and those limited to home.

Healthy Living will work with the St. Lucie County Department of Health to accomplish Action Step 1.3.1.2 of the St. Lucie County Community Health Improvement Plan to increase the number of providers and volunteers delivering chronic disease self-management programs.

Healthy Living will continue virtual delivery of Evidence Based Programs.

Dependent upon additional funding, Healthy Living will increase the number of participants in Evidenced-Based programs from 212 to 240 – a 13.5% increase.

In 2021 Healthy Living will complete an Evidence-Based Chronic Disease and Diabetes Self-Management Program in Okeechobee County to complete the offering of this workshop in two years in all the counties in our service area.

Healthy Living will do outreach in local libraries to educate and encourage new participants/volunteers to participant in Evidence Based Programs throughout the PSA.

Healthy Living will participate in community collaborations with community partners, providers, and health professionals to increase awareness and recognition of mental and physical health in older adults.

Pamphlets and tools that allow an individual to become self-aware of the possibility of depression or anxiety and how to seek help if needed (from appropriate community partners) will be made available to participants in all Evidence Based workshops.

Progress: Distributed Expand Your Circles pamphlet and NIA article Depression and Older Adults to 50 participants attending evidence based workshops 1st half of 2020.

Through participation local county Community Health Needs Assessments and Community Health Improvement Plan Consumer Care and Planning will promote the need for evidence-based programs.

Progress: Strategies to encourage participation in Healthy Living's evidence-based programs are included in the Okeechobee County, Palm Beach County and St. Lucie County Community Health Improvement Plans as well as the Livable Indian River County Strategic Plan.

OUTCOMES:

OUTPUTS:

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OBJECTIVE 3.2: Promote good nutrition and physical activity to maintain healthy lifestyles

EXPLANATION: The primary intent of this objective is to focus specifically on nutrition and physical activity, since they are two key components to maintaining health. Many elders are not aware of the long-term implications of a less-than-adequate diet and how it may exacerbate chronic health conditions. Likewise, they may be unaware of the positive effect physical activity might have on their overall health and/or chronic conditions.

STRATEGIES/ACTION STEPS:

The Communications department will help to raise awareness and promote activities and programs designed to encourage the adoption of healthy behaviors through outreach resource events, email, website and social media as appropriate.

The Foster Grandparent Program will continue to conduct in-services which frequently incorporate education on healthy choices and behaviors for a better quality of life.

All Evidence-Based workshops delivered by the Healthy Living Department will provide educational material on healthy eating and balanced meal planning.

Healthy Living will continue to update resources available, including physical activity, nutrition education and Workshops available regarding Chronic Disease and Diabetes Self-Management on the Agency website.

The Healthy Living department will support good nutrition and physical activity to maintain healthy lifestyles through the Evidence Based programs contained within the scope of services provided by the department. These include Chronic Disease and Diabetes Self-Management (which has a nutrition component), Matter of Balance (a fall prevention program) and the like.

Progress: Revised pre and post surveys for Diabetes/Chronic Disease Evidence-Based Self-Management Programs

Progress: Discussion on good nutrition was addressed at all Chronic Disease and Diabetes Self-Management workshops.

Consumer Care and Planning will help link Palm Beach County Food Bank outreach specialists with communities where seniors can benefit from assistance in completing SNAP applications.

The Director of Consumer Care and Planning will continue as chair of the Senior Workgroup for the Palm Beach County Hunger Relief program to engage stakeholders and community partners in a coordinated effort to end senior hunger by implementing the tactics of the United Way Hunger Relief Project Strategic Plan.

Progress: Accomplishments through participation on the Palm Beach County United Way Senior Hunger Relief Workgroup include:

- ***Expanded congregate meal sites***
- ***Flyers for congregate meal sites,***

- *SNAP outreach to targeted ZIP codes*
- *Senior SNAP flyer Flyers and newsletter to recruit volunteers*
- *Outreach campaigns (SNAP outreach 2020- 2021 Senior Programs, Senior SNAP, Senior Home Delivered Meals (HDM), Senior Congregate Meals*

The Director of Consumer Care and Planning will participate in the meeting of the Committee Chairs for the United Way of Palm Beach County Hunger Relief Program.

Progress: The Director of Consumer Care and Planning participates in these meetings quarterly when they are held.

Consumer Care and Planning will continue to share with communities in all the PSA data regarding seniors in poverty, senior SNAP participation, and OAA meals participation by zip code.

Progress: This information is included in the 2020-2022 Area Plan.

Consumer Care and Planning will provide congregate meal providers with information from DOEA's GIS system to help identify appropriate sites for additional congregate meal sites.

Consumer Care and Planning will share information regarding the location of and activities at congregate meals sites as part of the department's participation in community meetings.

Progress: This information is provided regularly at Palm Beach County United Way Senior Hunger Relief Program.

Steps to Complete in 2023: We will work with our providers to update the "Service Array" worksheet for the Palm Beach County Senior Hunger Relief Program.

Program Compliance/Quality Assurance Monitors will ensure that providers' nutrition education programs conform to DOEA requirements.

Progress: Nutrition Education is included as part of the Annual Quality Assurance Reviews.

Healthy Living will participate in the Florida Department of Health in St. Lucie County Physical Activity Committee.

OUTCOMES:

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OUTPUTS:

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OBJECTIVE 3.3: Promote the adoption of healthy behaviors

EXPLANATION: The primary intent of this objective is to focus on lifestyle choices beyond nutrition and physical activity as in objective 3.2. Lifestyle choices include such activities as smoking, alcohol, and/or drug consumption, average nightly hours of sleep, amount of stress, amount of socialization, engaging in enjoyable pursuits, etc.

STRATEGIES/ACTION STEPS:

The Communications department will continue to raise awareness and promote activities and programs designed to encourage the adoption of healthy behaviors through outreach resource events, email and website as appropriate.

The Foster Grandparent, Elder Rights, SHINE and Healthy Living departments will recruit volunteers and encourage volunteerism as a path toward healthy behaviors.

Healthy Living will attend monthly Florida Department of Health of St. Lucie “physical activity” to share the needs of seniors and use the tools and resources to guide local seniors.

Progress: Staff attends these meetings monthly as they are held.

The Foster Grandparent Program will continue to conduct in-services which frequently incorporate education on healthy choices and behaviors for a better quality of life.

Consumer Care and Planning will share information regarding reducing smoking, alcohol, and/or drug consumption, and encouraging sleep and stress management from community meetings with other departments in order for promote this information among senior clients.

Steps to Complete in 2023: Consumer Care and Planning will obtain links and flyers to share with contracted providers.

Contracted Providers Strategies and Action Steps

Alzheimer’s Community Care

- Alzheimer’s Community Care (Organization) provides specialized attention to the needs of the Hispanic community because Alzheimer’s patients exhibit behaviors earlier than their Caucasian peers by five (5) to eight (8) years sooner. The Black community exhibits behaviors for a longer period and many are vascular, hence the pathology is much different than Alzheimer’s disease or the other neurocognitive disorders.
- The Organization must provide attention to sleeping and drinking of alcohol, which in many cultures is very acceptable, however the negative effects that they have on a patient’s lifestyle is much different than it was before they became afflicted with a neurocognitive disorder. Only education can help alleviate and/or diminish a catastrophic event, as well as sustaining a family’s safety and wellbeing.

- The Organization provides access to nurses that maintain a link with medical providers on behalf of their families during all stages, which unknowingly prescribed medications that may not be needed and are very expensive. Once medical providers understand the course of the disease process and their behaviors, there may not be a need to be an introduction of medications, but rather training on redirecting therapies or alternative solutions.
- The Organization's Family Nurse Consultants educate caregivers of all cultures that unfortunately they cannot do the care alone and advocate that services and resources are available to them and many times to their surprise. Also providing Alzheimer's conversations within churches and other acceptable venues within ethnic communities breaks down many barriers and has proven to be most positive to all involved.

OUTCOMES:

Alzheimer's Community Care

- Breaking down barriers will enable Alzheimer's Community Care's services and resources to be accessible as well as bridging families to resources provided through the ADRCs and other health and human resources that will enable caregivers to remain working and the families embracing the care of patients for a longer period of time.
- Blending the understanding that wandering is a behavior that is most evident during the disease process will lessen the fear of law enforcement agencies on behalf of all cultures, which has been a strong community cohesiveness that is most rewarding at every level of society.

OUTPUTS:

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OBJECTIVE 3.4: Advocate for prevention and early intervention of mental health and substance abuse services for elders

EXPLANATION: The primary intent of this objective is to enable the AAA to focus on advocacy specific to the need for mental health and substance abuse services. Strategy examples can include the plan for the AAA to work with the Department to ensure that individuals who have been identified at-risk due to emotional or psychological distress receive the appropriate referral, and/or how the AAA tracks and confirms that an appropriate action is taken on behalf of each client in distress and the status update that is provided to the contract manager at the Department on a quarterly basis.

STRATEGIES/ACTION STEPS:

The Communications department will include a presentation designed to increase understanding of mental health and substance use disorders in its Bagels & Brains educational series.

Progress: Bagels & Brains was discontinued due to COVID.

Progress: A new website was designed and launched to include mental health information and resources including "Talk it Out". Information regarding physical health, healthy living and long term care options was also be a major focus.

Consumer Care and Planning will research with providers and provide feedback to DOEA regarding information on the Quarterly Mental Stress Reports.

Progress: Quarterly Mental Stress Reports are completed quarterly and submitted on time.

Healthy Living Evidence- Based Programs will provide a section focused on depression and knowing the signs of needing professional help.

Progress: Healthy Living provides educational materials focused on depression at all workshops.

Healthy Living will make resources available at each workshop regarding knowing the signs of depression as well as information on how to reach out to the Helpline.

Progress: At each Healthy Living workshop, depression and social isolation was discussed and the Helpline number was given

Healthy Living will obtain training for coaches of evidence-based programs in order for them to identify individuals who are at-risk due to emotional or psychological distress and ensure they receive the appropriate referral.

Steps to Complete in 2023: Healthy living will find appropriate trainings for program facilitators.

The Contact tab of the E-CIRTS database maintained by the Helpline will list some agencies seeking volunteers to provide opportunities for seniors to stay active and healthy.

The Helpline will continue to promote congregate meal sites and senior centers to encourage socialization and connectivity.

OUTCOMES:

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OUTPUTS:

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GOAL 4: Ensure the legal rights of seniors are protected and prevent their abuse, neglect, and exploitation

OBJECTIVE 4.1: Collaborate and coordinate within the community and aging network to increase accessible legal services

EXPLANATION: The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors in greatest economic or social need, as well as to improve the quality of legal services.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning, Elder Rights and the Helpline will engage in joint planning with contracted legal service providers to identify target groups and priority legal issues for the Older Floridians Legal Assistance Program (OFLAP) in order to ensure that OAA services are reaching the most vulnerable seniors in the community.

Progress: Legal service providers outreach and service regarding priority areas is reviewed annually as part of the Consumer Care and Planning Quality Assurance Review process. The Florida Elder Law – IS reports submitted to Consumer Care and Planning semi-annually outline client demographics and types of legal issues addressed.

The Center will seek to have input to legal services providers needs assessments.

Consumer Care and Planning will include legal service providers in annual senior forums to gather information regarding senior and caregiver needs and to facilitate legal service providers providing education and outreach to forum participants.

Progress: Legal Aid Society of Palm Beach County has been invited to participate in the Okeechobee Department of Health Community Health Needs Assessment and Community Health Improvement Plan process.

As part of the annual provider application review process Program Compliance/Quality Assurance Monitors will assess legal service providers' adherence to the DOEA Programs and Services Handbook legal service priority areas and local needs for legal service delivery.

Progress: Quality Assurance Reviews are completed annually and include the review of these items.

Program Compliance/Quality Assurance Monitors will review legal service providers semi-annual outreach reports to review their performance to reaching targeted populations and provide technical assistance as required.

Progress: Legal Service providers submit semi-annual outreach reports every six-months. Their adequacy is outlined in the Annual Quality Assurance Reviews.

Program Compliance/Quality Assurance Monitors will annually monitor legal service providers' service delivery to determine if they are addressing priority legal issue areas.

Progress: Review of priority legal issue areas is contained in the Legal Service provider Annual Quality Assurance Reviews.

Appropriate staff will participate in ~~Older Floridians Legal Assistance~~ Florida Elder Law Program Training by DOEA.

Progress: Consumer Care and Planning has participated in the webinars regarding the Florida Elder Law Program, Florida Elder Law Risk Detector and the new reporting requirement for IIIB legal services.

Program Compliance/Quality Assurance Monitors and Elder Rights staff will work with IIIB legal providers to Implement DOEAs best practices for developing strong, coordinated and integrated legal programs.

Progress: Consumer Care and Planning participates in PSA-specific Florida Elder Law Program Check-ins conducted by the DOEAs Legal Services Developer. The following topics have been covered:

- 2020 Data Analysis for PSA 9
- 2021 OFLAP Reporting Update
 - Provider readiness to collect OAAPS-compliant data as of October 1, 2021.
- Outreach and Referral Tools
 - FloridaElderLaw.org
 - Florida's Elder Law Risk Detector
 - Local outreach and education
- Training – What are your training needs?
- 2022 Funding
- 2022 Area Plan & 2022 OFLAP Goals

Implement requirements of DOEAs Programs and Services Handbook as well as Notices of Instruction regarding the statewide standard for IIIB legal assistance.

Progress: Consumer Care and Planning participated in the 2022 DOEAs Summit where interpretive guidelines regarding contract and Handbook requirements for IIIB legal services was presented. Staff shared this information with Legal Service Providers.

Progress: Consumer Care and Planning worked with legal service providers to implement changes to the OFLAP – IS reporting for DOEAs.

Elder Rights, Consumer Care and Planning, the Helpline and contracted legal service providers will review the OFLAP Joint Planning Action Plan to monitor progress of strategies.

Steps to Complete in 2023: This Plan was not required in 2022. Staff will follow-up to see if it is required in 2023.

DOEAs SHINE program is now the State of Florida's Senior Medicare Patrol program, and SHINE counselors will begin to help beneficiaries prevent Medicare fraud and exploitation through proper reporting and resource connections.

Progress: Completed

The Helpline will maintain resources for Legal providers to include Legal Aid Society and Florida Rural Legal Services. In addition to Elder Law Attorneys who are providing Medicaid Planning services.

Steps to Complete in 2023: The Helpline will plan a telephone outreach campaign to educate Clients on relevant Legal resources such as landlord disputes, estate planning and Medicaid planning. They will also promote information on the Florida Elder Law Risk Detector and the new statewide website, www.FloridaElderLaw.org.

Steps to Complete in 2023: The Helpline will conduct an in-service staff training on legal resources and making Legal referrals, including all Information and Referral and Intake Specialists to be updated with Legal resources available to Clients.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 4.2: ▲ Facilitate the integration of Older Americans Act elder rights programs into Aging Services

EXPLANATION: The primary intent of this objective is to make legal services a more visible and mainstream part of the aging network package of services.

STRATEGIES/ACTION STEPS:

Elder Rights provides direct services to victims of fraud and exploitation through Victim Of Crimes Act (VOCA) funding. Elder Rights also provides community education and outreach efforts to older adults, caregivers, and professionals serving older adults through DOEA funding.

Progress: Presented on elder abuse, neglect, and exploitation to 117 employees at United Healthcare in April 2020

Progress: The Elder Rights Center scheduled and facilitated elder abuse training for nursing students at South University on 3/9/2021.

Progress: In 2022, the Elder Rights Center has discontinued the Victim of Crimes Act funding and is no longer providing direct services to victims of fraud and exploitation. The Elder Rights Center discontinued providing services due to the lack of support from local law enforcement who was our main referral source of clients. The Elder Rights Center also lost the majority of its volunteer workforce due to COVID and institutional knowledge from employee turnover.

Steps to Complete in 2023: The Elder Rights Center still continues to provide community education and outreach efforts to older adults, caregivers, and professionals serving older adults through DoEA Funding. The Elder Rights Center continues to meet those deliverables quarterly.

Elder Rights will train both employees and those who train employees to recognize signs of abuse, neglect, and financial exploitation while working with older adults and will educate employees about legal services and other services available for older crime victims. These trainings may use technology, such as webinars, to reach a wider audience of professionals in the service area. The Elder Rights department will also offer to assist these professionals on an as-needed basis with reporting exploitation and abuse to APS and Law Enforcement.

Progress: For World Elder Abuse Awareness Day (WEAAD), Bank of America and iThink Credit Union gave virtual presentation to AAA PB\TC staff and volunteers (14).

Progress: The Elder Rights Center continues to provide the F4A- DoEA Abuse, Neglect and Exploitation training to professionals on a quarterly basis. For the 2022 World Elder Abuse Awareness Day (WEAAD) event, the Elder Rights Center partnered with several other Area Agencies on Aging (4, 6, 8, 2, 5, 10) and delivered a virtual event featuring speakers from Adult Protective Services, Seniors vs. Crime and Suncoast Credit Union. There were over 150 attendees from across the State in attendance.

The Elder Rights department will write at least one article per quarter to be published on the Agency website, which will educate older adults, the public, professionals, and aging community members about current events and topics related to fraud, scams, crime against older adults, and the services provided by the aging network.

Progress: Elder Rights has provided at least one article per quarter to be published on the Agency website and to the Agency's facebook page to meet quarterly deliverables.

Legal service providers will be included in the agendas for annual provider training in order for them to share information on both their OAA funded services for seniors and caregivers as well as services available through other grant funding.

Progress: Legal Aid Society of Palm Beach County is scheduled to be on the agenda for the Fall 2022 Provider Training.

Continue on-going cross-training among the Helpline, Elder Rights department, and legal service providers.

Healthy Living will invite the Elder Rights department to speak at the last session of Powerful Tools for Caregiver Workshops to help educate caregivers to the appropriate paper work to have in order through the aging process.

Progress: Elder Rights presented on Financial Caregiving to Powerful Tools for Caregiving courses.

Consumer Care and Planning and the Helpline will included legal service providers in the Palm Beach County collaboration to develop strategies to address senior homelessness and housing.

Progress: The collaboration did not meet during the last two years.

Consumer Care and Planning will ensure legal service providers are invited to Indian River County Senior Collaborative meetings where senior and caregiver needs are discussed and resources shared.

Consumer Care and Planning will include legal service providers in the St. Lucie County Age-Friendly Public Health System Initiative.

Progress: Legal Service Providers have participated in the St. Lucie County Age-Friendly Public Health System Initiative.

Consumer Care and Planning will include legal service providers in the United Way of Palm Beach County Senior Hunger Relief Workgroup meeting.

Steps to Complete in 2023: During Provider Training the Fall of 2022, Consumer Care and Planning will remind contracted providers of the Elder Law Risk Detector to identify legal issues through a guided interview and make referrals to legal aid.

Steps to Complete in 2023: During Provider Training the Fall of 2022, Consumer Care and Planning will ensure contracted providers are aware that www.FloridaElderLaw.org has been launched as the new statewide website for housing important legal information and resources for seniors, including the Florida Senior Legal Helpline.

The Helpline will continue to refer to OAA legal aid resources for a variety of reasons to include Medicaid planning, guardianship, landlord/tenant issues.

Progress: Helpline Information and Referral staff have been provided with the new website www.floridaelderlaw.org to provide referral information on Florida Senior Legal Helpline and Elder Law Risk Detector resources.

OUTCOMES:

Legal professionals, medical/mental health personnel, home health care workers, and nursing students will have an increased understanding of elder abuse, neglect, and financial exploitation and will know how to identify and access appropriate legal services and social services for older crime victims.

OUTPUTS:

The Elder Rights department will provide at least 4 trainings per year to groups of legal professionals, medical/mental health personnel, home health care workers and nursing students. Trainings will include how to recognize and report signs of abuse, neglect, and financial exploitation while working with older adults. Trainings will educate attendees about legal services and other services available for older crime victims.

OBJECTIVE 4.3: ▲ Improve the identification and utilization of measurable consumer outcomes for elder rights programs

EXPLANATION: The primary intent of this objective is to enable the AAA to document efforts to ensure targeting of elder rights programs in the PSA and to demonstrate the value and impact of those services.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will participate in statewide efforts to develop a uniform statewide reporting system for legal services.

Progress: Consumer Care and Planning has participated on Statewide webinars as well as PSA-specific meetings regarding the new Florida Elder Law Program Reporting requirements. Feedback has been that our reports meet the requirements.

Consumer Care and Planning will implement OFLAP – Is Reporting with Legal Aid Society of Palm Beach County and Florida Rural Legal Services.

Progress: Complete.

The Helpline, Consumer Care and Planning, Elder Rights and Legal Service Providers will participate in Senior Forums and other Community Needs Assessments as appropriate.

Progress: Consumer Care and Planning has participated in the Palm Beach County Department of Health, St. Lucie County Department of Health, and Okeechobee Department of Health Community Needs Assessments. Consumer Care and Planning has contributed senior needs information and strategies for the Livable Indian River County Strategic Plan. Consumer Care and Planning has contributed input to the St. Lucie County and Palm Beach County Age-Friendly Public Health System initiatives.

Consumer Care and Planning will ensure that legal service providers' service provider applications continue to include strategies for the Area Plan.

The PSA 9 Older Floridian's Legal Assistance Program Joint Planning Action Plan will include strategies for legal service providers to include the ADRC in legal service providers' needs assessment processes in order to identify gaps in service delivery.

Progress: No new needs assessments were done in 2022.

Consumer Care and Planning will share with legal service providers other community needs assessments opportunities may be applicable to legal services.

Progress: Consumer Care and Planning has ensured that Legal Service Providers were included in the Martin County Community Health Assessment, Age-Friendly Public Health Systems initiative in St. Lucie County and Palm Beach County United Way Senior Hunger Relief Workgroup.

The PSA 9 Older Floridian's Legal Assistance Program Joint Planning Action Plan includes strategies for legal service providers to advise Your ADRC of other community needs assessments opportunities that may be applicable to Your ADRC programs.

Progress: The Joint Planning Action Plan was not required in 2022.

The PSA 9 Older Floridian's Legal Assistance Program Joint Planning Action Plan includes strategies for legal service provider to provide training to the aging network on case acceptance and priority settings.

Progress: Legal Aid Society of Palm Beach County is scheduled to be on the agenda for the Fall 2022 Provider Training.

Consumer Care and Planning will continue to include in legal service provider's quality assurance reviews a question to determine if the legal service providers are adhering to the priority services to seniors as outlined in the DOEA Services Handbook.

Progress: Types of legal services provided are reviewed as part of the Annual Quality Assurance Reviews.

The Agency CEO will continue to hold quarterly calls with the legal service providers' CEOs to share specific trends and concerns.

Progress: During 2021 and 2022, quarterly legal service provider calls were held. During these calls, legal providers reported out on service trends. Quarterly legal services meetings will continue in 2023.

Consumer Care and Planning will share information regarding the availability of OAA legal services at community meetings.

Progress: Information regarding OAA legal services has been provided at Okeechobee County CHIPP meetings, Healthier Boynton Beach Steering Committee, and St. Lucie County Age-Friendly Public Health meetings.

Consumer Care and Planning will review legal service providers' contractually required semi-annual outreach reports to determine if outreach and education is being conducted to OAA targeted populations and to provide assistance in locating targeted populations when needed.

Progress: Legal Service providers submit semi-annual outreach reports every six-months. Their adequacy is outlined in the Annual Quality Assurance Reviews.

The Elder Rights department will use data collected in its Elder Victims of Crime Database to track victimization and re-victimization rates for the PSA to determine and prioritize the needs of elder crime victims.

Progress: The Elder Rights department provided victimization data for the PSA on a monthly and quarterly basis to agency leadership, Consumer Care and Planning, and/or external partners as requested.

Progress: In 2022, the Elder Rights department discontinued the VOCA program and is no longer utilizing the Elder Victims of Crime Database to track victimization and re-victimization rates for the PSA.

The Elder Rights department will review police reports for older victims of crime, which are provided to the Elder Rights department through partnerships with local law enforcement agencies, contact the crime victims, and document any activities undertaken on behalf of each crime victim and any services, information, and referrals provided to each crime victim. The Elder Rights department will document the type of crime that occurred, any items that were stolen/damaged as a result of the crime, and any financial losses to the victim. The Elder Rights department will share this data with police departments and other community partners, as applicable, in order to improve awareness of the importance of these services.

Progress: In 2022, the Elder Rights department discontinued the VOCA program and is no longer utilizing the Elder Victims of Crime Database to track victimization and re-victimization rates for the PSA

SHINE will now provide cost avoidance and beneficiary assistance percentages throughout the implementation of the SMP grant for Medicare fraud and abuse.

Progress: In 2022, SHINE provided this information during counseling to fulfill SMP grant requirements.

OUTCOMES:

The Elder Rights department will analyze victimization and re-victimization rates for the PSA to determine and prioritize the needs of elder crime victims.

OUTPUTS:

The Elder Rights department will provide data on victimization and re-victimization rates for the PSA.

OBJECTIVE 4.4: Promote primary prevention of elder abuse, neglect, and exploitation

EXPLANATION: The primary intent of this objective is for the AAA to expand existing education/outreach/awareness efforts such as websites, newsletters, presentations, etc., to include prevention of abuse, neglect, and exploitation.

STRATEGIES/ACTION STEPS:

The Elder Rights department will provide intensive services targeted at the 18-20% of seniors who are victimized multiple times and seniors who are particularly vulnerable due to a cognitive, mental health, or physical condition or disability, or an expressed inability to respond to and recover from the crime on their own. Services will include:

1. Assessment of the senior's situation based on a review of any relevant documents and conversations with the senior and/or any caregivers, family members, involved professionals, and other third parties as needed.

Assessment of Financial Capacity using the Lichtenberg Financial Capacity scale, as needed.

2. Creation of an individualized financial safety plan that specifically addresses the reported crimes/exploitation with services such as requesting and reviewing credit reports, communicating with creditors about fraud-related debts, establishing monitoring services for bank accounts, challenging the failure of financial institutions to repay fraudulent withdrawals, eviction or removal of exploitative caregivers, and replacement of in-home services, as needed.

3. Education of new or existing financial caregivers on specific financial risks that the senior may face in their situation and available resources and techniques to mitigate these risks.

4. Establish connections with 2 new community partners, such as older adult living communities, assisted living facilities, nursing homes, faith-based organizations, and other organizations serving older adults, to share information about the Elder Rights department services and educate older adults about elder abuse, neglect, exploitation, fraud, and scams.

5. Follow-up to track and revise the effectiveness of services.

The Elder Rights department will publish at least one website article or Facebook post per quarter to educate older people, caregivers, and professionals about current issues related to fraud, scams, identity theft, and other types of crimes.

Progress: Seven articles were posted on agency website highlighting Elder Rights Center Information, Education, and Events. There were 294 views of the Elder Rights website information.

Progress: To date, six articles were posted on agency website highlighting Elder Rights Center Information, Education, and Events. There were 63 views of the Elder Rights website information.

The Elder Rights department will provide at least 24 community education/outreach/awareness events and educational material distributions each year, targeted to the needs of the community as shown by an analysis of senior crime victim data.

Progress: This was completed through community (8) and professional presentations (4), a local news broadcast feature (2) Elder Rights materials drop offs (6), and Elder Rights banner distribution throughout the region served (15).

Progress: To date, this was completed through community education (9) and professional presentations (4), and Elder Rights materials drop offs (5).

The Elder Rights department will participate in World Elder Abuse Awareness Day during the month of June of each year.

Progress: The Elder Rights Center in collaboration with three other Area Agency on Aging partnered together to take the opportunity to educate the community on the importance of elder abuse awareness and prevention. During the workshop, guest speakers provided a general overview of elder abuse, its forms and how to report it, how to address financial exploitation, how to avoid scams and frauds carried through the US. Mailing system and the tools needed for protection. The event brought in over 150 guests with 61 being from our PSA.

Progress: The Elder Rights Center continues to provide the F4A- DoEA Abuse, Neglect and Exploitation training to professionals on a quarterly basis. For the 2022 World Elder Abuse Awareness Day (WEAAD) event, the Elder Rights Center partnered with several other Area Agencies on Aging (4, 6, 8, 2, 5, 10) and delivered a virtual event featuring speakers from Adult Protective Services, Seniors vs. Crime and Suncoast Credit Union. There were over 150 attendees from across the State in attendance.

The Elder Rights department will actively participate in multidisciplinary task forces in PSA 9 composed of law enforcement, banks and regulatory agencies who work together to address elder abuse and exploitation, such as the State Attorney's Office Elder Abuse Task Force, and Palm Beach Economic Crimes Unit.

Progress: Elder Rights Center staff participated on the following coalitions: State Attorney's Office Elder Abuse Task Force, Palm Beach County Economic Crimes Unit, Palm Beach County Victims' Rights Coalition, 19th Judicial Circuit Victims' Rights Coalition.

Progress: Due to COVID the Elder Rights Center staff has not been able to actively participate in task force however they are working with PBSO to develop their new victim advocate program in their Financial Crimes unit; specifically assisting seniors.

The Advisory Council will promote the Elder Rights department's provision of intensive services targeted at the 18-20% of seniors who are victimized multiple times and seniors who are particularly vulnerable due to a cognitive,

mental health, or physical condition or disability, or an expressed inability to respond to and recover from the crime on their own.

Progress: The Elder Rights department is no longer offering intensive services through the VOCA grant.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care's (Organization) eight (8) hour Level I and II training, approved by DOEA and mandated as training for all staff and Board members, includes a component devoted to recognizing abuse, neglect and self-neglect, and exploitation. As the Organization is a mandatory reporter of such incidences, this education is critical to its work and mission.
- The Organization advocates when families receive a diagnosis, that they obtain legal counsel for designating financial and medical surrogates, sign a Florida-approved living will and directives that are legally binding documents. It also advocates to establish a plan if the caregiver's capacity to provide care becomes impaired or is deceased, designating a person to manage the needs of the diagnosed person. This best practice diminishes the risk of exploitation and any misunderstandings on behalf of the caregiver/patient with siblings or other preferred representatives that they may have wished to appoint to manage their legal, health and financial affairs. These practices are documented along with a medical diagnosis, which could be included within the Organization's EMR system and is a recognized component of its guiding principles. This principle is believed to ensure a family's safety and security throughout the disease process. This is one of the Organization's operational standards that could be conceded as a qualifying duty of a dementia-specific service provider.
- The Organization continually provides over a period of a year a minimum of one (1) educational seminar on the topic, and provides printed materials for caregivers, staff, law enforcement, health and service providers and other interested persons on how to prevent elder abuse, self-neglect, and exploitation which would diminish a family having to cope with this experience.
- The Organization has established a list of vetted legal attorneys who are certified as Elder Law Attorneys and/or other legal counsel that have been recommended by caregivers on their quality of work, affordability and accessibility, and is available upon request.
- The CEO of the Organization regularly attends state-run meetings for the Elder Abuse Task Force, held monthly by the State Attorney's Office, to keep apprised of the newest information in this realm.

Council on Aging of Martin County – COAMC

1. COAMC case managers discuss with clients at initial intake their right to choose providers, the Grievance Procedures and Complaint Policies.
2. COAMC case managers identify legal issues during the 701B assessment process, both at initial intake and reassessment. Clients are referred to Florida Rural Legal Aid, and local attorneys, as appropriate.

Council on Aging of St. Lucie – COASL

Provide training for case managers, direct service providers, support staff and caregivers.

All agency staff will continue to access community partners and faith based organizations for supports and services not available through funded programs to prevent high risk situations. Provide community awareness and outreach in regard to elder abuse, neglect and exploitation.

1. Case Managers and support staff will discuss with clients and caregivers their rights and empower them with the information regarding who is a victim and what constitutes abuse, neglect and exploitation.
2. Display posters that include the 1-800-962-2873 (ABUSE) Hotline number in the Senior Campus, Bingo Hall, all Congregate Dining Sites, ADC, Consumer Service Office, Case Manager's Office, and Reception area.
3. Case Managers and support staff will offer crisis management, coping skills training and information for Caregivers.
4. Flexible and fluid service delivery of available services to accommodate ever changing needs of client and caregiver.
5. Distribute information and materials including abuse hotline phone # at all health fairs and Outreach opportunities.
6. The Council on Aging has mandatory timelines on vendor response to service authorizations.
7. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Companionship, Counseling (Mental Health/Screening), Gerontological Counseling, EAR, Home Delivered Meals, Legal Assistance, Medication Mgmt, Personal Care, Pest Control, Pest Control (Enhanced Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment Services & Supplies, and Enhanced Chore.
8. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services & Supplies.
9. The Council on Aging will provide the following services under HCE: Background Screening, Background Screening Retention – Vendor, Basic Subsidy, Case Mgmt, Case Aide, Medical Equipment, Services & Supplies, and Respite

Okeechobee Senior Services

- Post the Elder Abuse Hotline number on the Senior Services page of the County website.
- Include in public speaking opportunities a synopsis of what constitutes elder abuse, the signs to look for, and provide the Elder Abuse Hotline number.
- Include the Elder Abuse Hotline number on our agency brochure.
- Include the Elder Abuse Hotline number on the back of our business cards.
- Emphasize to all staff and volunteers who come in contact with elders of the importance of watching for and reporting any signs or suspicions of A/N/E. Reminding them that we are "mandatory reporters."

Refer anyone who indicates they have knowledge of possible A/N/E to the Elder Abuse Hotline.

Palm Beach County Division of Senior Services

- Collaborate with the Department of Children and Families Adult Protective Services (APS) to provide services to seniors who are victims or are at risk of elder abuse, neglect and exploitation
- Provide on-going training to staff and volunteers on APS topics
- Continue servicing high-risk APS referrals with the highest priority for services within 72 hours
- Provide ongoing training to staff and volunteers
- Join with DCF/APS staff and/or management as needed to discuss APS cases

- Inform clients and caregivers of the process to report suspected abuse, neglect and exploitation

Senior Resource Association – SRA

SRA will promote education to the public about the special needs of elders and the risk factors for abuse in vulnerable adults.

SRA will train all staff and volunteers in recognizing and reporting elder abuse of all types.

SRA will collaborate with local organizations to address elder abuse in the community.

SRA will use social media, websites and printed collateral to increase outreach on elder abuse and neglect.

SRA will include materials on elder abuse in all opportunities for outreach including home visits, outside organization in-service visits, and healthfairs.

The Volen Center – TVC

A. Neglect is prevented by intervening within 72 hours after receiving a referral from

Department of Children and Families.

B. Stringent policies are in place to assure that if Care Management staff becomes aware that elder abuse, neglect or exploitation is occurring that it is reported immediately.

C. When elders who are experiencing cognitive disorders or who need more constant care during hours when their caregivers cannot be present are put at risk, Care Management staff will recommend programs such as adult day care covered by CCE, HCE and ADI if the family is unable to cover the cost of adult day care/respite without assistance.

D. Center staff members will continue outreach efforts designed to educate the public and address the urgent needs of seniors who may be put at risk due to inappropriate care, neglect, and lack of funding being available to provide critical community based services.

E. Center staff will continue to work with Emergency Services and first responders to educate them about risks to individuals experiencing cognitive failure or health problems such as diabetes that can lead to erratic behavior and the appropriate methods to use in approaching and assisting such individuals.

F. Consumers at risk of falling or other in-home crises will be encouraged to use an Emergency Alert Response System in their homes so that they can call for assistance if needed.

OUTCOMES:

Alzheimer's Community Care

- Providing these resources to the caregivers and their families and documenting them within Alzheimer's Community Care's EMR system will increase the family's security and safety throughout the disease process. Only Alzheimer's Community Care's designated staff designee is permitted to release such documentation if requested, i.e., to the President and CEO.
- Establishing this safety and security standard for caregivers and their families to achieve and value as a best practice makes them more aware and protected for all involved. Alzheimer's Community Care's staff and

its governance body believes that it sustains family members' peace of mind at every stage of the disease process.

- Annual training/in-service refresher courses will be provided to all employees regarding abuse risk factors and reporting procedures.
- Support Groups will be provided to participants regarding abuse, self-neglect, neglect, and exploitation and its risk factors, how to protect oneself from it happening, and who to report it to if one learns of such a dilemma.
- Alzheimer's Community Care will remain a mandatory reporter for those that have been abused, neglected or exploited.

OUTPUTS:

Palm Beach County Division of Senior Services

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Serve 22 APS high risk clients during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

OBJECTIVE 4.5: Reduce the rate of abuse, neglect, and exploitation (ANE) recidivism through education, outreach, and the provision of services

EXPLANATION: The intent of this objective is to expand existing efforts supporting ANE interventions.

STRATEGIES/ACTION STEPS:

Program Compliance/Quality Assurance Monitors will continue to work the APS exception report.

Progress: APS Exception Reports were reviewed monthly throughout 2021.

Steps to Complete in 2023: Consumer Care and Planning staff will participate in eCIRTS SuperUser meetings and stay current on when APS Exception Reports will be available through that technology.

Program Compliance/Quality Assurance Monitors will continue to include APS consumer files as part of annual quality assurance review to ensure providers adhere to MOU and Adult Protective Services Operations Manual requirements for serving high risk APS consumers. Where issues are found include high risk APS consumer files as part of quarterly file reviews.)

Progress: APS consumer files were included as part of the Annual Quality Assurance Reviews.

Program Compliance/Quality Assurance Monitors will provide technical assistance to lead agencies regarding high risk APS referrals.

Progress: Technical Assistance regarding high risk APS referrals has been provided as needed.

Program Compliance/Quality Assurance Monitors will provide training to Lead Agencies on changes to the APS Operations Manual.

Progress: There were no changes to the APS Operations Manual in 2021.

Program Compliance/Quality Assurance Monitors will arrange for APS training for new case managers quarterly.

Progress: APS training was provided to new case managers in 2021 and 2022.

The Director of Consumer Care and Planning will share information regarding caregiver counseling and education and training at community meetings.

Progress: Information regarding caregiver counseling and education has been provided to the Healthier Boynton Beach Steering Committee, Healthy St. Lucie Committee, Livable Indian River County Core Team, and Palm Beach County and Okeechobee County Community Health Improvement Plan Committees.

As an expansion of Elder Abuse prevention and detection efforts, particularly the efforts focused on elder fraud and financial exploitation, the Elder Rights department will contact at least 3 employers and educators of professionals serving older adults, such as legal professionals, medical/mental health personnel, financial institutions and other financial professionals, and/or home health care workers to develop partnerships where the Elder Rights department provides training on recognizing and reporting elder abuse, neglect, and exploitation.

The Elder Rights department will publish at least one website article or Facebook post per month to educate older people, caregivers, and professionals about current issues related to fraud, scams, identity theft, and other types of crimes.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization)'s Education and Quality Assurance outreach with medical providers advocates for an appropriate diagnosis as early as is possible so that caregivers can have them prepare their legal, health, financial, living wills and all directives be legally put in order so that the financial, health and care planning can move forward for the short and long term.
- Unless there is a proper medical diagnosis, the Organization's Family Nurse Consultant, as a specialist in care planning, cannot recommend designated protocols, decisions to be made, or follow-up on safety and security issues. It just is not ethical to do otherwise. Fortunately, there are medical providers, and two Memory Disorder Clinics in PSA 9 that can accommodate that best practice to accomplish that task by caregivers and family members.
- The Organization's specialists work closely with law enforcement deputies/officers, and Adult and Protective Services when an abuse, financial exploitation, neglect or self-neglect case has been reported. The Organization's specialists will follow established protocols and standards established as guiding principles when evaluating a reported case. Once such principles are set in motion and conclusions have been made, the specialist can then become an advocate and evaluator on behalf of a reported incident and will stand by the APS agent if requested.
- The Organization's CEO has testified as an expert witness when the Florida Department of Finance accused an insurance agent of exploiting five (5) elders on insurance fraud. The elder's children had suspected Alzheimer's disease and realized that the elder had been exploited by paying excessive high insurance premiums for which benefits could never be collected. The Department won its case, and the agent lost his insurance license, no longer being able to practice again in the state of Florida. More such cases should be tried when abuse becomes apparent. The establishment of expert witness' credentials may be a good practice that should be put in place for the protection of other all-too-common cases.
- The Organization's Education and Quality Assurance division conducts training seminars on exploitation, abuse and self-neglect periodically and upon request throughout the year, as well as it is an important component of its Level I and II mandated information standards and DOEA approved within its self-composed Assisted Living and Long-Term Care and Specialized Alzheimer's Day Licensed Service Center curricula.
- The Organization is a member of the Palm Beach County Elder Abuse Task Force, supports its mission and work, and educates others to join in connecting with other health and human services providers of its existence.
- The Organization solicits and provides booth space for the Sheriff's Department, Attorney General's office and other protected agencies for availability at its annual conference and caregivers forums, so that they can answer questions and address concerns that attendees may have on how to protect themselves from abuse, neglect, self-neglect and exploitation.

- The Organization's Support Group's topic of discussion routinely centers on and embraces the importance in learning what exploitation, abuse and self-neglect means and how it can jeopardize their own and other persons safety and wellbeing, financial status, independence and welfare should they become exploited and abused. In addition, where to report such an occurrence is reviewed and how to ensure that such an unseemly living condition does not occur that will compromise their quality of life.

Council on Aging of Martin County – COAMC

1. A 701B comprehensive assessment is completed in person within 72 hours of receipt of the ARTT referral packet for high-risk referrals received during business hours.
2. High-risk clients referred by APS are given the highest priority for receiving services (per DoEA) and will receive services within 72 hours of the initial contact by APS. Services arranged are determined by the recommendation of the APS investigator and the 701B assessment completed by the case manager, and includes core services, such as, homemaker services, personal care, adult day care, in-home respite, companion, emergency alert, pest control, chore services, medication management and home-delivered meals.
3. COAMC case managers confirm services are initiated, and conduct a follow-up within 14 days with client and/or caregivers to determine satisfaction with services, and again after 31 days to determine if services are still needed.
4. COAMC case managers staff the outcome of the 31 day visit with the APS investigator to obtain input and agreement on the status of the case.
5. COAMC staff will meet semi-annually, or as needed, with APS staff to ensure compliance with local protocols and to identify problems and plan solutions.

COAMC staff and subcontractors are trained to report suspected abuse, neglect, or exploitation of vulnerable adults. The available methods of reporting are reviewed.

Okeechobee Senior Services

- Encourage caregivers in crisis to participate in local caregiver support groups, and/or to seek counseling for strategies to deal with the stresses of being a caregiver.
- Maintain strong working relationship with law enforcement, in-home services provider agencies, the Okeechobee Department of Health and others serving the elder population to work together in identifying, reporting and preventing A/N/E.

Palm Beach County Division of Senior Services

- Offer priority to high-risk Adult Protective Services referrals, evaluating abuse and neglect, exploitation and other potential hazards, ensure service compliance to provide necessary services within 72 hours
- Provide in-home and in-facility respite for caregivers
- Collaborate with the Department of Children and Families Adult Protective Services to provide services to seniors who are victims or are at risk of elder abuse, neglect and exploitation
- Provide on-going training to staff and volunteers on topics, including the detection and reporting of abuse, neglect and exploitation of senior consumers
- Continue the provision of services within 72 hours to high-risk APS referrals

- Provide Adult Day Care and in-home respite
- Provide Powerful Tools for Caregivers self-care education program for family caregivers to improve self-care behaviors, manage emotions, and use community resources and tools to meet the challenges of caregiving

Senior Resource Association – SRA

SRA will promote education to the public about the special needs of elders and the risk factors for abuse in vulnerable adults.

SRA will do outreach and education to caregivers and clients to encourage the utilization of support services and reduce recidivism rates.

SRA will train all staff and volunteers in recognizing and reporting elder abuse of all types.

SRA will collaborate with local organizations to address elder abuse in the community.

SRA will use social media, websites and printed collateral to increase outreach on elder abuse and neglect.

SRA will include materials on elder abuse in all opportunities for outreach including home visits, outside organization in-service visits, and healthfairs.

The Volen Center – TVC

A. Any client referred for emergency provision services that is expected still considered to be at risk after 31 days of services are provided to the client, the client will remain in the program and receive services until the client demonstrates the ability to remove themselves from the situation which caused the initial referral to take place.

B. Center staff members will continue outreach efforts designed to educate the public and address the urgent needs of seniors who may be put at risk due to inappropriate care, neglect, and lack of funding being available to provide critical community based services.

F. Center staff will continue to work with Emergency Services and first responders to educate them about risks to individuals experiencing cognitive failure or health problems such as diabetes that can lead to erratic behavior and the appropriate methods to use in approaching and assisting such individuals.

G. Consumers at risk of falling or other in-home crises will be encouraged to use an Emergency Alert Response System in their homes so that they can call for assistance if needed.

OUTCOMES:

Alzheimer's Community Care

- To lower the number of cases of neglect, abuse and self-abuse and exploitation within the state of Florida.
- Report such cases to the proper authorities to avoid potential bankruptcy or financial exposure, and stop the experience as soon as possible, decreasing the potential financial devastation such a situation could inflict.

DOEA Internal Performance Measures:

- Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours

OUTPUTS:**Palm Beach County Division of Senior Services**

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Serve 22 APS high risk clients during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

OBJECTIVE 4.6: Increase the awareness of health care fraud and other elder rights issues

EXPLANATION: The intent of this objective is for the AAA to use existing mechanisms to increase public awareness.

STRATEGIES/ACTION STEPS:

The Elder Rights department will publish at least one website article or Facebook post per quarter to educate older people, caregivers, and professionals about current issues related to fraud, scams, identity theft, and other types of crimes.

The Elder Rights department will contact Senior Medicare Patrol and attempt to schedule a Medicare fraud presentation to train the Elder Rights' volunteer team about Medicare fraud, to empower our volunteers to recognize and respond to health care fraud issues when working with crime victims.

Progress: Elder Rights Center arranged two Medicare fraud presentations for Elder Rights volunteers.

*Progress: SHINE participated in Monthly DOEA SMP task force work group to develop outreach plan **to provide community outreach and education on SMP- Senior Medicare Patrol to protect, detect, and report Medicare Fraud and exploitations.***

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

GOAL 5: Participate in community efforts to ensure your PSA is addressing the state’s mission to create livable communities by promoting this work through the eight domains of livability framework. Support the work DOEA is doing in collaboration with AARP and the World Health Organization’s (WHO) Age-Friendly Cities and Communities Program.

OBJECTIVE 5.1: ▲ Community Support and Health System: Coordinate with community partners for increased access to affordable, person-centered health care and social services to promote active and independent living.

EXPLANATION: The primary intent of this objective is to establish a working relationship with the local county health departments to promote planning and development of the age-friendly public health system.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will work with the Florida Health Departments in all five counties and with ADRC staff to include age-friendly strategies in the Community Health Improvement Plan.

Progress: Consumer Care and Planning has participated in the Palm Beach County Department of Health, St. Lucie County Department of Health, and Okeechobee Department of Health Community Needs Assessments.

Consumer Care and Planning will continue work with the Florida Department of Health in St. Lucie on their Age-Friendly Public Health Initiative.

Progress: Consumer Care and Planning has contributed input to the St. Lucie County Age-Friendly Public Health System initiatives.

Consumer Care and Planning will work with the St. Lucie County Department of Health Age-Friendly Initiative to accomplish Action Step 3.1.1.6 of the St. Lucie County Community Health Improvement Plan to educate about the need for additional funding.

Progress: A presentation was conducted in February 2022 to the Healthy St. Lucie Committee regarding this action step.

Healthy Living will work with the St. Lucie County Department of Health Age-Friendly Initiative to accomplish Action Step 1.2.3.1 of the St. Lucie County Community Health Improvement Plan to identify and promoted existing programs offered in the community (Matter of Balance, Tai Chi, Walk with Ease, Stepping on.)

Progress: Healthy Living attends monthly meetings to promote and bring awareness to programs

Healthy Living will work with the St. Lucie County Department of Health Age-Friendly Initiative to accomplish Action Step 1.2.3.2 of the St. Lucie County Community Health Improvement Plan to identify partners that can recognize those at risk for falls to increase referrals and program utilization.

Progress: Healthy Living has identified new partners in St. Lucie county and have provided Fall Prevention education.

Healthy Living will work with the St. Lucie County Department of Health Age-Friendly Initiative to accomplish Action Step 1.2.3.3 of the St. Lucie County Community Health Improvement Plan to identify/develop programs within the community that help improve balance.

Consumer Care and Planning will continue to work with the Florida Department of Health in Palm Beach County on their Age-Friendly Public Health Initiative.

Consumer Care and Planning will share with other departments contracted providers' opportunities to participate in fun, unique programs that support being healthy, including free exercise programs in local parks.

Consumer Care and Planning will work with with Palm Beach Neuroscience Memory Disorder Clinic and Louis and Anne Green Memory & Wellness Center to promote awareness of the Dementia Care and Cure Initiative.

Progress: A Resource Information Guide and DCCI Rack Card have been created and distributed by the Palm Beach County DCCI Task Force.

Healthy Living will participate in the Florida Department of Health in St. Lucie Physical Activity Program.

Progress: Healthy Living participates in the Physical Activity program and keeps the Florida Department of Health in St. Lucie up to date on programs in the county.

Healthy Living will participate on the monthly State Health Improvement Plan Fall Prevention Conference Calls

Progress: Healthy Living staff attends monthly conference calls

Working with county health departments, Healthy living will promote the availability of existing public health programs and share with the health departments the evidence-based programs available to meet senior needs.

Progress: Healthy Living keeps county health departments informed to upcoming programs in the county.

Steps to Complete in 2023: Healthy Living will work more closely with Indian River Health Department in letting the county know what is available to seniors.

Consumer Care and Planning will participate in County Health Departments' Needs Assessments to share information on social determinants of health and the incidence of chronic disease among seniors.

Progress: Provided input to the Martin County Community Health Assessment

Consumer Care and Planning will participate in 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.

Progress: Strategies for increasing awareness of Healthy Living's evidence-based workshops are included in the Palm Beach County and St. Lucie County Community Health Improvement Plans.

Objective 3.2: To increase the number of seniors who are able to remain in a non-institutionalized setting by receiving inhome community-based services from 5,049 (2018) to 5,807 by June 30, 2022.

Steps to Complete in 2023: Include strategies for increasing awareness of Healthy Living's evidence-based workshops in the Okeechobee Community Health Improvement Plan.

The Helpline will continue to provide resources that address the social determinants of health such as transportation, low cost health clinics, food, housing resources, opportunities to reduce social isolation and more.

Progress: In 2022, the Helpline focused on obtaining more immediate resources to offer callers in an attempt to address significantly increased requests for food, housing and transportation, which were the most requested.

SHINE counselors will provide free unbiased counseling to help Seniors and Persons with a Disability understand their Medicare benefit, how to reduce prescription drug cost and assistance with application for Low Income Subsidy and the Medicare Savings Program.

The Benefit Enrollment Center will assist under insured Medicare Beneficiaries apply for Medicaid and Food stamps.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 5.2: ▲ **Housing:** Promote safe, accessible, and affordable housing that supports aging in place.

EXPLANATION: The primary intent of this objective is to work together with community partners to ensure a wide range of housing options are available for residents, and the community has access to home modification programs.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will share the Elder Needs Index for all counties within the PSA to demonstrate the need for more affordable senior housing.

Progress: The Elder Needs Index was shared with the Okeechobee County Department of Health, the Palm Beach County Citizen's Advisory Committee, the Livable Indian River County Core Team, Healthy St. Lucie, and the United Way of Palm Beach County Senior Hunger Relief Workgroup.

Consumer Care and Planning and the Helpline will attend 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.

Consumer Care and Planning and the Helpline will attend the Palm Beach County Housing Inventory/Unmet Needs Committee Meetings to share senior housing needs.

Consumer Care and Planning will share information regarding those providers who offer home modification programs with other staff.

The Helpline will remain current with low income housing opportunities for Seniors and Persons with a disability.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 5.3: ▲ Transportation: Increase awareness of and promote safe and reliable transportation options to increase mobility and community participation.

EXPLANATION: The primary intent of this objective is to make sure your community offers alternative transportation options that allows members to still have access to health care, shopping, social engagement programs, civic participation, employment, and services.

STRATEGIES/ACTION STEPS:

Program Compliance/Quality Assurance Monitors will continue to participate on the transportation boards representing all counties within the PSA to ensure that the needs of seniors and individuals with disabilities are addressed.

Progress: Consumer Care and Planning filled the vacant position on the Palm Beach County Transportation Disadvantaged Local Coordinating Board

Progress: Consumer Care and Planning participated on the transportation boards of all counties within the service area during 2021 and 2022. The Indian River County Transportation Disadvantaged Local Coordinating Board received the award for the 2022 Outstanding Coordinating Board of the Year.

Consumer Care and Planning will work with community transportation partners to learn of opportunities to develop ambassador leaders in the community to educate on the use of public transit system.

Consumer Care and Planning will investigate opportunities to create partnerships to work together to implement neighborhood/community volunteer transportation programs.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

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OBJECTIVE 5.4: ▲ Communication and Information: Increase access to information through various methods including print, tv, and digital media.

EXPLANATION: The primary intent of this objective is to ensure multiple means of communication are being used within a PSA to link people to information, services, and resources. These efforts need to take into consideration persons with disabilities.

STRATEGIES/ACTION STEPS:

The Communications department will build upon existing marketing strengths to include:

- Utilizing Facebook
- Utilizing Twitter
- Utilizing the website
- Designing and publishing a quarterly digital newsletter
- Promoting and offering DOEA's Elder Update and Livable Communities Newsletter
- Sending press releases with impactful stories to print, tv and radio media contacts
- Engaging a supportive staff, Board of Directors and Advisory Council as ambassadors
- Increasing strategic collaborations with service organizations serving our target populations
- Expanding the reach of collateral materials
- Participating in offsite events and presentations
- Establishing relationships with legislators and key decision makers
- Educating a strong volunteer base
- Expanding relationships with business partners with sponsorship and underwriting capabilities

Progress: Provided SHINE/SMP/BEC education and presentations virtually through SHINE department youtube channel. All SHINE/BEC presentations are available on youtube channel and shared each month to aging network

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 5.5: ▲ Respect and Social Inclusion: Promote, engage, and celebrate the valuable contributions of all adults in the community.

EXPLANATION: The primary intent of this objective is to promote intergenerational programs through the PSA.

STRATEGIES/ACTION STEPS:

The Communications Department will continue to promote, engage and celebrate seniors through its intergenerational Foster Grandparent Program operating in Palm Beach, Martin, St. Lucie and Okeechobee counties.

The Communications Department will celebrate senior volunteers throughout the PSA at its annual Prime Time Celebration held in May in honor of Older Americans Month.

Progress: Prime Time was cancelled due to COVID.

The Helpline will be trained annually on cultural sensitivity and working with diverse populations.

Steps to Complete in 2023: Helpline plans to hold an annual training on the topic of cultural competency and diversity.

The Helpline will continue to offer tri – lingual specialists who are sensitive to cultural differences.

Progress: In 2022 the Helpline employed specialists who were fluent in English, Spanish and Haitian Creole. All of these options (and more through Language translation line) were offered to Clients to ensure Specialists would be more culturally sensitive while offering services.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

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OBJECTIVE 5.6: ▲ Civic Participation and Employment: Increase awareness of opportunities to contribute in the workplace and volunteer to make a difference in the community.

EXPLANATION: The primary intent of this objective is to promote the Senior Community Service Employment Program (SCSEP), community service, and volunteer opportunities.

STRATEGIES/ACTION STEPS:

The Foster Grandparent Program will continue to recruit and increase awareness of volunteer opportunities for low-income seniors.

The Helpline will stay current on the availability of work opportunities for Seniors offered through AARP senior employment program and Career Source.

Progress: In 2022, the Helpline kept track of employment opportunities for Seniors advertised through AARP and Career Source

As part of Palm Beach County Hunger Relief Program, Consumer Care and Planning will help to share opportunities to volunteer at contract providers' congregate meal sites.

Progress: Recruiting volunteers after COVID is one of the current areas being addressed by the Palm Beach County Senior Hunger Relief Workgroup.

Consumer Care and Planning will conduct outreach to recruit volunteers for the Respite for Elders Living in Everyday Families program.

Progress: Consumer Care and Planning has linked the RELIEF program contractor to the Palm Beach County Respite Committee Meeting in order to increase awareness of RELIEF services and help them to recruit volunteers.

The Communications Department will coordinate inquiries regarding volunteer opportunities that come in through the website or phone calls.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 5.7: ▲ Social Participation: Increase awareness of and promote easy access to social and cultural activities for increased quality of life.

EXPLANATION: The primary intent of this objective is to work collaboratively with the local senior centers and other organizations to prevent social isolation and increase engagement through evidence-based programs.

STRATEGIES/ACTION STEPS:

Healthy Living will outreach to local senior centers to make them aware of the opportunity to participate in or volunteer in evidence-based programs.

Progress: Healthy Living outreached to all local senior centers to make them aware of the opportunity to participate in or volunteer in evidence-based programs

Healthy Living will participate in Healthy Jupiter and Healthy St. Lucie virtual events to promote evidence-based programs available.

Progress: Healthy Living continues to participate in both of these events to promote programs.

Through the United Way of Palm Beach County Senior Hunger Relief Workgroup, Consumer Care and Planning will continue to advertise the opportunities for seniors to volunteer at congregate meal sites.

Consumer Care and Planning will share information at community meetings regarding social isolation and other determinants of health.

Progress: Consumer Care and Planning has shared county-specific social isolation maps from America's Health Rankings with the Palm Beach County and Okeechobee County Community Health Improvement Plans Advisory Committees.

Consumer Care and Planning will share the GIS mapping information regarding availability of congregate meal sites throughout the Planning and Service Area.

Progress: The GIS mapping information regarding availability of congregate meal sites has been shared with the United Way of Palm Beach County Senior Hunger Relief Workgroup.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 5.8: ▲ Outdoor Spaces and Buildings: Work with community partners to ensure accessible, inviting, and safe outdoor spaces and buildings that encourage active participation and recreation.

EXPLANATION: The primary intent of this objective is to work collaboratively with local partners to ensure safe, accessible outdoor spaces.

STRATEGIES/ACTION STEPS:

Program Compliance/Quality Assurance Monitors will share information from Safe Street workshops at appropriate community settings.

As part of introducing the Age-Friendly Initiative, Consumer Care and Planning will educate regarding the Outdoor Spaces and Building dimension and what it means.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

GOAL 6: Maintain effective and responsive management

OBJECTIVE 6.1: Promote and incorporate management practices that encourage greater efficiency

EXPLANATION: Best practice strategies may include internal monitoring, quality assurance, and performance-based standards and outcomes.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will annually conduct programmatic, fiscal and administrative quality assurance reviews of contracted providers.

Progress: Consumer Care and Planning implemented the F4A Revised Programmatic Monitoring Protocol Due to COVID-19

Progress: Consumer Care and Planning implemented the F4A Revised Fiscal Monitoring Protocol Due to COVID-19

Progress: Consumer Care and Planning re-instituted the full monitoring tools for 2022.

Consumer Service Consultants will track providers' subcontracts to ensure that they are timely renewed and include required language.

Progress: The Helpline will continue using FAX Finder software, Global Search Document Management and Time Tap scheduler as best practices for efficiency.

Human Resources will strengthen partnerships with local institutions of higher learning in order to strengthen the Agency's internship program to develop a talent pool for future openings and to gain the insights and benefit of the talents of students who can learn about the aging network while assisting in key areas of the Agency.

Human Resources will work with partner agencies to expand the talent pool for Agency staff.

The CFO will enhance financial controls

Progress: Several new policies and procedures have been implemented to enhance controls.

The Fiscal Department will provide financial reports to the Board of Directors at least six times per year.

Progress: Financial reports are provided to Governance monthly.

The Fiscal Department will provide accounts payable and accounts receivable aging reports to the Board of Directors at least six times per year.

Progress: Complete.

The Fiscal Department will reallocate funds as necessary to ensure that all DOEA funds are expended in PSA 9.

The Fiscal Department will review provider invoices monthly to detect extraordinary or unusual service trends.

IT will maintain the staffing and infrastructure to support the information technology needs of the organization.

Progress: Appropriate staffing was maintained during 2021 and 2022 including subcontractor relationships with phone and systems professionals.

Organizational Compliance will ensure annual HIPAA training takes place.

IT will ensure that encryption occurs for HIPAA communications.

Progress: Implemented encryption on email communications.

IT will maintain a secure level of connectivity and infrastructure for the Agency computer network

IT will ensure that firewalls are up-to-date.

IT will provide orientation for new staff on computer access and policies.

Progress: All new staff provided log-on credentials for computer access and appropriate policies.

Consumer Care and Planning's Data Quality Assurance Analyst will provide customer support for the CIRT and E-CIRT databases across the agency as well as with contracted providers including meeting with decision makers and end users to define organizational data requirements and systems goals, and identify and resolve system issues

IT and Helpline staff will coordinate the transition from Contact Sweet to Shadow

Progress: Shadow system implemented.

Fiscal, Consumer Care and Planning and the Executive Assistant will learn to use SYNC to share information with all Florida PSAs.

Progress: The decision was made not to move forward with SYNC at this time.

IT will facilitate the licensing and use of Avaya Equinox for staff.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

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OBJECTIVE 6.2: Effectively manage state and federal funds to ensure consumers' needs are met and funds are appropriately spent

EXPLANATION: The intent of this objective is for all state and federal funds to be appropriately spent, as well as to identify alternate resources for funding. In addition, the intent is for the funds to be spent on those populations for which the funds were intended.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will continue to participate in monthly Fiscal/Consumer Services meetings to review providers' spending and ensure that appropriate steps are taken to address surplus/deficits and to analyze management policies to reduce and eliminate unspent contracted program funds.

Progress: Staff attended monthly meetings and communicated with providers regarding their planned steps to take to ensure full contract spending.

Program Compliance/Quality Assurance Monitors will continue to implement their portion of the Consumer Activation Protocol to ensure dollars are available to sustain new clients that providers request to be added to programs.

Progress: Consumer Care and Planning staff responded timely to all requests to add clients from the waitlist.

Program Compliance/Quality Assurance Monitors will continue to review providers' surplus/deficit reports monthly and ask for reliable explanations regarding plans to address surpluses or deficits.

IT will engage staff in fully understanding and utilizing equipment.

Fiscal, Organization Compliance and Consumer Care and Planning will complete the procurement of the general revenue RFP and complete contracts with providers.

Progress: Complete.

Agency administration will establish enhanced revenue sources from local, state and federal entities.

Fiscal, Organization Compliance and Consumer Care and Planning will properly administer new funding sources with a high level of compliance.

Progress: CARES Act, Coronavirus Consolidated Appropriates Act, EHEAP American Rescue Plan, and American Rescue Plan funds were contracted with and implemented with providers with a high level of compliance. All of these required providing technical assistance to providers, implementing and reviewing new surplus/deficit reports, implementation of new services and additional monitoring.

Fiscal, Organization Compliance and Consumer Care and Planning will complete the procurement of the Older Americans Act RFP and complete contracts with providers.

Progress: Complete.

The Fiscal Department will provide oversight of all program expenditures to ensure funds are being utilized appropriately.

The Fiscal Department will monitor on a monthly basis revenue and expenditure for each program.

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. will achieve an unqualified (clean) audit opinion for 2021.

Progress: Complete.

The Agency will improve its financial position by reducing debts/obligations.

Progress: Complete.

Executive management will develop a debt repayment plan to reduce financial obligations.

Progress: Complete.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization)'s President and CEO meets with its division's leadership (Vice President of Education and Quality Assurance, Vice President of Finance, Vice President of Human Resources, and Vice President of Grants and Fund Development) monthly, and quarterly jointly with its second tier leadership (Director of the Family Nurse Consultants, Director of Specialized Day Services, Director of Development, and Director of Case Management), to review the financial and grants obligations along with achievements, challenges, goals and objectives and other details so that all funds are expended efficiently, effectively, and within expectations. These meetings are guided by a pre-approved agenda and all attendees receive a report with stated action items discussed and agreed upon and highlighted for follow up and follow through with accountability and transparency. These meeting reports are always available to the Organization's Board of Directors.
- The Organization's Leadership reports on emerging needs within its budget presentation and to be approved if the human and financial resources are available and they fit into its three (3) year strategic plan. If an emerging need becomes critical and is not within the plan, special considerations may be approved following procedures as vetted by the affected Standing Committee(s), and recommendations are forwarded to the governing body for approval, which is the Board of Directors.
- The Organization's (501(c) (3) nonprofit) care model incorporates the fundamentals which adhere to the cost-effective practices at an annual reimbursement rate of approximately \$21,000.00 per patient. This model affords services at a licensed Specialized Day Service Center for five (5) days a week, ten (10) hours daily, and meets the standards mandated within the Specialized Alzheimer's Day Care Act (passed into law on July 1, 2012) License. Presently there are eleven (11) Alzheimer's Day Care Licensed (SDS) centers

operated by the Organization, with a plan to open a twelfth (12) on the Treasure Coast within the next 18 months. Within the AAA's time plan, three (3) more centers are planned to be in operation, focusing on under-served communities.

- Of the Organization's Centers' attendees, more than 70% have a cognition score (capacity eligibility for nursing home placement) of 7 and below, with normal being 15, using the BIMS Tool. Assisted Living Facilities' costs may start at \$5,000.00 monthly up to more than \$15,000.00 monthly, which translates that the SDS centers are the only financially feasible buffer for the 96% of families wanting to keep their loved ones at home for as long as possible. The difference in cost savings for both the families and state/federal agencies (Medicaid) are millions of dollars, and shares the care with families (at night and on weekends) with a high approval rating of excellence and support. Families are involved with the Organization on an average of four (4) to ten (10) years during the duration of the disease process.

Council on Aging of Martin County – COAMC

1. COAMC Case Managers are trained to explore all possible resources, including community resources, available support from family and/or friends and the client's ability to privately pay for services before utilizing state and federal funds for client services.
2. Existing care plans are reviewed semi-annually. When improvements are experienced in a client's ability to perform ADL's and IADL's, or care becomes available through caregivers, care plans are adjusted.
3. On a monthly basis, existing care plan amounts are reviewed to determine if additional clients can be removed from the waitlist for services, to ensure funds are appropriately spent.

Council on Aging of St. Lucie – COASL

Knowledgeable Case Management

Fully expend all funds according to contract requirements

Submit accurate expenditure reports and invoices in the mandated time frames.

Contract annually with an independent auditor to review the Council's fiscal and programmatic compliance.

1. The Case Manager Director will ensure that case management training continues to include tools to enhance interviewing and people skills, needs assessment, cost effective care planning strategies, and community networking.
2. Case Managers will work to identify alternative funding sources prior to accessing DOEA program funds in meeting the client's needs. The Case Manager will explore formal and in-formal resources.
3. All programs are administered in accordance with the current DOEA Client Services Manual and any subsequent Notices of Instruction (NOI).
4. Inactive cases will be closed in a timely fashion to allow for new enrollments.
5. The Council will continue to track new referrals to ensure timely enrollment progress.
6. To ensure accurate expenditure reports, the Council on Aging maintains its own database (PLUMS) which runs in tandem with CIRTS. Service units are reconciled and in balance before they are entered into CIRTS.
7. Vendor contracts address billing due dates and closeout dates to ensure units can be reconciled, entered and invoiced within contractual timelines.
8. The Council on Aging will continue to engage an independent auditor firm to perform annual financial and programmatic audits.

9. The Council on Aging will reconcile service delivery on a weekly basis. After each monthly report cycle, the Program & Finance Director will meet to review and discuss encumbrance reports, outreach, projections, and department issues.
10. The Council on Aging will provide the following services under CCE: Case Mgmt, Case Aide, Adult Day Care, Homemaking, Chore, Companionship, Counseling (Mental Health/Screening), Gerontological Counseling, EAR, Home Delivered Meals, Legal Assistance, Medication Mgmt, Personal Care, Pest Control, Pest Control (Imitation), Pest Control (Initiation), Pest Control (Rodent), in-home respite, Medical Equipment Services & Supplies, and Enhanced Chore.
11. The Council on Aging will provide the following services under ADI: Case Mgmt, Case Aide, In-Facility Respite, In-Home Respite, Medical Equipment, Services & Supplies.
12. The Council on Aging will provide the following services under HCE: Background Screening, Background Screening Retention – Vendor, Basic Subsidy, Case Mgmt, Case Aide, Medical Equipment, Services & Supplies, and Respite

Okeechobee Senior Services

- Review weekly “missed visits” to identify solutions where possible, and to monitor the impact on overall unit production.
- Meet weekly with in-home service provider agencies to identify changing needs of clients served.
- Utilize the monthly Surplus/Deficit reports to identify adjustments to unit production rates based on the projections reflected.
- Utilize internal unit production analysis methodologies to make necessary adjustments to unit production rate(s).
- Utilize collected Co-Pay dollars to expand services.

Utilize observations at required client reviews, input from HDM route drivers and input from in-home service provider agencies to identify where level of services should be adjusted.

Palm Beach County Division of Senior Services

- Continue DOSS’s policy of supervisory review and approval of services prescribed by Case Managers before submitting to vendors
- Conduct monthly meetings with staff: fiscal, operations, administration and quality assurance to assure funds are depleted
- Prepare monthly Surplus/Deficits Reports to assure grant funds are utilized by the end of fiscal year
- Create a plan of action and/or explanation to maximize utilization of services and assure grant funds are utilized by the end of the year
- Continue to utilize the internal case management database – Senior Tracking and Referral System (STARS) to authorize services provided directly by DOSS staff and those provided through vendor contracts
- Continue to utilize STARS Reports to:
 - Project future spending based on amount of services authorized
 - Track year to date grant dollars expended
 - Assure 100% utilization of state, federal and local funds
- Coordinate non-DOEA funded services in conjunction with DOEA funded services at a level for the consumer to remain safe at home
- Continue the volunteer stipend programs to increase in-home services to frail seniors to help deter placement at nursing home and reduce care plan costs

Senior Resource Association – SRA

All invoices submitted to the Finance Department for payment must be approved for payment. Invoices are to be approved by a supervisor, manager, Director, Vice President or CEO/President. Invoices not approved will not be paid. All approved invoices submitted to the Finance Department will be paid according to the terms on the invoice unless otherwise noted. Finance staff reviews to verify allowable expenditures based on CFR, Title 45, Parts 74 and 92, as amended, or if expenditures have been made in accordance with all applicable state and federal rules. Unallowable expenses are not charged to Federal or State grants.

SRA's financial software maintains expenses by account number, services and grants.

SRA conducts an independent annual audit including a single audit in accordance with the provisions of 2 CFR Part 200.

SRA's Finance Committee meets a minimum of nine times a year to review monthly finances and annual budget making recommendations to the Board of Directors.

SRA completes encumbrance reports for Federal and General Revenue grants monthly and submits the reports to the Aging and Disability Resource Center. SRA will continue to analyze surplus/deficit projections, which includes monthly interdepartmental meetings, encumbrance report review and client addition recommendations. Client recommendations are approved by the CEO or CFO.

SRA will employ performance improvement initiatives and technologies to increase service quality, efficiency and data integrity.

SRA will monitor and train vendors for quality assurance purposes.

SRA will continuously monitor management policies and operation procedures to reduce and eliminate unspent funds.

The Volen Center – TVC

A. Care Management staff will develop care plans that integrate non-DOEA funded services whenever possible, utilizing DOEA-funded services (CCE, HCE, ADI) only when necessary.

B. Care plans will specify the number of service units authorized and all service provider bills will be carefully reviewed to ensure that service instructions are precisely and accurately followed so that units not authorized are not paid for with DOEA funds.

DOEA funds will be utilized only for those purposes specified and to the benefit of consumers.

C. Care plans, service purchase orders, service bills, and all client records will be periodically monitored to ensure that appropriate services and service units are being expended.

D. Funding provided through CCE, HCE, and ADI will be budgeted, both by care plan and by program, so that commitments for using funds do not exceed the funds available.

E. Reports will be provided to the AAA as required so that proper oversight can be provided.

F. Use of funds will be planned to ensure that all funds are expended within the grant period.

OUTCOMES:

Alzheimer's Community Care

- Annually, 80% of patients discharged from Alzheimer's Community Care's services do not go into a nursing home.
- Fall incidents at the SDS centers are diminished compared to those at home, with an average of 1 center fall for every 10 reported from home.
- Increase the spousal caregiver's longevity, so they can care for their loved one for as long as possible.
- SDS centers increase the level of patients' shared care with caregivers by 50%.
- Audited financial reports indicate for every \$1.00 donated to the Organization, 92 cents go directly to services and resources.
- 80% of the Organizations' centers are in partnership with local clergy facilities.
- 40% plus patients attending an SDS center are enrolled in the ID Locator Service and have radio frequency transmitter on their person as to increase their safety by 100%. Since 2013, over 800 patients have been served through this service, and 100% of those reported elopements were found quickly, safely and alive.

Note: The AAAs will not be monitored on the measures listed in italics, though the AAA must still include strategies to address them in this section.

- *Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups*
- *Average time in the Community Care for the Elderly program for Medicaid Waiver probable customers*

DOEA Internal Performance Measures:

- Percent of co-pay goal achieved
- Percent of state and federal funds expended for consumer services

OUTPUTS:

Palm Beach County Division of Senior Services

- Serve 450 clients through Federal, State and local funding during the contract year
- Provide 200,000 hours of in-home services during the contract year
- Provide 13,000 volunteer service hours during the contract year
- Serve 110,000 home delivered meals during the contract year
- Provide 25,000 hours of ADC/RESF during the contract year

OBJECTIVE 6.3: Ensure that providers continue to strengthen the disaster preparedness plans to address specific needs of elders

EXPLANATION: Strategies may include the development of formal agreements with local, state, and federal entities that provide disaster relief and recovery. Consideration should also be given to the planning and identification of consumer needs, the availability of special needs shelters in times of disaster, and educating clients on the importance of pre-registering for special needs shelters. Examples of actions may include the dissemination of evacuation zone rosters and maps to staff and partners, to ensure client locations are known for preparation and relief efforts.

STRATEGIES/ACTION STEPS:

Program Compliance/Quality Assurance Monitors will review providers' disaster preparedness plans annually to ensure they comply with the requirements in the DOEA Programs and Services Handbooks.

Progress: Disaster Plans have been reviewed annually.

Consumer Care and Planning will update client information in DOEA evacuation zone rosters.

Progress: Client information for DOEA evacuation zone rosters has been updated annually.

Consumer Care and Planning will disseminate evacuation zone rosters and maps to staff and partners, to ensure client locations are known for preparation and relief efforts.

Progress: Evacuation zone rosters and maps have been disseminated to contracted providers annually.

Contracted Providers Strategies and Action Steps

Alzheimer's Community Care

- Alzheimer's Community Care (Organization) provides nurses, staff and trained volunteers to work in Palm Beach County Special Needs Shelter II that accommodates patients and their caregivers to seek shelter during a category 3 or plus hurricane.
- The Organization provides training when requested to the Health Department, the Emergency Operations Center's staff, and the Palm Beach County Social Services departments on how to recognize Alzheimer's disease and other neurocognitive disorders for patients and their caregivers staying in a special needs shelter.
- The Organization's trained personnel oversees the registration for families, puts them in their locations where there are cots and provides other resources that they may require during their stay at the shelter.
- The Organization's staff are advocates on behalf of the families, oversees their needs throughout their stay in shelter, and helps them with discharging procedures, so they can go home by either driving their own car or taking the community transportation vehicles that have been provided to them.
- The Organization's personnel help with providing meals, water, etc., access to hygiene resources and duties, bathroom supervision, and maintain both caregiver and patient's safety while they're at the shelter. The

Organization's personnel are available to shelter staff and medical providers when a question on medications are requested, as many do not know the medications that are specifically prescribed for those with memory loss.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 6.4: Accurately maintain the Client Information and Registration Tracking System (CIRTS) data

EXPLANATION: The intent of this objective is to ensure that data is entered accurately in CIRTS and that data is updated in a timely manner as to reflect changes. Examples of quality assurance actions may also include the AAA working to ensure that addresses for active clients were entered by staff and partners into CIRTS accurately and in the most effective format or to make corrections if a client location cannot be identified, to ensure that individuals' home addresses have the highest likelihood of being properly located and mapped by the Department to identify their assigned evacuation zone.

STRATEGIES/ACTION STEPS:

Program Compliance/Quality Assurance Monitors will routinely review ACTV Clients with No Services in 14 Months and Clients Served Not Enrolled. Schedules are documented in the Program Compliance/Quality Assurance Monitor's calendar at the start of each year.

Progress: Both reports were reviewed monthly throughout 2021.

Steps to Complete in 2023: Consumer Care and Planning staff will participate in eCIRTS SuperUser meetings and stay current on when these reports will be available through eCIRTS.

Program Compliance/Quality Assurance Monitors will require Outcome Measure Reports from providers monthly with explanations for those instances that fall outside the acceptable range.

Progress: Outcome Reports were reviewed monthly throughout 2021.

Steps to Complete in 2023: Consumer Care and Planning staff will participate in eCIRTS SuperUser meetings and stay current on when these reports will be available through eCIRTS.

APS Exception Reports will be reviewed monthly by providers and Program Compliance/Quality Assurance Monitors.

Progress: APS Exception Reports were reviewed monthly throughout 2021.

Steps to Complete in 2023: Consumer Care and Planning staff will participate in eCIRTS SuperUser meetings and stay current on when APS Exception Reports will be available through that technology.

Program Compliance/Quality Assurance Monitors will require providers to run the following reports for the period from January 1st through the 28th of the current month. Providers will be required to review and correct them and forward the final reports with any needed explanation to the Program Compliance/Quality Assurance Monitors by the 5th of the following month.

- 1) Assessment Due Report

2) Clients With No Care Plan

3) New Active Enrollees By Assessment Rank

Progress: These reports were reviewed monthly throughout 2021.

Steps to Complete in 2023: Consumer Care and Planning staff will participate in eCIRTS SuperUser meetings and stay current on when these reports will be available through eCIRTS.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 6.5: Promote volunteerism by and for seniors when possible

EXPLANATION: The intent of this objective is to detail how incorporating volunteers might extend the AAA's capacity to provide services.

STRATEGIES/ACTION STEPS:

The Foster Grandparent Program will continue to recruit and increase awareness of volunteer opportunities for low-income seniors to mentor and tutor children with special needs in the public school classrooms.

Progress: Modified programming to include virtual participation.

Progress: Three-year grant renewal with Americorps Seniors.

Healthy Living will work to rebuild the volunteer base through recruitment at Volunteer Fairs and take a more active role in encouraging participants who have benefited from the programs to become workshop leaders.

Progress: Healthy Living has updated all volunteer websites and has engaged participants in training of workshops.

The Elder Rights department will continue to recruit new volunteers, work to retain existing volunteers, and increase public awareness of volunteer opportunities for people interested in volunteering to provide Abuse, Neglect and Exploitation presentations and assist senior crime victims ages 60 and older and adults with disabilities with the Office of the Attorney General's Victim Compensation Program.

The Elder Rights Center will work with HR to investigate and pursue the possibility of developing an internship program to procure bachelor's or master's level student interns in fields such as criminal justice, social work, gerontology, and legal studies.

OUTCOMES:

<Enter Text Here>

DOEA Internal Performance Measures:

- Develop strategies for the recruitment and retention of volunteers

OUTPUTS:

<Enter Text Here>

GOAL 6: Maintain effective and responsive management

OBJECTIVE 6.6: Adhere to OAA requirements for developing and administering the Area Plan

EXPLANATION: The Older Americans Act requires that the council shall advise the agency relative to:

- (1) Developing and administering the area plan;
- (2) Conducting public hearings;
- (3) Representing the interest of older persons; and
- (4) Reviewing and commenting on all community policies, programs and actions which affect older persons with the intent of assuring maximum coordination and responsiveness to older persons.

STRATEGIES/ACTION STEPS:

- The Advisory Council Planning Committee will review staff progress on Area Plan strategies and action steps as well as any proposed changes. The Committee will share appropriate updates with the Advisory Council.
- The Advisory Council Planning Committee will review the SWOT analysis to determine progress made and to identify potential strategies and action steps for the next cycle Area Plan.
- The Advisory Council Planning Committee will review new data regarding demographics and needs assessments on an ongoing basis to determine impact on the next cycle Area Plan

Progress: New needs assessments are reviewed bi-monthly.

- Advisory Council Committee Chairs will ensure Advisory Council Committee work plans are consistent with the Area Plan and that all progress and any changes are reported for updates to the Area Plan.
- The Planning Committee will review DOEA proposed revisions to the Agency's 2021 Area Plan and revisions and make recommendations to the Advisory Council regarding their acceptance/rejection.

Progress: The recommendations were reviewed. The Planning Committee has reviewed their proposed inclusion in the 2022 Area Plan Program Module.

- The Advisory Council Membership Committee will continue to seek to recruit diverse and experienced community professionals, advocates and consumers that meet Council requirements contained in the Older Americans Act.
- The Planning Committee will advise the Director of Consumer Care and Planning regarding input about the needs of seniors for the United Way of Palm Beach County Hunger Relief Project and Healthier Boynton Beach.

Progress: Input has been received and relayed.

- The CEO and Advisory Council will promote a legislative agenda to benefit Florida seniors.

Progress: The Agency CEO coordinates legislative activities through the Florida Association of Area Agencies on Aging (F4A). During 2022, the Area Agencies promoted enhancing ADI contract management and increasing funding under Community Care for the Elderly (CCE) and Alzheimer's Disease Initiative (ADI).

Progress: The Advisory Council includes an advocacy in each agenda and assists the Agency with promotion through Aging Network contacts.

OUTCOMES:

OUTPUTS:

Goal 7: Co-establish and participate in at least one Dementia Care and Cure Initiative (DCCI) Task Force in your Planning and Service Area (PSA).

OBJECTIVE 7.1: ▲ Coordinate with the Memory Disorder Clinic (MDC) and local community leaders in Alzheimer’s disease and related dementias (ADRD) in your area to create a DCCI Task Force.

EXPLANATION: The primary intent of this objective is to form a Task Force to increase awareness of dementia and services and support for those living with dementia, along with their families and care partners, through public and private partnerships. The Task Force shall accomplish this through strategic planning and implementation of outreach and educational programs, partnerships with community leaders, and action-oriented plans.

STRATEGIES/ACTION STEPS:

Consumer Care and Planning will work with Palm Beach Neuroscience Memory Disorder Clinic and Louis and Anne Green Memory & Wellness Center to create at least one DCCI Task Force in the Planning and Service Area

Progress: As part of the Palm Beach County DCCI Task Force Consumer Care and Planning and the Helpline helped to establish the Inventory and Dementia Sensitivity Training Subcommittees on the Task Force.

Progress: Re- Started the Palm Beach County DCCI Task Force

Progress: Completed the 2020 Action Plan for the Palm Beach County DCCI Task Force

Progress: The Helpline Facilitated the DCCI Resource Committee to address a tool to provide awareness of services and supports. In conjunction with the committee a tool to include resources and support groups for caregivers was developed and distributed.

Progress: Consumer Care and Planning participated on the Martin County Hugs workgroup.

Consumer Care and Planning will increase awareness of dementia and services through participation on community health needs assessments committees and community health improvement plans.

Consumer Care and Planning will share information on current community collaborations in each county of the PSA with the DCCI Task Force in order to promote outreach and educational programs.

Contracted Providers Strategies and Action Steps

Alzheimer’s Community Care

- Alzheimer’s Community Care (Organization) strategically creates standing committees, advisory councils, initiatives with community leaders such as the HUGS program, with action-oriented plans, agendas, services and resources incorporating the ADRCs, DCF, APS, local foundations’ initiatives, law enforcement, first responders, academia, federal and state initiatives, and health and human networks within all its service areas.
- The Organization would be most helpful in assisting the ADRCs for establishing a public sector DCCI.

- The Organization could easily provide recommendations for action-oriented plans as well turn those plans into solutions for the 70,000 plus projected diagnosed patients living within PSA (numbers understated).
- The Organization would be of help in planning the strategies for creating and establishing a Task Force that would identify the pre, during and post candidates for enlisting persons from government, business, medical, non-profit and for-profit systems/providers/industries.

OUTCOMES:

Alzheimer's Community Care

- To establish a DCCI Task Force that will be effective and identify an action-oriented plan that will be meaningful, accountable with goal driven, effective, far-reaching, inclusive, pragmatic in its approach to care and treatment, and have a lasting effect on society.

OUTPUTS:

<Enter Text Here>

OBJECTIVE 7.2: ▲ Collaborate with Task Force members to designate community entities as Dementia-Caring.

EXPLANATION: The primary intent of this objective is to provide free dementia sensitivity trainings to government and public service agencies, community entities, caregivers and families, first responders, health care professionals, businesses, and community organizations with dementia sensitivity trainings that will allow recipients to receive the designation of being Dementia-Caring.

STRATEGIES/ACTION STEPS:

- Collaborating with the DCCI Task Force, Consumer Care and Planning will share with Palm Beach County League of Cities and Treasure Coast League of Cities the availability of free dementia sensitivity trainings

Steps to Complete in 2023: Palm Beach County DCCI Task Force to develop dementia sensitivity trainings.

- Collaborating with the DCCI Task Force, Consumer Care and Planning will share with the United Way of Palm Beach County and the United Way of St. Lucie County the availability of free dementia sensitivity trainings.

Steps to Complete in 2023: Palm Beach County DCCI Task Force to develop dementia sensitivity trainings.

- Collaborating with the DCCI Task Force, Consumer and Planning will share with the Indian River County Senior Collaborative, Palm Beach County Community Revitalization Team, Healthier Boynton Beach, and the Palm Beach Coalition Health Services Advisory Group the availability of free dementia sensitivity trainings.

Steps to Complete in 2023: Palm Beach County DCCI Task Force to develop dementia sensitivity trainings.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 7.3: ▲ Promote DCCI education and outreach activities throughout your PSA.

EXPLANATION: The primary intent of this objective is to spread awareness and sensitivity about dementia throughout your PSA to encourage safe and inclusive communities for all who seek to continue to be engaged throughout their lifetime, and by linking those living with dementia, their families, and care partners to local resources.

STRATEGIES/ACTION STEPS:

The Director of Agency Compliance will engage Advisory Council members in spreading awareness and sensitivity about dementia.

Progress: The Advisory Council has been informed of the DCCI initiative and encouraged to promote it in the community.

The Director of Agency Compliance will engage Advisory Council members in sharing local resources with those living with dementia, their families and care partners.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

OBJECTIVE 7.4: ▲ Identify areas of need within the ADRD community throughout your PSA.

EXPLANATION: The primary intent of this objective is to advocate for those living with dementia and recognize ways the Task Force can get involved in the community.

STRATEGIES/ACTION STEPS:

The Director of Consumer Care and Planning will share zip code data of seniors with cognitive issues with the DCCI Task Force in order to reach affected populations.

The Director of Consumer Care and Planning will share the Community Collaborations portion of this Area Plan with the DCCI Task Force and help to coordinate ways that the Task Force can also participate in these community collaborations.

OUTCOMES:

<Enter Text Here>

OUTPUTS:

<Enter Text Here>

PSA 9 - Lessons Learned in Response to COVID-19

Did you identify any best practices within your PSA?

- Throughout the pandemic, PSA 9 has maintained a high level of communication and transparency with providers. As soon as information was available, our team provided clear guidance to the providers. The very high level of trust was formed with providers and every provider in the service are felt supported throughout the pandemic.
- Delivery of evidence based programs on a virtual platform.
- Virtual presentations for Abuse, Neglect and Exploitation professional trainings and community presentations.
- Foster Grandparent Program staff stayed well connected and informed via Facetime or Zoom. Many senior volunteers with the Foster Grandparent Program have learned how an iPad can connect them to friends, family, classrooms and the world. The effect has been to reduce social isolation and loneliness not just during the pandemic, but always.
- Successfully moving all client and volunteer interaction to remote during Pandemic

b. What challenges did you face and how did you address them?

- The ability to work remotely was not an easy task for PSA 9. Large investments in technology was made in prior years but they assumed associates would be working in an office setting. At the start of the pandemic, very few mobile devices were available to associates. PSA 9 reached out to local foundations and received strong support to financially support moving our helpline virtually. This included laptops, head set and soft phones. The Foundation support also enabled PSA 9 to satisfy local match under the grant. FPL also donated more than 30 reconditioned laptops.
- As seniors remained at home, the need for home delivered meals grew. There were potential concerns about supplier's ability to keep up with demand and the desire for seniors to have fresh cooked meals. PSA 9 defined a restaurant initiative in collaboration with Too Jays and lead providers to create fresh meal packs which could feed seniors for 2 weeks. These meal packs were loaded into the cars of seniors with transportation as "drop and go" meals. For seniors without transportation, the meals were provided as home-delivered meals.
- The direction and guidance from the department happened quickly and at times without formal documentation. PSA-9 documented various direction and provided written guidance to our providers with a running log of technical assistance. This document was eventually used by F4A to create a record for all of the Area Agencies in Florida. When there was uncertainty, PSA 9 provided technical assistance.
- Governance at times was more difficult with board members hesitant to attend in person meetings. The State of Florida executive order assisted with removing requirements under sunshine. Once the order expired, PSA 9 amended by-laws to allow for virtually meetings under an emergency declaration. Now that Florida is no longer under an emergency declaration, it's been more challenging.

- Similar to DOE's weekly meetings with Area Agencies, our Agency held weekly meetings with providers. This allowed us to keep up-to-date on their status so that we could communicate it to Helpline staff and the Board of Directors. It allowed us to quickly learn of their unmet needs and to communicate it up the chain to DOE staff and the EOC.
- Technology amongst some of the community partners of Elder Rights was a challenge. Most community partners were just setting up modes of working remote and virtual atmospheres which led to some community partners not being equipped to host virtual presentations as they would have in person.
- There were also challenges with program participants not being computer savvy. With the Veteran's Directed Home and Community Based Services program most participants in the program were not computer savvy and onboarding virtually delayed enrollment at times. Though Healthy Living's Evidence-Based programs were permitted to be offered virtually, additional time had to be spent before workshops tutoring the participants how to connect virtually.
- The Foster Grandparent Program faced the challenge of schools offering only on-line classes. The Program needed to offer and provide alternative means of service for the volunteers. AmeriCorps grant augmentation funding allowed the Program to purchase iPads for many of the volunteers. The Coordinators became proficient iPad instructors and facilitated alternative service as schools and teachers were willing.
- The Foster Grandparent volunteers experienced fear, loneliness and unmet needs as they sheltered in place at the beginning of the pandemic. The Volunteer Coordinators focused on maintaining contact with each volunteer and addressing unmet needs. Eventually in-person visits and training sessions were and are held in outdoor venues with masks and distancing.
- During pandemic precautions, Helpline staff lost all opportunities for in-person outreach. Our SHINE department faced a loss of volunteers, some who had a disinterest in working remotely. We continued to engage clients and volunteers by offering counseling and team building virtually.

c. What new ideas or processes helped your PSA successfully and efficiently provide services to older adults and their caregivers?

- Shifting evidence based educational programs to a virtual platform was well received and enabled the PSA to continue the delivery of programming.
- Telephone reassurance calls proved to be valuable and assisted seniors with accessing vaccinations and other services available.
- The release of the waitlist for home delivered meals was a large benefit in the local community.
- The Foster Grandparent Volunteer Coordinators were diligent about making frequent reassurance calls (and in-person visits when safe) to the senior volunteers. In addition to helping prevent isolation and loneliness, unmet needs were assessed and resolved.

- Helpline staff found it essential to tighten up internal communication processes, while having staff working remotely. This ensured important client information and resources were still being shared amongst staff.

d. What did you learn about your PSA (AAA, providers, community partners, clients, etc.) while responding to the pandemic?

- Our providers demonstrated an outstanding ability to be flexible and make decisions in the best interest of their clients and caregivers. Our providers did not hesitate to make decisions and implement new processes. Across all providers, the goal was to support the seniors in whatever setting made sense.
- PSA 9 providers maintained adult day care for those with dementia throughout the pandemic. While there was time when services needed to be disrupted because of a potential COVID exposure, providers executed containment plans and resumed operation quickly.
- PSA 9 enjoyed tremendous support by our partners and in particular local funders. The local foundations had discontinued funding of the Agency due to the financial mismanagement prior to COVID. All foundations locally provided support and some waiving their policies on accreditation status.
- When working together we can overcome barriers. For example in the Veteran's Directed Home and Community Based Services program, some veterans had to enlist help from younger family members to assist with onboarding.
- The Foster Grandparent staff learned that many of our limited income senior volunteers were able to overcome anxiety about working with new technology (specifically iPads) in order to participate and contribute to Google Classrooms and tutor young students.
- While operating during the pandemic, the Helpline learned it was key to remain flexible, adaptive and accommodating to last minute changes in procedures as well as remain prepared to help with new issues that arise.

e. What would you do the same?

- Largely, all of the activities implemented supported the needs during the pandemic.
- The Foster Grandparent Program is proud of the Coordinators and the volunteers who adapted to a digital means of service and would proceed in the same manner.
- Regardless of whether sheltering in place continues or not, there is a need to have virtual offerings of Evidence-Based programs for those seniors and caregiver who may not be able to leave their homes. It is important that we adapt to the needs of these socially-isolated populations in order for them to access the programs.
- The Helpline would focus on increasing communication, utilizing more virtual technology, stay up to date with client unmet needs, studying trends on the types of services needed during Pandemic.

f. What would you do differently?

- For some of our programs, had we known the pandemic was going to last for such a length of time, we would have acted more quickly to acquire and train on technology.
- Expect the unknown and not have any expectations on the length of the Pandemic.

PSA 9 Activities Celebrating 30 years:

- Secretary Branham hosted a highly successful press conference to commemorate the 30 years serving Florida seniors in February 2022. The Agency maintains a link to the press conference on our public internet to recognize the accomplishments and promote the Department of Elder Affairs.
- The Agency has shared information with all of our associates on the 30-year milestone.
- The Agency plans to profile the Department's 30 years of service in the September newsletter.
- The Agency plans to host the Secretary Branham in November 2022. The details of the itinerary are to be developed.

PSA 9 Plans for the next 30 years:

- Continue to provide a level of service in the community that cares for the highest priority seniors and expand to lower priority seniors subject to funding.
- Develop strategies and interventions that may serve the large number of lower priority seniors which may assist them with aging in place and slow the progression of care needs and adverse health outcomes.
- Continue to promote and participate in initiatives such as the Dementia Care and Cure Initiative to increase the awareness, care, and cure of individuals with dementia and Alzheimer's.
- Each year, early-onset dementia and Alzheimer's disease affect the daily lives of a growing number of Americans under 65. As measured by the Blue Cross Blue Shield (BCBS) Health IndexSM in 2017, about 131,000 commercially insured Americans¹ between the ages of 30 and 64 were diagnosed with either condition. The Agency and Aging network will need to develop strategies for this expanding population.
- Advocate for additional federal funding to allow seniors to remain independent in their homes and promote the financial advantage of home and community-based services versus facility-based care.
- Continue to promote community support systems that enable seniors to live independently and age in home and community-based settings with proper support (affordable housing, transportation, home based services).

APPENDIX B

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME CoAMC - Council on Aging of Martin County

SEMI-ANNUAL PERIOD 2021- January - June

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Medical assistance	1/4/2021	COAMC	1	Free medical assistance	Referral to Volunteers In Medicine
Free burial assistance	1/4/2021	COAMC	1	Free burial assistance	MCHHS cremation service for low income
Electric bill assistance	1/5/2021	COAMC	1	Financial assistance	EHEAP program
Counseling referral1/5/2021	1/6/2021	COAMC	1	Counseling referral	Names of licensed therapists that accept callers insurance
Tax assistance	1/7/2021	COAMC	1	free or low cost tax service Irs.gov, HR block	referral to irs.gov, HR Block
Transportation info	1/15/2021	COAMC	1	low cost transportation	Mailed MCC application
Home Health aide info	1/25/2021	COAMC	1	Requested names of home health agencies	Provided list of area licensed HH agencies
COVID vaccine info	2/2/2021	COAMC	1	seeking covid vaccine	made appointment for caller COAMC Day Medical Center
Food assistance	2/4/2021	COAMC	1	food assistance, MOW	MOW, ADRC Helpline #

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Caregiver support	2/9/2021	COAMC	1	referral	Onsite LCSW, dementia specialist
Financial assistance	2/21/2021	COAMC	1	financial assistance	EHEAP program
Legal	2/23/2021	COAMC	1	referral	FL Rural Legal Services
COVID vaccine info	3/1/2021	COAMC	1	seeking covid vaccine	Placed on waitlist for vaccine
Transportation info	3/2/2021	COAMC	1	low cost transportation sr. door to door	Mailed application for Martin Community Coach
Services/info alzheimer's	3/9/2021	COAMC	1	information for relative	referral-ADRC # and COAMC Day Club referral
Free tax assistance	3/16/2021	COAMC	1	referral	AARP local tax office #
Lonely Senior	3/16/2021	COAMC	1	referral	211 Sunshine call
Medicare advice	3/18/2021	COAMC	1	referral	ADRC # SHINE counselor
General senior services	3/31/2021	COAMC	1	referral	ADRC #
Low cost dental work	4/1/2021	COAMC	1	referral	Christian Community Dental Care phone #
Services/dementia	4/5/2021	COAMC	1	referral	Access FI # for food stamps, Neurologist #, ADRC Helpline #
Covid vaccine-homebound	4/12/2021	COAMC	1	referral	FL homebound covid vaccine program phone #
Free walker	4/13/2021	COAMC	1	medical supply	provided free walker from supply closet
financial assistance	4/14/2021	COAMC	1	referral	Martin County Human Services/SHIP program
pantry assistance	4/16/2021	COAMC	2	food assistance	2 COA pantry boxes given
Hurricane preparedness	5/1/2021	COAMC	1	referral	phone number provided to sign up for special needs shelter

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
financial assistance	5/2/2021	COAMC	1	financial assistance	new locks paid for from COAMC private donated funds
Alzheimer's info	5/11/2021	COAMC	1	referral	in house counselor Donna True LCSW and Home Health Aide list
Grief counseling	5/14/2021	COAMC	1	referral	Treasure Coast Hospice
Low cost transportation	5/17/2021	COAMC	1	Sr. transportation	mailed application MCC
Financial assistance	5/28/2021	COAMC	1	new central ac systemEHEAP program,	EHEAP program,COAMC private donated funds
Food assistance	6/1/2021	COAMC	1	food assistance, MOW	ADRC Helpline #, MOW
Food assistance	6/4/2021	COAMC	1	food assistance, MOWADRC Helpline #, MOW	
Financial assistance	6/15/2021	COAMC	1	broken refrigerator	Provided new refrigerator-private donated funds COAMC
moving-services in other county	6/21/2021	COAMC	1	referral	ADRC Helpline #
Information-services for dementia	6/24/2021	COAMC	1	referral	ADRC Helpline #, Day Club COAMC

OAA Targeted Categories Council on Aging of Martin County January 2021-June2021				Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas				1
Low-income older individuals				37
Low-income minorities				
Older individuals with the greatest social need				
Older individuals with severe disabilities				
Older individuals with limited English proficiency				1
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)				1
Older individuals at risk for institutional placement				1
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction				1
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities				0
Caregivers who are older individuals with greatest social need				
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)				1
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.				
TOTAL: Please note several clients fall into more than one category				43

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME CoAMC - Council on Aging of Martin County

SEMI-ANNUAL PERIOD 2021- July - December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Facebook Live Event with Senior Services Navigator	9/30/2022	Online originating from 34997 Council on Aging of Martin County	13	referrals	Obtaining free meals on wheels, EHEAP program, list of Home health agencies in the area, Area Agency on Aging phone number
Outreach to promote Senior Services we provide	11/3/2021 10/22/2021	Martin County Library System/Blake Library branch Stuart, FL 34997	10	referrals	Donna True-LCSW caregiver support meetings, information on EHEAP program, Meals on Wheels
Outreach to promote Senior Services we provide	12/7/2021	Martin County Library System Robert Morgade branch Stuart, FL 34997	12	referrals	calendar of events, exercise classes, Area Agency on Aging phone number Obtaining free meals on wheels, EHEAP program, list of Home health agencies in the area, Area Agency on Aging phone number SHINE program phone number, Area Agency on Aging phone number, calendar of events, membership, how to obtain meals on wheels Day Medical Center referral

OAA Targeted Categories Council on Aging of Martin County July 2021-December 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	1
Low-income older individuals	47
Low-income minorities	11
Older individuals with the greatest social need	33
Older individuals with severe disabilities	17
Older individuals with limited English proficiency	1
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	1
Older individuals at risk for institutional placement	1
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	1
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	0
Caregivers who are older individuals with greatest social need	1
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	1
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	1
TOTAL: Please note several clients fall into more than one category	116

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME CoAS: - Council on Aging of St. Lucie
SEMI-ANNUAL PERIOD 2021- January – June

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
TC Hospice Presentation	1/15/2021	Fort Pierce - 34981	5	All COASL Services
Craft & Goody Drive Thru	1/28/2021	Port St. Lucie - 34984	25	All COASL Services
Craft & Goody Drive Thru	1/29/2021	Fort Pierce - 34950	20	All COASL Services
Concerned Citizens Meeting	2/4/2021	Fort Pierce - 34950	20	All COASL Services
Chamber Networking Mtg	2/9/2021	Fort Pierce - 34982	50	All COASL Services
Council on Social Agencies	2/17/2021	Virtual	Virtual Audience	All COASL Services
Snow Cone & Hog Dog Event	2/25/2021	Port St. Lucie - 34984	20	All COASL Services
Chapters Hospice Present	2/25/2021	Port St. Lucie - 34986	5	All COASL Services
Snow Cone & Hog Dog Event	2/26/2021	Fort Pierce - 34950	30	All COASL Services
Concerned Citizens Meeting	3/4/2021	Fort Pierce - 34950	20	All COASL Services
Chamber Networking Mtg	3/9/2021	Fort Pierce - 34982	50	All COASL Services
Palm Gardens Presenation	3/11/2021	Port St. Lucie - 34952	6	All COASL Services
The Palms of St. Lucie Event	3/18/2021	Port St. Lucie - 34986	20	All COASL Services
Chamber Business Bowl	3/23/2021	Port St. Lucie - 34986	50	All COASL Services
WellMed Drive Thru Event	4/2/2021	Fort Pierce - 34982	20	All COASL Services
Chamber Networking Mtg	4/13/2021	Fort Pierce - 34982	70	All COASL Services
Chamber Business Bowl	4/27/2021	Port St. Lucie - 34986	50	All COASL Services
Chamber Networking Mtg	5/11/2021	Fort Pierce - 34982	60	All COASL Services
National Elder Law Event	5/12/2021	Fort Pierce - 34981	40	All COASL Services
FSU Comm Presentation	5/21/2021	Fort Pierce - 34981	19	All COASL Services
Chamber Sensivity Training	6/3/2021	Fort Pierce - 34981	35	All COASL Services
Madison Vines Health Fair	6/4/2021	Fort Pierce - 34982	25	All COASL Services
WellMed & CoASL Hurr Event	6/9/2021	Port St. Lucie - 34984	20	All COASL Services
WellMed & CoASL Hurr Event	6/10/2021	Fort Pierce - 34950	25	All COASL Services
Well Care Hurricane Event	6/18/2021	Port St. Lucie - 34984	25	All COASL Services
Chamber Business Bowl	6/22/2021	Port St. Lucie - 34986	60	All COASL Services

OAA Targeted Categories Council on Aging of St. Lucie County January 2021-July 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	25
Low-income older individuals	150
Low-income minorities	100
Older individuals with the greatest social need	100
Older individuals with severe disabilities	20
Older individuals with limited English proficiency	20
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	30
Older individuals at risk for institutional placement	10
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	10
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	5
Caregivers who are older individuals with greatest social need	50
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	25
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	10
TOTAL * Reached 770 indivudals during January 2021 - June 2021 through outreach	555

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME **COASL - Council on Aging of St. Lucie**

SEMI-ANNUAL PERIOD **2021- July – December**

Type of Event or Activity	Date	Location {Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
TC Crime Stoppers Meeting	7/16/21	Port St. Lucie - 34952	30	All COASL Services
SLC Health, WellneSs Fair	7/21/21	Fort Pierce- 34982	200	All COASL Services
R.I.C. H. House Opening	7/28/21	Fort Pierce-34950	200	All COASL Services
Villa Seton Hurricane Event	7/28/21	Port St. Lucie-34953	25	All COASL Services
TC Hospice Presentation	8/4/21	Fort Pierce - 34981	20	All COASL Services
Ft . Pierce Womans Club	8/6/21	Fort Pierce - 34981	30	All COASL Services
Chamber Networking Event	8/10/21	Fort Pierce - 34982	70	All COASL Services
Great Federation of Women	8/19/21	Port St. Lucie - 34984	3	All COASL Services
Fall into Health EXPO	9/14/21	Fort Pierce - 34982	40	All COASL Services
Vitalia Community Fair	9/18/21	Port St. Lucie - 34987	75	All COASL Services
Tall Pines Presentcrtion	9/30/21	Fort Pierce - 34946	25	All COASL Services
Senior Networking Meeting	10/13/21	Port St. Lucie - 34952	40	All COASL Services
Golden Ponds Presentation	10/21/21	Fort Pierce - 34945	25	All COASL Services
PSL Craqzy Quilters Present	11/17/21	Port St. Lucie - 34952	80	All COASL Services
TC Crime Stoppers Meeting	11/19/21	Port St. Lucie - 34952	30	All COASL Services
Concerned Citizens Meeting	12/2/21	Fort Pierce - 34950	25	All COASL Services
Senior Networking Meeting	12/8/21	Port St. Lucie - 34952	30	All COASL Services
Chamber Net work i Event	12/14/21	Fort Pierce - 34982	70	All COASL Services

OAA Targeted Categories Council on Aging of St. Lucie July 2021-December 2021		Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas		50
Low-income older individuals		200
Low-income minorities		150
Older individuals with the greatest social need		150
Older individuals with severe disabilities		20
Older individuals with limited English proficiency		20
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)		50
Older individuals at risk for institutional placement		20
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction		30
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities		5
Caregivers who are older individuals with greatest social need		100
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)		25
Caregivers who are older individuals who provide care to Individuals with severe disabilities, including children with severe disabilities.		10
TOTAL • Reached 1,018 individuals during July 2021-December 2021 through Outreach		830

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME SRA – Senior Resource Association

SEMI-ANNUAL PERIOD 2021- January – June

Type of Event or Activity	Date	Location (Including Zip Code)	# of Partici- pants	Individual Service Needs Identified	Referral Sources or Information Provided
Direct Marketing- Social Media Facebook Post	2/1/2021	ONLINE	634	Transit Informa	TRNSP
Direct Marketing- Social Media Facebook Post	2/2/2021	ONLINE	164	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	2/5/2021	ONLINE	277	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	2/12/2012	ONLINE	125	Silver Tones	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	2/26/2021	ONLINE	341	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/1/2021	ONLINE	106	Silver Tones	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/3/2021	ONLINE	96	MOW	MOW
Direct Marketing- Social Media Facebook Post	3/4/2021	ONLINE	106	MOW	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/5/2021	ONLINE	84	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/10/2021	ONLINE	353	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/11/2021	ONLINE	55	BINGO Event	MOW
Direct Marketing- Social Media Facebook Post	3/12/2021	ONLINE	89	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	3/12/2021	ONLINE	42	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
COVB March for Meals Proclamation		32960	50	MOW	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
BOCC- IRC March for Meals Proclamation	3/9/2021	32960	50	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Sebastian Mach for Meals Proclamation	3/1/2021	32948	50	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Fellsmere March for Meals Proclamation	3/11/2021		15	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Vero Beach Business ConneXions	3/23/2021	32960	15	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber Job Fair	3/29/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
SRA Brochure Outreach- Sebastian River Medical	2/2/2021	32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Perkins Medical Supplies		32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Sebastian River Dialysis		32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Radio Advertising- Christian FM	March	Treasure Coast	15000	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/1/2021	ONLINE	207	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
VanDYke Wines- SRA Benefit	4/3/2021	32963	150	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/3/2021	ONLINE	75	EVENT	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/5/2021	ONLINE	100	Shopping	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/7/2021	ONLINE	3,200	DME	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/7/2021	ONLINE	232	MOW	MOW
Direct Marketing- Social Media Facebook Post	4/12/2021	ONLINE	106	EHEAP	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/19/2021	ONLINE	142	BINGO Event	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/21/2021	ONLINE	130	SRA	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/22/2021	ONLINE	120	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/23/2021	ONLINE	301	Volunteer	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	4/26/2021	ONLINE	200	MOW Volunte	MOW
Direct Marketing- Social Media Facebook Post	4/27/2021	ONLINE	188	SRA	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
Direct Marketing- Social Media Facebook Post	4/30/2021	ONLINE	233	MOW Volunte	MOW
Earned Media- Vero News/ 32963	April	32963	15000	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Earned Media- Vero News/ 32963	April	ONLINE	207	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Vero Beach Social Tea Club	April	32962	40	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber Business at Breakfast	4/21/2021	32960	25	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber 99th Annual Awards Ceremony		32963	100	ALL	SRA
IRC Chamber - Paddles by the Sea Ribbon cutting	4/29/2021	32963	25	ALL	SRA
IRC Chamber Ambassador Meeting	4/29/2021	32960	10	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Women's Wealth & Health Expo (Gifford)	4/24/2021	32967	45	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Junior League fo Indian River- General Membership Meetin	4/15/2021	32960	20	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Young Professionals Network- Advisory Board Meeting	4/1/2021	32960	5	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber Ambassador Meeting	4/4/2021	32960	10	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- GYAC	4/16/2021	32967	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- IRC Health Department	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- IRC Utilities Department	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Carole Jean Jordan Tax Collectors	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- United Against Poverty	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
SRA Brochure Outreach- Promenade Assisted Living	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach-Perkins Medical Supplies	4/16/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- A Loving Family	4/16/2021	32962	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Family Extended Care	5/11/2021	32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Pelican Landing ALF	5/11/2021	32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Pelican Garden ALF	5/11/2021	32948	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Radio Advertising- Christian FM	April	Treasure Coast	15000	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/6/2021	ONLINE	300	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/9/2021	ONLINE	217	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/14/2021	ONLINE	267	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/15/2021	ONLINE	79	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/18/2021	ONLINE	153	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/19/2021	ONLINE	189	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/19/2021	ONLINE	132	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
Direct Marketing- Social Media Facebook Post	5/20/2021	ONLINE	277	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/20/2021	ONLINE	144	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/21/2021	ONLINE	276	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/23/2021	ONLINE	122	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/24/2021	ONLINE	766	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/25/2021	ONLINE	132	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/26/2021	ONLINE	123	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/28/2021	ONLINE	140	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Direct Marketing- Social Media Facebook Post	5/30/2021	ONLINE	113	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Sebastian chamber of commerce "Live" Speaker Series Bus	5/11/2021	32948	40	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
IRC Chamber YPN Advisory Committee Meeting	5/4/2021	32960	5	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Alzheimer's Community Care- Ribbon Cutting	5/13/2021	32967	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Vero Beach Social Tea Club	5/18/2021	32967	40	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Vero Beach Business ConneXions	5/25/2021	32960	15	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber Annual Golf Event	5/20/2021	32960	100	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Grace Rehabilitation Center	5/20/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Vero Family Medicine	5/20/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
SRA Brochure Outreach- Primary Care Treasure Coast	5/20/2021	32960	75	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Radio Advertising- Christian FM	May	Treasure Coast	15000	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/1/2021	ONLINE	272	ADC	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber- YPN Advisory Committee Meeting	6/1/2021	32960	5	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Harbor Chase	6/2/2021	32967	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Solaris Senior Living	6/2/2021	32960	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Florida Baptist Retirement	6/2/2021	32960	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Sonata	6/2/2021	32960	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Brennty	6/2/2021	32966	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Brookdale	6/2/2021	32962	1	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/3/021	ONLINE	108	PHIL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
DayAway Vero - Tour	6/3/2021	32960	1	ADC	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
Calvary Chapel Vero	6/3/2021	32960	3	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/4/2021	ONLINE	204	PHIL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/7/2021	ONLINE	155	ADC	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/8/2021	ONLINE	127	MOW	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
DayAway Vero - Tour	6/10/2021	32960	1	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
CHIP Health Work Group Meeting	6/10/2021	32960	10	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/10/2021	ONLINE	139	PHIL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/11/2021	ONLINE	153	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber - Business at Breakfast	6/16/2021	32960	35	ALL	TRNSP
DayAway Sebastian - Tour	6/16/2021	32958	1	ADC	ADC
Community Open House- Buggy Bunch	6/17/2021	32960	3	ALL	TRNSP
Young Professional Network	6/17/2021	32963	20	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/17/2021	ONLINE	125	PHIL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/18/2021	ONLINE	638	Transit	TRNSP
Social Media - Facebook Post	6/20/2021	ONLINE	83	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/21/2021	ONLINE	158	Transit	TRNSP
Social Media - Facebook Post	6/24/2021	ONLINE	77	ADC	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Social Media - Facebook Post	6/28/2021	ONLINE	129	ADC	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber- YPN Advisory Committee Meeting	6/1/2021	32960	5	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

Type of Event or Activity	Date	Location (Including Zip Code)	# of Participants	Individual Service Needs Identified	Referral Sources or Information Provided
Public Guardian ALF Outreach - Harbor Chase	6/2/2021	32967	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Solaris Senior Living	6/2/2021	32960	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Florida Baptist Retirement	6/2/2021	32967	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Sonata	6/2/2021	32960	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Brenntity	6/2/2021	32960	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Public Guardian ALF Outreach - Brookdale	6/2/2021	32960	75	PG	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
IRC Chamber - Business at Breakfast Networking	6/16/2021	32960	45	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA
Community open House- Buggy Bunch	6/17/2021	32960	30	ALL	ADRC, AAA (OAA, CCE, HCE, ADI, EHEAP), SRA

OAA Targeted Categories Senior Resource Association January 2021-June 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	500+
Low-income older individuals	1,000+
Low-income minorities	100+
Older individuals with the greatest social need	500+
Older individuals with severe disabilities	50+
Older individuals with limited English proficiency	100+
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain	100+
Older individuals at risk for institutional placement	350+
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and	1,000+
Grandparents or older individuals who are relative caregivers who provide care for children with	10+
Caregivers who are older individuals with greatest social need	1,000+
Caregivers who are older individuals with greatest economic need (with particular attention to low-	350+
Caregivers who are older individuals who provide care to individuals with severe disabilities, including	1,000+
TOTAL	11843

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME SRA – Senior Resource Association

SEMI-ANNUAL PERIOD 2021- July – December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Social Media - Facebook Post	7/1/2021	ONLINE	199	GENERAL	Target Audience - Veterans Theme for July
Social Media - Facebook Post	7/4/2021	ONLINE	167	PHIL	SilverTones Advertisement
Social Media - Facebook Post	7/8/2021	ONLINE	179	MOW	MOW Advertisement
Social Media - Facebook Post	7/9/2021	ONLINE	135	ALL	Website Advertisement - Impact Report
Social Media - Facebook Post	7/12/2021	ONLINE	237	MOW	MOWA Advertisement
Social Media - Facebook Post	7/14/2021	ONLINE	146	AER	LifeWay Advertisement
Social Media - Facebook Post	7/15/2021	ONLINE	142	ALL	Employee Recruitment - Career Source Job Fair
Social Media - Facebook Post	7/16/2021	ONLINE	107	GENERAL	Target Audience - Veterans Theme for July
Social Media - Facebook Post	7/20/2021	ONLINE	112	TRANSIT	Transit Advertisement - CC & GoLine
Social Media - Facebook Post	7/22/2021	ONLINE	68	GENERAL	Target Audience - Veterans Theme for July
Social Media - Facebook Post	7/22/2021	ONLINE	213	ADC	ADC Advertisement - Tour Video
Social Media - Facebook Post	7/23/2021	ONLINE	145	ADC	ADC Advertisement- Partnership IRC Health Department
Social Media - Facebook Post	7/26/2021	ONLINE	89	PHIL	SilverTones Advertisement
Social Media - Facebook Post	7/28/2021	ONLINE	46	GENERAL	Target Audience - Veterans Theme for July
Meeting - IRC Chamber- YPN Advisory Committee	7/6/2021	32960	5	ALL	Networking & Planning
IRC- State of the County Address	7/9/2021	32962	40	GENERAL	Networking
Meeting - United We Age	7/14/2021	32960	1	ALL	Partnerships & Business Development
Meeting- United Agist Poverty	7/14/2021	32970	7	ALL	Partnerships & Business Development
Job Fair- Career Source	7/15/2021	32960	120	ALL	All Services & Employment Opportunities
Meeting -IRC Chamber- YPN Advisory Committee	7/20/2021	32960	5	ALL	Networking & Planning
Tour- DayAway Vero	7/23/2021	32960	1	ALL	ADC Tour & All Services Information
Tour- DayAway Vero Meeting Isles of Vero	7/27/2021	32960	1	ALL	ADC Tour & All Services Information Partnerships
Webinar- Together for Health	7/28/2021	ONLINE	10	GENERAL	Community Research & Partnerships

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Meeting- Livable IR Health Committee	7/28/2021	ONLINE	10	GENERAL	Community Research & Partnerships
Meeting- Sign Access	7/30/2021	32960	3	GENERAL	SRA Signs & Advertisement
Social Media - Facebook Post	8/2/2021	ONLINE	117	GEN	General - health & safety
IRC Chamber of Commerce - YPN Advisory Meeting	8/3/2021	32960	5	ALL	General/Networking
FDOT Mobility Vision Stakeholders Meeting	8/4/2021	33612	75	TRANSIT	Transit/ Business Development/ Networking
Social Media - Facebook Post	8/4/2021	ONLINE	180	GEN	General - health & safety
Spherion Award Presentation	8/5/2021	32960	4	CM	Partnerships / Public Relations
Social Media - Facebook Post	8/5/2021	ONLINE	64	GEN	General - health & safety
Social Media - Facebook Post	8/9/2021	ONLINE	205	GEN	General - health
Meeting with Green House Pest Control	8/11/2021	32960	2	CM	Partnerships / Contracts
Social Media - Facebook Post	8/13/2021	ONLINE	118	GEN	Genreal/ADC /Health
IRC Chamber of Commerce - YPN Marketing You	8/12/2021	32960	20	GEN	All Services/ Networking
Social Media - Facebook Post	8/16/2021	ONLINE	164	GEN	General/All Services
Social Media - Facebook Post	8/17/2021	ONLINE	5,500	ALL	All Services/ DME
Distribute SRA Brochures (IRC Admin Office)	8/18/2021	32960	75	ALL	Marketing/Outreach
Distribute SRA Brochures (Utilities)	8/18/2021	32960	75	ALL	Marketing/Outreach
Distribute SRA Brochures (Tax Collectors)	8/18/2021	32960	75	ALL	Marketing/Outreach
Distribute SRA Brochures (IRC Health Department)	8/18/2021	32960	75	ALL	Marketing/Outreach
Distribute SRA Brochures (United Against Poverty)	8/18/2021	32960	75	ALL	Marketing/Outreach
Distribute SRA Brochures (St. Vincent De Paul's)	8/18/2021	32960	25	ALL	Marketing/Outreach
Social Media - Facebook Post	8/18/2021	ONLINE	134	ADC	DayAway
IRC Chamber - Annual Tourism Luncheon	8/20/2021	32963	50	GEN	All Services/ Networking
Social Media - Facebook Post	8/20/2021	ONLINE	85	GEN	General - health & safety
Distribute SRA Marketing Materials	8/23/2021	32960	25	ALL	Marketing/Outreach
Social Media - Facebook Post	8/23/2021	ONLINE	135	TRANSIT	Transit- GoLine
IRC Chamber of Commerce - YPN Advisory Meeting	8/24/2021	32960	5	GEN	All Services/ Networking
Meeting with American Senior Benefits	8/26/2021	32960	3	GEN	All Services/ Business Development/ Philanthropy
Distribute SRA Brochures (Vero Primary - Dr. Grey)	8/26/2021	32960	25	ALL	Marketing/Outreach

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Social Media - Facebook Post	8/26/2021	ONLINE	116	GEN	Partnerships/Philanthropy (United Way)
Distribute SRA Brochures (Quest Diagnostics)	8/27/2021	32960	25	ALL	Marketing/Outreach
Meeting with Walgreens (COVID Clinic)	8/30/2021	32960	N/A	GEN	Partnerships/Business Development
Meeting with Green House Pest Control	8/30/2021	32960	N/A	GEN	Partnerships/Business Development
IRC Chamber of Commerce - YPN Advisory Meeting	8/31/2021	32962	4	GEN	All Services/Networking
Junior League of Indian River - BOD Meeting	8/31/2021	32962	8	GEN	Business Development/partnerships
Social Media - Facebook Post	9/1/2021	ONLINE	129	GEN	General/ Health/ Awareness (Alzheimers/Dementia)
Florida Rural Legal Services Meeting	9/1/2021	ONLINE	6	Legal Services	BD/ Partnerships/Contracts
Social Media - Facebook Post	9/2/2021	ONLINE	112	GEN	General/ Health/ Awareness (Alzheimers/Dementia)
SRA Presentation to Holiday Isle	9/2/2021	32967	15	ALL	All Services
Social Media - Facebook Post	9/3/2021	ONLINE	99	ST	Silvertones - Virtual Concert Reminder
Social Media - Facebook Post	9/4/2021	ONLINE	75	AER	LifeWay- Midnful Walking
Social Media - Facebook Post	9/6/2021	ONLINE	120	GEN	Labor Day- Reminder SRA Closed
Social Media - Facebook Post	9/7/2021	ONLINE	118	GEN	General/ Health
Florida Rural Legal Services Meeting	9/8/2021	ONLINE	8	Legal Services	BD/ Partnerships/Contracts
IRC Chamber- Legislative Luncheon	9/8/2021	32960	50	GEN	BD/Networking
JLIR- General Membership Meeting	9/8/2021	32960	30	GEN	BD/Networking/ Community Partnerships
United We Age- Presentation	9/9/2021	32960	5	GEN	All Services/ Partnerships/ BD
IRC Chamber- Ribbon Cutting- State Farm	9/9/2021	32960	25	GEN	All Servies/ MOW/ BD/ Networking
Social Media - Facebook Post	9/9/2021	ONLINE	214	ST	Silvertones - Virtual Concert Reminder
Social Media - Facebook Post	9/10/2021	ONLINE	50	ST	Silvertones - Virtual Concert Reminder
Social Media - Facebook Post	9/12/2021	ONLINE	106	GEN	General- National Grandparents Day
Social Media - Facebook Post	9/13/2021	ONLINE	194	GEN	General/ Health/ Awareness (Alzheimers/Dementia)
Sebastian Chamber- Speaker Series Networking	9/14/2021	32958	60	GEN	BD/ Networking

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
IRC Chamber of Commerce - YPN Advisory Meeting	9/15/2021	32960	5	ALL	General/Networking
JLIR- Community Council Meeting	9/15/2021	32960	8	GEN	BD/ Community Partnerships
Social Media - Facebook Post	9/15/2021	ONLINE	109	GEN	General/ Health/ Awareness (Alzheimers/Dementia)
IRC Chamber- YPN Business in the Ballpark	9/16/2021	32962	25	GEN	General/Networking
Social Media - Facebook Post	9/17/2021	ONLINE	112	GEN	General/ Health/ Awareness (Alzheimers/Dementia)
Social Media - Facebook Post	9/20/2021	ONLINE	110	TRANSIT	GoLine
Social Media - Facebook Post	9/21/2021	ONLINE	146	AER	DayAway- Therapy Dog Activity
Social Media - Facebook Post	9/22/2021	ONLINE	142	TRANSIT	Community Coach
IRC Chamber Ambassador Meeting	9/23/2021	32960	8	GEN	BD/ Community Partnerships
Social Media - Facebook Post	9/23/2021	ONLINE	94	DME	Durable Medical Equipment
SRA Outreach- Referrals	9/27/2021	32960	4	ALL	All Services/ Outreach/ Referrals/ BD
Social Media - Facebook Post	9/27/2021	ONLINE	155	PHIL	thank you JIF / JICSL
IRC Chamber of Commerce - YPN Advisory Meeting	9/28/2021	32960	5	ALL	General/Networking
Social Media - Facebook Post	9/29/2021	ONLINE	221	PHIL	Santa for Seniors
Grand opening - Bowl	9/30/2021	32948	5	GEN	BD/ Community Partnerships
Social Media - Facebook Post	9/30/2021	ONLINE	269	PHIL	Bowls- Travis Beckett / Partnerships
Social Media - Facebook Post	10/4/2021	ONLINE	87	AER	LifeWay
Meeting with Encompass Health	10/4/2021	32960	3	ALL	All Services, Development, Partnerships
Social Media - Facebook Post	10/5/2021	ONLINE	82	AER	LifeWay & DayAway
SRA- Speaking Engagement - Cleveland Clinic Ambulatory Nursing Leadership	10/6/2021	ONLINE	20	TRANSIT	Community Coach, Travel Training, All Services
SRA Speaking Engagement - Vero Lake Estates	10/6/2021	32958	25	ALL	All Services
Social Media - Facebook Post	10/6/2021	ONLINE	26	GEN	General, Health & Wellness (Silver Sneakers)
Social Media - Facebook Post	10/7/2021	ONLINE	155	GEN	Caregiver - Teepa Snow
Social Media - Facebook Post	10/8/2021	ONLINE	283	ALL	All Services, FT Shopping
Women's Premier Network	10/8/2021	32960	60	ALL	All Services, Networking, Philanthropy
Herritage Plantation- SRA Marketing Materials	10/8/2021	32966	25	ALL	All Services, Marketing
Countryside at Vero Beach - SRA Marketing Materials	10/8/2021	32966	25	ALL	All Services, Marketing
Lakewood Village- SRA Marketing Materials	10/8/2021	32966	25	ALL	All Services, Marketing

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Heron Cay- SRA Marketing Materials	10/8/2021	32966	25	ALL	All Services, Marketing
Social Media - Facebook Post	10/9/2021	ONLINE	85	MOW	MOW- Volunteer
Sebastian Chamber Speaker Series	10/12/2021	32948	35	ALL	All Services, Marketing, Networking
Pathway Church - SRA Marketing Materials	10/12/2021	32966	25	ALL	All Services, Marketing
Grace Lutheran Church- SRA Marketing Materials	10/12/2021	32960	25	ALL	All Services, Marketing
Unity Church of Vero - SRA Marketing Materials	10/12/2021	32960	25	ALL	All Services, Marketing
Glendale Baptist Church- SRA Marketing Materials	10/12/2021	32960	25	ALL	All Services, Marketing
Social Media - Facebook Post	10/13/2021	ONLINE	105	AER	LifeWay
Junior League Indian River- General Membership Meeting	10/13/2021	32960	30	GEN	General, Community Partners
NADSA National Conference	10/13/2021- 10/16/2021	Baltimore	50	AER	Adult Enrichment & Respite, Development, Networking
Social Media - Facebook Post	10/16/2021	ONLINE	176	PHIL	Philanthropy- Nourishing our Souls
Social Media - Facebook Post	10/18/2021	ONLINE	284	AER	DayAway ft. Seniors Eating Well
Treasure Coast Social Tea Club	10/19/2021	32960	25	ALL	All Services, Marketing, Networking
Social Media - Facebook Post	10/20/2021	ONLINE	179	PHIL	Philanthropy- Santa for Seniors
VNA - Drive Thru Senior Expo	10/20/2021	32966	120	ALL	All Services, Marketing, Referrals
Social Media - Facebook Post	10/22/2021	ONLINE	57	AER	LifeWay- Mindful Walking- Sebastian
Social Media - Facebook Post	10/22/2021	ONLINE	64	AER	LifeWay- Stretch & Walk - Vero
Social Media - Facebook Post	10/23/2021	ONLINE	138	TRANSIT	GoLine
FPTA/ CTD Annual Conference	10/24/2021- 10/28/2021	Daytona	100	TRANSIT	Transit, Development, Networking
Social Media - Facebook Post	10/25/2021	ONLINE	181	TRANSIT	Transit- FPTA Marketing Award
Social Media - Facebook Post	10/29/2021	ONLINE	123	TRANSIT	Community Coach
Social Media - Facebook Post	11/1/2021	ONLINE	202	AER	LifeWay
Junior League of Indian River - Board Meeting	11/2/2021	ONLINE	8	GEN	BD, Collaborations
Vero Primary - dr. Gray SRA Outreach/Marketing	11/2/2021	32960	25	ALL Services	ALL Services, Brochures
Social Marketing in Transportation Class	11/2/2021	ONLINE	30	TRANSIT	Marketing Education
Sebastian Chamber Networking Breakfast	11/5/2021	32957	25	ALL Services	ALL Services, Networking
Social Media - Facebook Post	11/5/2021	ONLINE	128	Programs	EHEAP
Idea Garden- Radio Interview	11/8/2021	RADIO	500	ALL Services	ALL Services, Interview, Santa for Seniors, Philanthropy
Social Media - Facebook Post	11/8/2021	ONLINE	182	Programs	EARS

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Quest- Marketing Meeting	11/8/2021	ONLINE	3	ALL Services	ALL Services, Marketing
VNA- Meeting (COA/SRA Resources)	11/8/2021	ONLINE	2	ALL Services	ALL Services, Marketing
Sebastian Chamber- Speaker Series	11/9/2021	32960	30	ALL Services	ALL Services, Networking
TCCH SRA Outreach/Marketing	11/10/2021	32958	25	ALL Services	ALL Services, Brochures
Social Media - Facebook Post	11/11/2021	ONLINE	159	GEN	Veterans Day
BrandIt Agency- Marketing Meeting	11/10/2021	32960	4	ALL Services	ALL Services, Marketing
Social Marketing in Transportation Class	11/10/2021	ONLINE	30	TRANSIT	Marketing Education
TCCH SRA Outreach/Marketing	11/11/2021	32962	25	ALL Services	ALL Services, Brochures
Countryside - HOA Speaking Engagement	11/12/2021	32962	40	ALL Services	ALL Services, Networking, Speaking Engagement
Women's Premier Network- SRA Outreach/Marketing- Crab Stop	11/12/2021	32960	50	ALL Services	ALL Services, Networking, Speaking Engagement, Santa for Seniors
Greenhouse Pest Control Contract Meeting	11/15/2021	ONLINE	4	Programs	Pest Control, BD
Social Media - Facebook Post	11/15/2021	ONLINE	3,200	PHIL	Santa for Seniors
Young Professionals Network- Advisory Meeting	11/16/2021	ONLINE	4	BD	Business Development, Community Research, Partnerships
Social Media - Facebook Post	11/17/2021	ONLINE	386	GEN	TY Rotary & IRC Chamber
Sunrise Rotary - SRA Outreach/Marketing - Riverhouse	11/17/2021	32963	55	ALL Services	ALL Services, Networking, Speaking Engagement, Santa for Seniors
IRC Chamber- Business at Breakfast - SRA Outreach/Marketing	11/17/2021	32960	30	ALL Services	ALL Services, Networking, Speaking Engagement, Santa for Seniors
Junior League of Indian River- Community Council Meeting	11/17/2021	ONLINE	7	BD	Business Development, Community Research, Partnerships
Social Media - Facebook Post	11/19/2021	ONLINE	119	PHIL	Share the Love
Dyer/Subaru- Share the Love- MOW Outreach/Development	11/19/2021	32960	25	ALL Services	ALL Services, Meals on Wheels, Philanthropy
Ironside Press- Marketing Meeting	11/19/2021	32960	5	ALL Services	ALL Services, Marketing
Social Media - Facebook Post	11/22/2021	ONLINE	214	PHIL	Santa for Seniors
Senior Collaborative - SRA Outreach/Marketing & Info Referral Meeting	11/22/2021	32960	2	ALL Services	ALL Services
My Personal Response - EARS Contract Meeting	11/22/2021	ONLINE	8	Programs	EARS
MHA- SRA Outreach/Marketing	11/23/2021	32960	25	ALL Services	ALL Services, Brochures, Santa for Seniors, BD

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Oceans Unite/ IRC Mall SRA Outreach/Marketing	11/29/2021	32966	25	ALL Services	ALL Services
Mall- Santa for Seniors/ SRA All info table	11/29/2021	32966	25	ALL Services	All Services, Marketing
Lunch with Eileen - Development	11/129/2021	32960	3	ALL Services	ALL Services, Philanthropt, Community Research, BD
Business Development/ CEO Meeting	11/30/2021	32960	1	ALL Services	ALL Services, BD
Social Media - Facebook Post	11/29/2021	ONLINE	393	PHIL	Santa for Seniors
SRA Outreach/Marketing - Rio CoCO Café	11/30/2021	32960	25	ALL Services	ALL Services, Brochures
Social Media - Facebook Post	11/30/2021	ONLINE	157	PHIL	Giving Tuesday

OAA Targeted Categories Senior Resource Association July 2021-December 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	1,000+
Low-income older individuals	1,000+
Low-income minorities	100+
Older individuals with the greatest social need	1,000+
Older individuals with severe disabilities	100+
Older individuals with limited English proficiency	150+
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	100+
Older individuals at risk for institutional placement	1,000+
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	1,000+
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	10+
Caregivers who are older individuals with greatest social need	1,000+
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	100+
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	1,000+
TOTAL	7,560+

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Okeechobee Senior Services

SEMI-ANNUAL PERIOD 2021- January – June

Type of Event or Activity	Date	Location (including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
No outreach events to date due to the Coronavirus Pandemic. Each event we had planned to participate in has been cancelled, in some cases at the very last minute.					
					Number of Persons Within the Targeted Population Reached Through Outreach Activities During the Last 6 Months
Older individuals residing in rural areas					0
Low-income older individuals					0
Low income minorities					0
Older individuals with the greatest social need					0
Older individuals with severe disabilities					0
Older individuals with limited English proficiency					0
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)					0
Older individuals at risk for institutional placement					0
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction					0
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities					0
Caregivers who are older individuals with greatest social need					0
Caregivers who are older individuals with economic needs (with particular attention to low-income older individuals)					0
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities					0
Total					0

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Okeechobee Senior Services

SEMI-ANNUAL PERIOD 2021- July – December

Type of Event or Activity	Date	Location (including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Sons of the American Revolution – Okeechobee Chapter	12/11/2021	Brown Cow Sweetery 103 SW Park St, Okeechobee, FL 34972	11	CONG, HMK, PC, RESP, HDM, EHEAP	Brochures were distributed and individuals' questions were answered. Referrals were made to the Elder Helpline
					Number of Persons Within the Targeted Population Reached Through Outreach Activities During the Last 6 Months
Older individuals residing in rural areas					11
Low-income older individuals					Unknown
Low income minorities					Unknown
Older individuals with the greatest social need					Unknown
Older individuals with severe disabilities					Unknown
Older individuals with limited English proficiency					Unknown
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)					Unknown
Older individuals at risk for institutional placement					Unknown
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction					Unknown
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities					Unknown
Caregivers who are older individuals with greatest social need					Unknown
Caregivers who are older individuals with economic needs (with particular attention to low-income older individuals)					Unknown
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities					Unknown
Total					11

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME The Volen Center

SEMI-ANNUAL PERIOD 2021- January – July

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Phone & Face to Face Consultations	1/31/2021	33486/33445/33436/33482	48	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	2/28/2021	33431/33436/33424/33436/33444	52	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	3/31/2021	33445/33446/33436/33482	70	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	4/30/2021	33486/33445/33444	51	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	5/31/2021	33446/33436/33444	48	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	6/30/2021	33424/33444/33482	62	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	7/31/2021	33486/33445/33436/33482	68	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

	OAA Targeted Categories The VoleIn Center January 2021-July 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
	Older individuals residing in rural areas	0
	Low-income older individuals	339
	Low-income minorities	320
	Older individuals with the greatest social need	68
	Older individuals with severe disabilities	18
	Older individuals with limited English proficiency	102
	Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	18
	Older individuals at risk for institutional placement	14
	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	16
	Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	0
	Caregivers who are older individuals with greatest social need	15
	Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	18
	Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	0
	TOTAL	928

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME The Volen Center

SEMI-ANNUAL PERIOD 2021- July – December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Phone & Face to Face Consultations	8/31/2021	33435/33445/33436/33482/33433	22	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	9/30/2021	33431/33436/33424/33436/33444	14	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	10/31/2021	/3343333486/33445/33444/ 34496/33064/33446/33467/33428	42	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	11/30/2021	33486/33445/33444/ 34496/33064/33446/33467	32	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone & Face to Face Consultations	12/31/2021	33446/33436/33444	12	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	10/15/2021	33484	26	General Revenue and OAA Programs/ In home services	Distributed Flyers
Health Fair	11/18/2021	33434	164	General Revenue and OAA Programs/ In home services/ Home Delivered Meals and EHEAP	Distributed Flyers

	OAA Targeted Categories The Volen Center July 2021-December 2021	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
	Older individuals residing in rural areas	0
	Low-income older individuals	287
	Low-income minorities	98
	Older individuals with the greatest social need	102
	Older individuals with severe disabilities	25
	Older individuals with limited English proficiency	125
	Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	25
	Older individuals at risk for institutional placement	10
	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	12
	Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	0
	Caregivers who are older individuals with greatest social need	14
	Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	17
	Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	0
	TOTAL	715

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Ruth & Norman Rales JFS

SEMI-ANNUAL PERIOD 2021- January - June

Type of Event or Activity	Date	Total # of Participants	Individual Service Needs Identified	Referral Sources of Information Provided
CG training	month of January	20	yes	yes
CG training	month of February	27	yes	yes
CG training	month of March	24	yes	yes
CG training	month of April	21	yes	yes
CG training	month of May	21	yes	yes
CG training	month of June	17	yes	yes
Grand Total		130	100%	100%
Number of Person Within the Targeted Population Reached through Outreach Activities During the last 6 months				%
Older individuals residing in rural areas			0	0%
Low-income older individuals			117	90%
Low-income minorities			3	2%
Older individuals with the greatest social need			123	95%
Older individuals with severe disabilities			11	8%
Older individuals with limited English proficiency			0	0%
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)			0	0%
Older individuals at risk for institutional placement			13	10%
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction			130	100%
Grand parents or older individuals who are relative caregivers who provided care for children with severe disabilities			0	0%
Caregivers who are older individuals with greatest social need			123	95%
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)			117	90%
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities			11	8%

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Ruth & Norman Rales JFS

SEMI-ANNUAL PERIOD 2021- July – December

Type of Event or Activity	Date	Total # of Participants	Individual Service Needs Identified	Referral Sources of Information Provided
CG training	month of July	19	yes	yes
CG training	month of August	19	yes	yes
CG training	month of September	8	yes	yes
CG training	month of October	16	yes	yes
CG training	month of November	27	yes	yes
CG training	month of December	15	yes	yes
	Grand Total	104	100%	100%

Type of Event or Activity	Date	Total # of Participants	Individual Service Needs Identified	Referral Provided
Natl CG Month	FaceBook post on 11/5/21	9	yes	N/A
Natl CG Month	Instagram post on 11/5/21	56	yes	N/A
Natl CG Month	FaceBook post on 11/15/21	9	yes	N/A
Natl CG Month	Facebook post on 11/17/21	4	yes	N/A
Natl CG Month	Instagram post on 11/17/21	57	yes	N/A
Natl CG Month	Facebook post on 11/23/21	14	yes	N/A
Natl CG Month	FaceBook post on 11/12/20	89	yes	N/A
		TOTAL	238	

Number of Person Within the Targeted Population Reached through Outreach Activities During the last 6 months Rurh and Norman Rales Jewish Family Services July 2021-December 2021		% to total served
Older individuals residing in rural areas	0	0%
Low-income older individuals	104	100%
Low-income minorities	2	2%
Older individuals with the greatest social need	104	100%
Older individuals with severe disabilities	0	0%
Older individuals with limited English proficiency	0	0%
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	104	100%
Older individuals at risk for institutional placement	8	8%
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	104	100%
Grand parents or older individuals who are relative caregivers who provided care for children with severe disabilities	0	0%
Caregivers who are older individuals with greatest social need	104	100%
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals	104	100%
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	6	6%

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Legal Aid Society of Palm Beach County

SEMI-ANNUAL PERIOD 2021- January – June

Date	Training Type	Outreach Title	Number of Attendees	Individual Service Needs Identified	Referral Sources or Information Provided
02/17/2021	Training	Scams Targeting Older Adults during Covid-19, Training	81	public benefits, wills	Yes
06/15/2021	Outreach	Savvy Senior Academy	30	general services	Yes
06/16/2021	Outreach	PBECU General Meeting	20	public benefits	Yes
03/15/2021	Outreach	The COVID Long Haul: Long Term Impacts of COVID19 and Long Term Planning for your Medical Future	50	veterans benefits, general benefits	Yes
04/15/2021	Outreach	Presentation to Rise family center	22	public benefits, wills	Yes
06/25/2021	Outreach	VA's Case Manager / Social Worker Meeting	20	general services	Yes
05/05/2021	Outreach	Stress & School Aged Children	6	general services	Yes
06/02/2021	Community Legal Education	Kinship Support Meeting	10	general services	Yes
06/22/2021	Community Legal Education	Grandparents Rights	12	general services	Yes
02/03/2021	Community Legal Education	Fair Housing & Tenancy Issues During COVID-19	15	general services	Yes
03/17/2021	Collaboration	Webinar entitled "The COVID Long Haul: Long Term Impacts of COVID19 and Long-Term Planning for your Medical Future."	52	general services	yes
04/27/2021	Collaboration	Webinar: "The Efficacy of the COVID-19 Vaccines and Protecting Older Adults from COVID-19 Scams."	85	general services	yes

Date	Training Type	Outreach Title	Number of Attendees	Individual Service Needs Identified	Referral Sources or Information Provided
05/13/2021	Workshop	Office of the State Attorney Elder Abuse Task Force Meeting	15	general services	yes
06/08/2021	Collaboration, Training, Workshop	Prostate and Medicare Scams Webinar	149	general services	yes
02/22/2021	Outreach, Collaboration, Indirect Services	Criminal Justice Academy	50	general services	yes
03/02/2021	Clean Slate Presentation	Collaboration, Training, Workshop	12	general services	yes
4/9/2021	PBC Community Services Event	Outreach, Collaboration, Indirect Services	30	general services	yes
			659		

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Legal Aid Society of Palm Beach County

SEMI-ANNUAL PERIOD 2021- July – December

Outreach Title	Date	Location	Zip Code	Number of Attendees	Individual Service Needs Identified
Families First Support Group	07/07/2021	Families First (Zoom)	33401	10	Guardian Advocacy, Temp. Custody
Caridad Center	07/09/2021	Caridad Center 8645 W Boynton Beach Blvd, Boynton Beach, FL 33472	33472	4	Landlord Tenant
Office of the State Attorney Elder Abuse Task Force Meeting	07/13/2021	Zoom	33401	30	Consumer Law, Victim of Crime
Community ID of the Palm Beaches	08/26/2021	Mandel Public Library, 411 Clematis Street, West Palm Beach	33401	12	Landlord Tenant
Lake Worth Towers	08/28/2021	Lake Worth Towers, 1500 Lucerne Ave, Lake Worth, FL 33460	33460	33	Wills and Public Benefits
Covid & Vaccines	09/01/2021	CHS - ZOOM	33401	14	Public Benefits
INTER-AGENCY NETWORK OF PALM BEACH COUNTY	09/07/2021	Zoom	33401	30	General RCP and ELP Services
Kiwanis Club	09/08/2021	Zoom Presentation	33401	10	General RCP and ELP Services
Partnership For Aging	09/10/2021	Zoom	33401	32	General RCP and ELP Services
Glades P.A.T.C.H (Planned Approach to Community Health)	09/21/2021	Zoom	33401	26	General RCP and ELP Services
Outreach Collaboration w. Community ID	09/23/2021	First Congregational, LW	33460	30	Landlord Tenant
Collaboration w/ Community ID	09/30/2021	palm Beach County Library-Main, 3650 Summit Blvd. West Palm Beach FL	33415	12	Landlord Tenant
INTER-AGENCY NETWORK OF PALM BEACH COUNTY	10/05/2021	Zoom	33401	41	General RCP and ELP Services
Guardian Advocacy	10/05/2021	Palm Beach School of Autism	33415	12	Guardian Advocacy
Partnership For Aging	10/08/2021	Zoom	33401	29	General RCP and ELP Services
Delray Community Resource Center	10/12/2021	1101NW 2nd st Delray Beach, FL 33444	33444	100	Wills

Outreach Title	Date	Location	Zip Code	Number of Attendees	Individual Service Needs Identified
Palm Beach School of Autism Lunch & Learn	10/13/2021	Zoom Presentation	33415	10	Guardian Advocacy
Health Fair	10/15/2021	Boynton Beach	33435	30	Wills and Public Benefits
Friends of the National World War II Memorial - conference	10/16/2021	Zoom Video Conference	33401	26	Veterans Benefits
Glades P.A.T.C.H (Planned Approach to Community Health)	10/19/2021	Zoom	33401	23	ELP Services in the Glades
Delray Community Resource Center	10/26/2021	708 W Atlantic Ave Delray Beach, FL	33444	10	Wills
Senior Expo	11/01/2021	6000 Northtree Blvd Lake Worth, FL	33463	150	Wills
Becoming a Trauma Sensitive Community Within the Birth to 22 Initiative Meeting	11/01/2021	Zoom	33401	22	RCP Services
Grandparents Coping Through the Holidays	12/01/2021	Zoom	33401	12	Public Benefits, Wills
Wills on Wheels	12/07/2021	708 W Atlantic Ave Delray Beach, FL	33444	20	Wills

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Florida Rural Legal Services

SEMI-ANNUAL PERIOD 2021- January – June

Date / Time of Event	Activity Type*	Topic	Location of Event (Include Zip Code)	Total Number of Participants	Audience / Attendee Type**	Service Needs Identified	Referral sources or information provided
1/26/2021	Okeechobee Collaborative	FRLS services for senior	Via Zoom (Okeechobee)	46	Providers, seniors	Community education	FRLS website
4/15/2021	Senior Collaborative	Vaccinations accessibility	Via Zoom (Indian River County)	22	Providers, seniors	Community education	FRLS website
4/20/2021	Victims' Rights Week Event	Domestic Violence	Via Zoom (St. Lucie County)	24	Providers, seniors	Trainings, community education	FRLS website
5/12/2021	Martin County Collaborative	FRLS services for senior	Children's Services Council (Martin County)	30	Providers, seniors	Community education	FRLS website

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Florida Rural Legal Services

SEMI-ANNUAL PERIOD 2021- July – December

Date / Time of Event	Activity Type*	Topic	Location of Event (Include Zip Code)	Total Number of Participants	Audience / Attendee Type**	Service Needs Identified	Referral sources or information provided
7/29/2021	Virtual	ACT Shelter presentation	Virtual / Zoom	10		Outreach Education	Presentations

APPENDIX C

Provider's strategies to address the unique and particular needs at the county and community levels are described below. (e.g., transportation for individuals in rural and/or isolated areas, and access to SNAP and other food assistance for low-income individuals).

Alzheimer's Community Care will provide outreach services to all segments of the population in its service area. Services include conducting outreach activities targeting older individuals with the most significant economic need, BIPOC, older individuals with limited English proficiency, older individuals residing in rural communities, and other underserved populations. Alzheimer's Community Care (ACC) conducts outreach through the distribution of traditional information and marketing material. Material is distributed to healthcare professionals, churches, law enforcement, and other community partners. Additionally, ACC conducts local outreach activities, publishes a quarterly magazine, manages active social media accounts, a webpage, and hosts over 200 participants at an annual education conference.

For over 40 years, outreach has been an integral part of the Council on Aging of Martin County's (COAMC) services in helping residents who most need our assistance. Here are some of the methods we use to increase awareness of, and access to, aging services:

- Partnerships with established community agencies that provide services to the elderly and to grandparent caregivers of children.
- Participation in health fairs and community events.
- Membership in service-provider coalitions.
- Service delivery in convenient community locations.
- Multimedia advertising, news releases, newsletters, promotional and marketing materials.
- Web sites, Facebook, YouTube, and Twitter.
- Public education and speaking engagements.

Underlying our outreach efforts are the following guidelines:

- COAMC serves as the liaison between the targeted populations and the aging service delivery system.
- COAMC takes the lead in coordinating and facilitating access to aging services as necessary.
- COAMC advocates on behalf of elderly customers and caregivers.
- COAMC develops community networking and collaboration through outreach efforts.

- COAMC participates in the Martin County InterAgency Coalition meetings in order to network and share resources, and keep up to date with available resources for our clients.

COAMC also created the position for a Case Manager Navigator to ensure the needs of seniors in the community are met. The Case Manager Navigator fields all incoming calls and walk-ins from seniors and their caregivers seeking guidance on how to access and obtain needed services. The Navigator receives between 250-350 calls and/or walk-ins on a monthly basis.

The most common needs identified are:

- Affordable housing
- Rental Assistance
- Utility Assistance
- Food
- In-home services
- Home repairs

The Case Manager Navigator makes referrals to local agencies for services, and refers seniors in need of government-funded services or SNAP benefits to Your Aging and Disability Resource Center for screening and placement on the waitlist, and assistance with applying for SNAP. When seniors identify as high-risk, the Navigator makes a referral to Adult Protective Services. Clients in need of transportation receive assistance with completing the necessary paperwork to receive door-to-door transportation.

COAMC's Development Department works tirelessly to seek out donors and grants to provide funding to cover the cost of services not met under the government grants or local agencies. The funding raised has allowed us to provide rental assistance, temporary housing, short-term in-home services, clothing, minor home repairs, and roof replacements.

COAMC also has an arrangement in place with the House of Hope to receive 35 food boxes monthly to provide seniors with low incomes access to supplemental food. The Treasure Coast Food Bank also provides donated food items to COAMC at least twice a year. This allows us to keep our in-house food pantry stocked with food items to provide to seniors seeking emergency food assistance.

To address the issue of seniors residing in the rural areas of Indiantown seeking Adult Day Care services, but who have no transportation; COAMC is currently reaching out to local agencies willing to provide space in their facilities to open a second Adult Day Club in Indiantown.

With the ability to deliver in-home counseling services with no charge or insurance claim, the MorseLife Care Management and Counseling (MLCMC) 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 doctors 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.

The unique and particular needs of Palm Beach County are addressed with two main strategies by The Volen Center (TVC).

1. The research guidance and underlying principals of the OAA legislation is incredibly valuable. Therefore, TVC offers **100%** of the services available in the OAA titles that are contracted. In doing so, we aim to support the efforts initiated at the Federal and State level which established the current strategies and array of services to address the unique needs of the seniors in our community.
2. TVC, through our annual Needs Assessment survey, determines the unmet needs of the seniors in our community and develops specialized programming supported through alternate or private funding. Examples of the strategies TVC has developed, and are currently offered, include:
 - Emergency Fund: A fund which provides funding/financial support to assist seniors with critical items such as rent assistance, utility payments, prescription costs and necessary home repairs. These costs are not offered through State or OAA programming yet are a significant need as shown by the \$25,000 in support the program has provided within the past years to seniors.
 - Programming support for waitlist clients who are in crisis which includes a 60% reduction in the cost for adult day care services. This program is very popular with caregivers who are burdened with providing support and around the clock care for their senior loved one. They are very appreciative of the relief it offers them while they continue to be on the waiting list.

Council on Aging of St. Lucie (CoASL) Outreach and Consumer Service staff will provide targeted outreach to high risk areas with the most vulnerable senior populations, including low income and low income minorities, those with limited English proficiency, and in rural areas to help identify unmet needs and share information regarding available resources supports. The Outreach team consists of an Outreach and Consumer Service Director who devotes all her time to this position, along with Consumer Service Specialist who devotes a portion of her time in assisting with outreach activities. The team engages in collaboration with multiple community organizations, speaking engagements, civic events, health fairs, individual/face-to-face with older individuals, radio and television

appearances, etc., in an effort to help identify target populations as well as share information regarding programs and services specific to older individual's needs. In the process of collaborating with agencies in our community, CoASL is forging partnerships and bonds with available resources for target populations. CoASL has a very large pool of community resources with which to draw from to support specific services needed in our community / county wide with regards to targeted populations. CoASL utilizes its bilingual staff to advocate and provide information to the ever-growing older individuals' population in St. Lucie County. The agency is fortunate enough to have several employees who are bilingual in multiple languages to help reach individuals with limited English proficiency. CoASL operates Community Transit and can provide transportation to those individuals in need in rural areas. Several other transportation options are also available throughout the county, including: public transportation with 2 intermodal facilities, transportation for Veteran's to medical appointments through Veteran's Administration and St. Lucie County Veteran's Services, Treasure Coast Connector, All County Ambulance Service, and an abundance of private agencies providing transportation. Transportation providers have vehicles with lifts to allow individuals in wheelchairs or walkers, or those who are unable to navigate steps to utilize the service. Individuals in a nutritional crisis will be connected with Department of Children and Families to apply for SNAP benefits and may be provided with temporary emergency meals received as a donation through a community partner while waiting for funded services. Individuals will also be linked with our community partners who have food banks and other food options, including: Treasure Coast Food Bank, Mustard Seed Ministries, United Against Poverty, etc.; CoASL has a stock of canned goods and shelf stable items which may also be utilized.

The Division of Senior and Veteran Services (the Division) uses different methods to reach seniors in the community. The Division outreach staff visits Senior Centers, Congregate Meal Sites and Senior Housing Communities to inform participants of the services available and answer questions on specific needs. The Palm Beach County Community Services website and Channel 20 also provide information on the Division's formal and informal resources.

The Division's community-based outreach efforts are targeted toward older adults, their caregivers, family members and the community at large. The Division's outreach efforts are prearranged and culturally mindful to provide accessibility to clients. These efforts are planned and processed by coordinating formal and informal resources to be 1) accessible and 2) meet the needs of older adults. The Division utilizes the full capacity of volunteers to assist with outreach events.

Special assistance is given to the following clients:

Older adults with the greatest economic and social need
Low income minority older adults
Older adults and caregivers with limited English proficiency
Older adults with Alzheimer' s Disease or related disorders
Older adults residing in rural areas
Older adults with developmental disabilities
Family caregivers to elder family members 60 years of age or older
Homebound seniors unable to travel to an office to complete applications i.e.
EHEAP, SNAP, etc. will receive a home visit from Division staff to complete and
process applications for services as needed.

The Division offices are located in five (5) areas throughout Service Area A where the major communities and neighborhoods have the greatest social and economic need for resources:

West County in Belle Glade with surrounding rural communities of Pahokee, South Bay, Canal Point and Clewiston.

Central County in West Palm Beach with the surrounding low income communities, of Century Village, Riviera Beach, Spencer Lakes and the Villages of Palm Beach Lakes.

South County in the Lake Worth area which is among the lowest income and limited English speaking population neighborhoods in Service Area A and also serves Wellington and Loxahatchee.

North County in Palm Beach Gardens which services up to Tequesta/Jupiter border and includes Lake Park and North Palm Beach

Division's outreach effort are ongoing and year round. The Division participates in multiple community events such as Health Fairs, Aging Expo, Annual Alzheimer's Community Care Caregiver Training, and others designed to reach out to the aging, low income, rural and minority communities. Staff continuously seeks new community partners to meet the need so the elderly, diverse, and frail population that the Division of Senior and Veteran Services serves.

As in previous years, the Division will continue to participate in scheduled community events and health fairs on average of three (3) per month . Many of the events are annually sponsored by organizations such as senior housing, municipalities, churches, parks, local police departments and community centers.

The Division will continue to target minority and low income communities and participate in new and annual events that provide the most success in locating older adults most in need. The Division ' s goal is to target as many consumer groups as possible to inform them about availability of services, indirect services such as self-help, advocacy and additional community partnership resources in the aging network.

Nutrition and health outreach is provided to older adults through the Nutrition Program. Consumers are educated on nutrition services available. Nutrition education includes topics such as trending nutrition concerns, physical fitness and health information. Nutrition education is presented in a culturally sensitive format. Outreach efforts are presented in a group setting to both participating consumers and caregivers.

The Registered Dietitian provides nutrition assessments, counseling and education to older adults. The Dietitian ensures this population understands how to make informed dietary, physical activity and behavioral choices that can improve health and prevent chronic disease. The Dietitian has created an annual nutrition education plan that documents the curriculum used at multiple congregate meal sites.

Participants receiving home delivered meals also receive nutrition education and outreach prepared by the Dietitian on a regularly scheduled basis on culturally sensitive nutrition, health, physical activity and disease prevention.

The Division ensures that nutrition education and outreach is provided monthly at 1) the meal sites and 2) distributed to home delivered meal consumers monthly. The Dietitian trains and supervises meal site managers who inform the participants at the current thirteen (13) congregate meal sites throughout the service area.

Florida Rural Legal Services (FRLS) uses multiple strategies to address the needs identified in their needs assessment process. FRLS recognizes that for seniors to live independently, they need to provide for their basic human needs and be free from abuse. FRLS utilizes outreach and education so that seniors and caregivers know their rights and can access benefits and services. FRLS will continue to provide direct services which include advice and counsel and full representation. FRLS works closely with other social service agencies so that they can refer clients in need to FRLS. FRLS will continue to target individuals and agencies in rural areas and where individuals face the greatest obstacles in accessing service due to transportation challenges, language barriers, residing in rural areas. COVID-19 required FRLS to utilize technology in ways they had not before. They now can speak to their clients on facetime, WhatsApp and Zoom if they have the capability. FRLS presents many trainings to seniors and organizations serving seniors via zoom and Facebook Live. FRLS will continue to utilize their hotline and telephone intake so seniors can reach them from the safety of their home. FRLS is now expanding their online intake to include English, Spanish, and Creole for computer savvy seniors and caregivers who may not be able to reach out to them during normal business hours. FRLS will continue to receive referrals for clients identified through the new senior risk assessment tool. Social distancing requirements has presented challenges to FRLS

outreach which they are overcoming with technology, communication with partners, marketing, and expansion of their telephone intake and hotline. FRLS will continue to utilize these methods to serve seniors in rural areas and also continue home visits to clients that cannot utilize technology or come to their offices.

The two greatest unmet needs in Okeechobee County are transportation and Adult Day Care. To address the transportation needs Okeechobee Senior Services (OSS) will continue to assist seniors with applying for access to trips through the Transportation Disadvantage program. OSS will further continue to assist seniors who are unable to complete the application or to make trip appointments themselves.

While there are no Adult Day Care facilities in Okeechobee county, OSS will continue to provide in- home respite services through Title IIIB and IIIE as well as through the ADI, CCE and HCE grants.

OSS will continue to seek additional resources and funding sources to address the waiting list where current funding levels fall short.

Ruth and Norman Rales Jewish Family Services has the following strategies:

- Weekly Caregiver educational classes to inform, support, and empower caregivers to self- preserve and take care of their responsibilities efficiently and healthfully. JFS will invite a comprehensive cross-section of professionals to speak.
- Weekly Support groups for caregivers to address needs for peer support, psychoeducation, and emotional support.
- Weekly Art, yoga, and/or music classes to support healthy brain functioning, calm anxiety and promote purposefulness;
- Weekly respite for loved ones to give caregivers much needed break
- Referrals to community and agency resources, ongoing
- One-On-One support sessions for caregiver support and training

Strategies to address the unique needs at the county and community levels include our various outreach efforts made to the targeted consumer groups to inform them of the availability of services and to encourage them to use the available resources. Special assistance will be given to older individuals with the greatest economic or social needs, low-income minorities, rural elderly, non-English speaking elderly, medically under-served areas and older individuals with severe disabilities. The goal is to reach those individuals most likely to fall into the high-risk category when assessed. Services will be tailored to elder individuals and their specific needs including hearing, vision, mobility, memory, language, and other considerations.

Senior Resource Association (SRA) takes every available opportunity to inform their senior population of the services available to them. Outreach takes place at locations and events throughout the county. In addition, SRA collaborates with other agencies that have programs to benefit older adults and their caregivers. This type of coordination enhances their outreach efforts and ability to identify seniors in need.

To reach the highest risk individuals in their community, SRA outreach efforts are directed to the following target groups, specifically those individuals most likely to fall into the highest risk category when assessed:

- Older individuals residing in rural areas.
- 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)
- 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)
- Older individuals with severe disabilities
- Older individuals with limited English-speaking ability
- Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)
- Older individuals at risk for institutional placement
- Caregivers:
 - Of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction.
 - Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities.
 - Older individuals with greatest economic need (with particular attention to low-income older individuals); and who are older individuals who provide care to individuals with severe disabilities including children with severe disabilities

To do this SRA reviews outreach outcomes consistently and collects data and input from key stakeholders to revise and refine their strategy. These stakeholders include clients, staff, members of their Board of Directors, and collaborating partners. The Director of Programs and Director of Business Development work closely together on their strategy and planning, outcomes analysis, budgeting, and reporting. Together

they manage outreach efforts, including establishing and maintaining partnerships, collaborations and initiatives so assure that the organizations outreach efforts reach target markets.

SRA identifies those with the greatest economic and social need by contacting other service agencies to assist in reaching out to areas where high concentration of these elderly target groups may be living, and by targeting professional caregivers who can make appropriate referrals to SRA. The highest percentage of Indian River County's low-income older adults are in the Gifford, Vero Beach, South County, and Fellsmere communities. SRA collaborates with Treasure Coast Community Health through their medical centers located in Gifford, Fellsmere and Vero Beach, three areas with the highest concentration of elderly with the greatest economic and social need. The staff at these facilities are familiar with SRA and make referrals for potential consumers. SRA also coordinates with the Health Department and the Economic Opportunities Center to address the needs of older adults in these specific outreach categories and coordinate information referral and services.

When additional areas are identified to be underserved SRA will find local partners to serve as a bridge to these pockets of need. In 2019, SRA identified the need for and opened a new Social Congregate Meal site in partnership with Salvation Army, answering a need for outreach to low-income seniors in South County.

SRA identifies and reaches out to those with severe disabilities, those with Alzheimer's disease and related disorders, those most at risk for institutional placement and their caregivers through our community health partners. Cleveland Hospital's discharge staff sends referrals regularly as do many of the home health companies and the rehabilitation facilities. Additionally, SRA does outreach to the health case managers and caregivers of these persons through caregiver specific events, conferences, expos, etc. in-service trainings etc.

Although there is a need to provide services to the non-English speaking elderly, 919 adults age 60+ have limited English proficiency. To assist with this, SRA has a telephone language interpreter service. This gives the caller instant access to an interpreter for approximately 150 different languages making our services more accessible for the non- English-speaking public. SRA has determined through past successes/failures that the best way to identify the Spanish speaking population is through collaboration with other organizations, specifically those who serve the Fellsmere area such as the Hispanic Coalition and the Treasure Coast Community Health center in Fellsmere. SRA takes every opportunity to identify and address needs in this community by:

- Discussing with the bilingual staff the various ways it can approach, inform, and provide service to this community.
- Providing informational materials about its programs in English and Spanish
- Meeting with political and civic leaders of this community to keep them aware of the services that SRA provides as well as other resources in the community.

To address the outreach challenge of reaching individuals who are socially isolated SRA collaborates with public and private social services partners. SRA works with Indian River County Sheriff's Department, City of Vero Beach, Sebastian, and Fellsmere Police Departments, as well as Indian River County Fire Rescue by visiting and offering in-service training by SRA staff members to inform them of our services. The Sheriff's Department has a special volunteer program that makes calls to older adults living alone and/or at-risk; SRA refers isolated clients to this program to ensure their safety. The IRC Sheriff's Department, 211 and SRA work together to provide services that enable the elderly to remain independent.

Finally, SRA currently has daily visibility in through our Meals on Wheels and/or Congregate meal programs. SRA has congregate meals sites at the Gifford Community Center, St. Francis Manor, By the River, and Salvation Army. SRA has well-marked Meals on Wheels trucks (with the agency logo, name, and phone number) and delivers over 400 meals daily across the county to homebound older adults. These recipients are distributed information regularly with their deliveries. In targeted areas, we work closely with the Indian River County Health Department, Our Father's Table Soup Kitchen, the Gifford Youth Activity Center and Gifford Community Center and Special K Program, the Progressive Civic League of Gifford, West Wabasso Civic League, The Lord's Table, Treasure Coast Food Bank as well as local churches and government. These collaborations help SRA's outreach efforts to assure that all information, services, and sites are accessible and open to all older adults.

Providers' specific information on methods for ensuring the provision of outreach and education to each of the populations is described below.	
Population	Methods for ensuring the provision of outreach and education
Older individuals residing in rural areas;	<p>Alzheimer's Community Care has been strategic in locating services to serve those populations disproportionately affected by Alzheimer's disease or other neurocognitive disorders. For example, in the Glades area, ACC has a Specialized Alzheimer's Day Care Center and a Family Nurse Consultant (FNC) office. Many ACC staff are residents of the region and reflect the patients served. The FNC is a member of PATCH (Planned Approach to Community Health), a group the meets regularly to assure that services are coordinated and meeting the unique needs of families in the area.</p> <p>Council on Aging of Martin County (COAMC) will conduct in-service events quarterly with local churches, congregate meal sites, local health departments, and Florida Community Health Centers, and community organizations, to provide information on services available for seniors and review the referral process. COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>St. Lucie County has several rural communities, however most are not identified as high needs areas. Zip codes 34990, 34987 and 34987 are all designated as rural areas, but are not represented with a high population of low income, minority, and limited English proficiency residents. A large portion of rural St. Lucie County consists of newer housing developments or developing communities as well as mobile home parks. Most of the target demographic areas for programs reside within city limits. In order to reach older individuals in rural areas, CoASL participates in community, faith based and HOA events geared towards these areas and in the form of individual outreach for less populated rural areas. Rural St. Lucie County also includes the citrus and farming industry, and with that, a large migrant population. CoASL utilizes its bilingual staff to reach these older individuals.</p> <p>The Division has a Senior Center with a manager and an assistant manager; a Case Manager and a Volunteer Coordinator located in the Glades Area to outreach to the population in this rural area of Palm Beach County on an</p>

	<p>ongoing and year round basis.</p> <p>FRLS' service area includes many rural counties and they have been serving migrant farmworkers throughout the State since 1966. The outreach schedule includes the rural areas of Martin, Indian River and Okeechobee counties. FRLS staff is aware of the many challenges that seniors residing in rural areas face in accessing services including lack of transportation, high poverty levels, low English proficiency. The pandemic has increased these challenges as social distancing has caused isolation of many seniors. FRLS will continue to work with their community partner agencies, market and advertise their services, utilize technology in new and creative ways to reach more people in need. FRLS knows that not all seniors have access to technology, and they will continue their in- person outreach and education and home visits when safe for clients and staff. FRLS also monitors their units of service and outreach reports monthly to ensure that they are providing necessary outreach and services in rural areas.</p> <p>SRA has the following activities:</p> <ul style="list-style-type: none"> • Providing no cost transportation and accessibility to available resources • Responding to referrals from family, friends, and neighbors through providing information electronically via email or USPS • Outreach to geriatric care managers – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Displaying information at most/all Senior Living Communities within Indian River County • Referrals from neighbors, home health agencies, Adult Protective Services, doctors and health care facilities, IRC Sheriff's and local police departments and EMS first responders • Health fairs in the county's rural areas, such as Fellsmere, Gifford and Wabasso • Meals on Wheels volunteers and staff
Older individuals with greatest economic need (with particular attention to low-income older	ACC relies on several funding streams to assure that Specialized Alzheimer's Day Care is available to all families in need. Case Managers work with individual families to enroll them in sustainable, long-term funding programs like Medicaid Managed Care or Veteran's

<p>individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)</p>	<p>benefits. Unfortunately, the enrollment process can take many weeks. Families often come to ACC in a time of crisis and need care almost immediately. This is particularly true if the patient can no longer be left alone and the caregiver needs to work. ACC relies on several generous grant funders who provide scholarship support. Patients are enrolled in care immediately using one of these sources and transitioned to a long-term source as soon as they are approved. Eligible caregivers who need a safe and supportive environment for their loved ones with Alzheimer's disease or other neurocognitive disorders can continue working and supporting their families because your support allows them immediate access to care. At the same time, they wait for approval from their sustainable insurance programs. Without this critical source of funds, many families would be left with no choice but to seek costly nursing home care for their loved ones.</p> <p>To meet the transportation needs of our caregivers and patients, ACC has intentionally located all Day Centers on Palm Tran routes, removing transportation barriers for patients, families, and staff. In addition, ACC is currently working closely with Palm Tran to develop a new streamlined application and approval process for caregivers to access transportation services more rapidly.</p> <p>COAMC will coordinate with local community agencies, such as, House of Hope, IRSC English as a Second Language Department, and local churches, including Spanish-speaking congregations.</p> <p>COAMC will conduct in-service sessions with the local agency staff members and leaders in the churches to provide information on the referral process to COAMC for services.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>MLCMC staff make every effort to attend and participate in events offered throughout the community. Many of these opportunities are offered inside low-economic neighborhoods or at local senior centers, such as the Kane Center who shares this mission. When interacting</p>
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	<p>with attendees, focus is given to the fact that our services are provided at no charge.</p> <p>Research reports provided by the AAAPBC/TC and Department of Elder Affairs (DoEA) describe the specific zip codes which include seniors who have the most economic need. These reports are reviewed and the communities which make up the zip codes are targeted for outreach activities including mainly educational classes of services offered by TVC in partnership with DoEA and alternate funders.</p> <p>St. Lucie County has several pockets of low income senior density. For COASL the focus in Fort Pierce is near the 1505 Orange Avenue facility moving East and West, extending from U.S. HWY One to Okeechobee Blvd and moving North to the county line. The focus in the city of Port St. Lucie is the Crosstown Parkway corridor extending from East of U.S. HWY One and moving Southwest to the county line. The Outreach and Consumer Service Team attend multiple community events and collaborate with community partners and faith based organizations, as well as outreach to local doctors and medical offices, nursing facilities, hospitals, etc., to ensure funded programs and services are targeted to those older individuals with the greatest economic needs. CoASL utilizes its multi-lingual staff and key staff members participate in collaborations with community partners across the county in an effort to disseminate information to the targeted population.</p> <p>The Division has a Senior Center located in the Lake Worth Beach area; with a manager and an assistance manager; Case Managers and outreach workers that are available to outreach to the population in this low-income area of Palm Beach County that has a high concentration of non-English speaking seniors. Staff are Spanish and Creole speaking and there are programs in Spanish that accommodate Spanish-speaking seniors.</p> <p>FRLS outreach and education schedule is informed by the results and information obtained during their needs assessment which included client surveys, review of GIS mapping data, the Department of Elder Affairs Elder Needs Index, Census, and historic information. To reach older individuals with the greatest economic need FRLS focuses on areas with higher poverty levels. Within these areas they tailor their outreach to connect with low-</p>
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	<p>income older individuals, low-income minority individuals, older individuals with limited English proficiency and those residing in rural areas. FRLS also utilizes staff that speaks Spanish and creole during their outreach events to locations where there is low English proficiency.</p> <p>Ruth and Norman Rales Jewish Family Services (RRJFS) provides services to low-income older adults(including Holocaust Survivors) who live in their service area, including Financial Assistance, service coordination in Section 8 HUD housing and programming for individuals from the Former Soviet Union (FSU) for whom English is a second language. RRJFS caregiver program is promoted among these clients.</p> <ul style="list-style-type: none"> • Use of print materials • Target local clubs / community libraries/ local religious institutions where outreach materials can be distributed • Promote our community off site once-weekly caregiver support group throughout outside communities • Provide educational presentations on caregiver topics when requested by media, groups, etc <p>SRA focuses its outreach efforts by contacting other service agencies to assist in selecting areas where a high concentration of these elderly target groups may be living, and also by targeting professional caregivers who can make appropriate referrals to SRA. The highest percentage of Indian River County's low- income elderly is located in Gifford, Vero Beach, Wabasso and Fellsmere.</p> <p>In these targeted areas we work closely with the Indian River County Health Department, Our Father's Table Soup Kitchen, the Gifford Youth Achievement Center and Special K Program, the Gifford Progressive Civic League, West Wabasso</p>
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	<p>Civic League, Our Lady of Guadeloupe Mission, The Lord's Table, as well as many local churches and government to identify those seniors with the greatest economic and social needs who would benefit from SRA's programs. SRA currently has daily visibility in these areas through our Meals on Wheels and Congregate meal programs. SRA has congregate meals sites at the Gifford Youth Activity Center and is collaborating with Daisy Hope Center to open a second location in this area in the fall of 2021. A highly visible Meals on Wheels truck (with the agency logo, name and phone number) delivers 15 meals daily in rural Fellsmere, and a similarly marked Meals on Wheels truck delivers 65 meals a day to homebound seniors in Gifford and Wabasso. On a regular basis, SRA's CEO and Executive Director of Programs meet with representatives from IRC Health Department, the VNA/Hospice, the Treasure Coast Community Health and Indian River Medical Center to determine the gaps in services to this population and how we can collaboratively address those needs. SRA staff discusses the various ways it can approach, inform and provide services to this community Another way SRA identifies need, is by distributing brochures to existing clients to determine if there are any unmet needs. The brochures are distributed when they use SRA's transportation system, in-home services, adult day care, nutrition services and individuals who call in for information. Brochures are distributed to the Vero, Gifford and Fellsmere Health Department Locations, Economic Opportunities Council, meals sites, Gifford Youth Achievement Center, local churches, both hospitals social services department, therapy and rehab.</p> <ul style="list-style-type: none"> • Providing no cost transportation and accessibility to available resources via GoLine, Community Coach or so they can get to medical appointments, congregate dining centers and grocery shopping; regularly analyzes transportation routes to ensure it is providing transportation to older adults in the County's outlying areas.
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	<ul style="list-style-type: none"> • Collaborating/ displaying information with Florida Health Department • Collaborating/ displaying information at local homeless/ low-income assistance centers i.e. United Against Poverty' The Source, The Samaritan Center, Hope for Families Center, St. Vincent De Paul's • Displaying brochure information at all public locations i.e. North County Library, Bracket Library, Vero Beach Library • Providing translated information to those with limited English proficiency • SRA coordinates with the IRC Health Department on several health screening initiatives, i.e., diabetes, cholesterol, vision, bone density, etc. • The Indian River and Sebastian River Medical Center, as well as the VNA coordinate with SRA about in home services, particularly Emergency Meals on Wheels, so that patients receive basic supports when they return home from a health care facility that assist them in their recovery. • SRA staff members also provide information on resources and services. • SRA refers appropriate clients to the Literacy Services of Indian River County. • SRA works with IRC Health Department and Treasure Coast Community Health to refer clients for services, particularly those with the greatest economic need. • SRA Program Department staff meets regularly to determine unmet needs and develop ways to provide services to meet those additional needs.
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	<ul style="list-style-type: none"> • Keeping in touch with the local senior housing apartment managers to assist older adults in finding affordable housing
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>Therapeutic care at Alzheimer’s Community Care Day Centers reduces the impact of behaviors associated with Alzheimer’s disease. Patients engage in therapeutic activities at least 70% of the time, as mandated by the Specialized Alzheimer’s Day Care License. A welcoming environment through careful design and attention to details that include lighting, color schemes, and furnishings creates a family environment. Patient stress is minimized as they enjoy socialization and therapeutic activities throughout the day. There is no passive stimulation such as television, as this is of no therapeutic benefit to an individual with Alzheimer’s disease. Therapeutic activities conducted at the day center stimulate body and mind and include discussion of current events, low-impact physical exercises, and music and art therapies. Staff is trained in dementia-specific care to meet each patient in his/her reality. Some patients view attendance at the Center as their “volunteer” duty. Many higher functioning patients encourage those in more advanced stages of the disease. Others refer to the Center as their “club,” interacting with staff and peers throughout the day. Activities are all designed to slow or stabilize cognitive decline. Individualized care plans include medical monitoring, physical and cognitive stimulation, structured activities, and opportunities for socialization. Additionally, activities highlight patients’ strengths, so they experience success in relationships, creative and expressive activities, and feeling valued despite losing physical and cognitive abilities.</p> <p>COAMC will utilize the plan as outlined above, and in addition, provide information for available resources on COAMC’s website. Outreach to local non-profits is currently underway to secure a location in Indiantown for a second Adult Day Care center.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p>

	<p>Caregivers tend to self-isolate or are limited in their ability to leave their care-recipient. MLCMC partners to offer education and social events that often provide respite. Counselors then educate caregivers about the availability of in-home counseling services.</p> <p>Older adults who are suffering from depression, anxiety and grief are more likely to self-isolate. By providing program information to local medical providers, home health agencies and community organizations, seniors are made aware of in-home counseling services.</p> <p>Seniors with greatest social need are reached through mailings, publications, social media platforms and television or radio reports. TVC's current congregate dining programs are established in areas intended to conveniently reach these seniors and we currently experience a high utilization of the congregate service with this population. Because of this, one can conclude that , much of our previous outreach efforts have been successful to reach these communities and we continue to attract additional seniors with the greatest social need.</p> <p>Older individuals face social isolation as a result of infirmities of aging, support systems living out of the area, limited mobility, declining cognitive status, etc. CoASL's Outreach Team collaborates with multiple community partners in St. Lucie County in an effort to identify and reach these individuals. Outreach and key staff are involved in numerous partnerships with local organizations interfacing with older individuals and where seniors gather.</p> <p>The Consumer Service Specialist is available to assist older individuals with various needs.</p> <p>The Division has a Senior Center located in the Lake Worth Beach area; with a manager and an assistance manager; Case Managers and outreach workers that are available to outreach to the population in this low-income area of Palm Beach County that has a high concentration of non-English speaking seniors. Staff are Spanish and Creole speaking and there are programs in Spanish that accommodate Spanish-speaking seniors.</p>
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	<p>FRLS outreach and education schedule is developed after their needs assessment which included client surveys, review of GIS mapping data, the Department of Elder Affairs Elder Needs Index, census and historic information. To reach older individuals with the greatest social need FRLS targets areas with the highest ENI percentages and utilizes their knowledge of the area and populations gained from their work and collaboration with partners to reach those older individuals with the greatest social needs including low- income older individuals, low-income minority individuals, older individuals with limited English proficiency and those residing in rural areas. FRLS also utilizes diverse staff that is multilingual during their outreach events to locations where there is low English proficiency.</p> <ul style="list-style-type: none"> • SRA does outreach to Mental Health care providers – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • The Indian River and Sebastian River Medical Center, as well as the VNA, coordinate with SRA regarding Emergency Meals on Wheels, so that patients receive basic supports when they return home from a health care facility that assist them in their recovery. SRA staff members also provide information on resources and services. • SRA works with IRC Health Department and Treasure Coast Community Health to refer clients for services, particularly those with the greatest economic need. • Collaborating / displaying information with Mental Health Association, Mental Health Collaborative, UF Health, Indian River County Housing Authority • Displaying brochure information at all public locations i.e. North County Library, Bracket Library, Vero Beach Library Providing translated information to those with limited English proficiency • SRA Case Managers work closely with SHINE to assist seniors in securing prescription and pharmaceutical prescription assistance for older adults who need medication not included on their Part D Plan.
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<p>Older individuals with severe disabilities</p>	<p>ACC's Specialized Alzheimer's Day Center serving Martin County is staffed by a Program Manager, dementia-trained licensed nurse, and a Program Nurse, also a licensed nurse with significant dementia training and experience. The Specialized Alzheimer's Day Care License requires a nurse to be on site 75% of the time. Because ACC operates each Center with two nurses, the Organization exceeds the licensing requirement and has a nurse on site 100% of the time. The license also requires a one-to-five staff-to-patients ration. The additional staff, 11 dementia-trained Certified Nurses Aides and Activities Assistants, themselves also CNAs. All staff is extremely skilled in working with Alzheimer's patients and families. They are skilled in communicating with patients and can redirect negative behaviors. Although there are many group activities, care is individualized based on a comprehensive evaluation that identifies their strengths, limitations, and needs. For example, he staff knows which patients enjoy and participate in certain activities and prefer less structured and more individualized projects.</p> <p>For COAMC to identify seniors with severe disabilities, educational in-service sessions with ARC (Advocates for the Rights of the Challenged) will occur a minimum of twice a year.</p> <p>Older individuals with severe disabilities often suffer from depression, anxiety and grief arc more likely to self-isolate. MLCMC provides program information to local medical providers, home health agencies and community organizations, seniors are made aware of in-home counseling services.</p> <p>Research reports provided by the AAAPBC/TC and Department of Elder Affairs (DoEA) describe the specific zip codes which include seniors who have severe disabilities. These reports are reviewed and the communities which make up the zip codes are targeted for outreach activities including mainly educational classes of services offered by TVC in partnership with DoEA and alternate funders.</p> <p>The CoASL Outreach Team and key staff members will collaborate with a variety of community resources, including Coalition for Independent Living Options (CILO), The ARC, Vocational Rehabilitation, etc. to provide the</p>
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	<p>most current information regarding programs and services available to older individuals and their caregivers. CoASL will be present at Health / Information Fairs, Symposiums, Conferences, Chamber Events, Community HOA presentations, Community Networking Events to identify and reach individuals with disabilities.</p> <p>The Division participates in Health Fairs throughout the County and makes every effort to participate in local networks and consortiums where hospitals, home health, social and medical providers are represented and assist the Division to target high-risk individuals in need of services. Partnerships allow for the availability and continuity of economic and social resources to support caregivers and older adults. The Division's is an active partner with the Aging Network to plan and coordinate services for older adults.</p> <p>FRLS' collaboration and outreach will include community agencies serving older individuals with severe disabilities such partners include the Center for Independent Living, Councils on Aging, and the Area Agency on Aging. FRLS will collaborate to ensure that these agencies are referring older individuals in need of legal services to FRLS.</p> <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Referrals from the state of those aging out of services • Outreach to disability resource centers – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Collaborating / displaying information with ARC, Goodwill, RISE Center IRC • Working with the Palm Beach Division of Blind Services, Brevard Division of Blind Services and the Telephone Company for assistive devices for the hearing and visually impaired. • Provide information to the Low-Vision Support Group.
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	<ul style="list-style-type: none"> Collaborate with Department of Children and Families, Abilities Resource Center, and Gulfstream Goodwill Industries to keep these agencies aware of the available resources in the community
Older individuals with limited English proficiency	<p>At ACC particular attention is paid to bilingual patients, offering specific programming designed to help them retain English to slow cognitive decline. Most staff in the center are bilingual. Programming is offered in Spanish and Creole and is culturally appropriate.</p> <p>To identify seniors with limited English proficiency, COAMC will conduct in-service sessions with Martin County Health & Human Services Department's Adult Literacy staff, and Indian River State College's English as a Second Language Department.</p> <p>MLCMC recently employed a bilingual English-Spanish counselor who will be assigned to outreach and provision of services to non-English speakers. Translation services for languages other than Spanish are available upon request at no additional cost to the client.</p> <p>Research reports provided by the AAAPBC/TC and Department of Elder Affairs (DoEA) describe the specific zip codes which include seniors who have limited English proficiency. These reports are reviewed and the communities which make up the zip codes are targeted for outreach activities including mainly educational classes of services offered by TVC in partnership with DoEA and alternate funders and utilizing mailings or news publications. TVC has numerous staff proficient in the common non-English languages in the community</p> <p>The CoASL Outreach Team coordinates with known multi-cultural religious affiliations as well as local bi-lingual Medicaid providers to reach as many targeted older individuals as possible. The Outreach Team utilizes resources provided by the Agriculture & Labor Program, Inc. Bilingual staff is vital in assisting with reaching those older individuals with limited English proficiency. Brochures are available in Spanish and Creole.</p>

	<p>The Division participates in events located where Hispanic and Creole speaking seniors live; participates in informative programs to disseminate information about services available in Spanish and Creole. The Palm Beach County Channel 20 also provides information on the Division ' s formal and in formal resources, including programs conducted in Creole and Spanish. The Division's staff fluent in Spanish and Creole participates in those programs.</p> <p>FRLS' outreach schedule will include locations identified as having higher populations of individuals with low English proficiency. FRLS will utilize staff that is bilingual to conduct the outreach and education events.</p> <p>RRJFS outreach to Russian speaking individuals will include special printed materials, information provided by their Russian-speaking staff and presentations to their Russian Club (a bi-weekly meeting of individuals from FSU). RRJFS staff person would be able to interpret at caregiver groups, presentations and 1:1 consultation as needed. Additionally, RRJFS will make referrals to other organizations as appropriate.</p> <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Collaborating / displaying information with Language and Literacy Services of Indian River County • Providing translated information to those with limited English proficiency • SRA uses a language line. • SRA has bilingual staff in the Program Department and makes informational flyers available in English and Spanish. • SRA has met with political and civic leaders in these targeted communities to keep them aware of SRA's services, as well as other resources in the community.
Older individuals with Alzheimer's disease and related disorders with neurological and	At ACC upon enrollment in day center services, patient cognition is assessed. Cognition is assess annually or more often if staff or family notice changes. Patient health is monitored monthly, including weight, vital signs, level of assistance needed, and fall risk. Patients with a high fall risk are identified by a coded system on their

<p>organic brain dysfunction</p>	<p>name tag. As such, extra attention is paid by staff when these patients get up, sit down, or walk so as to prevent falls. Patients engage in therapeutic activities at least 70% of the time, as mandated by the Specialized Alzheimer's Day Car License.</p> <p>To identify individuals with memory disorders, and increase education and understanding of Alzheimer's disease and related disorders in the community, COAMC established the HUGS (Help, Understanding, Guidance and Safety) program. The HUGS Outreach coordinator conducts educational training sessions with first responders including the Stuart Police Department, Cleveland Clinic, Martin County Rescue, and local businesses, for example, banks and Publix.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>A majority of the caregivers served are caring for a loved one with Alzheimer's or other neurological disorder. Counselors provide education and outreach at informational forums and seminars where caregivers go for support and knowledge.</p> <p>TVC's strategy to reach individuals with Alzheimer's Disease and related disorders include targeting the caregiver of these seniors through news publications, advertisements, a variety of social media platforms and partnerships with local Doctors who treat such disorders. It is dangerous for seniors with such conditions to live alone due to the affects of these disorders on their individual safety. TVC also works with other community providers who serve those with Alzheimer's disease and related disorders making and/or receiving referrals for care as appropriate. The Florida Department of Children and Families Adult Protective Services (APS) is instrumental in making efforts to reach these people to assure their safety. TVC works in conjunction with APS to provide the necessary care while they determine if the senior with a memory disorder is safe to live alone. Referrals are both made to and received from APS for clients in this category.</p>
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	<p>CoASL conducts outreach efforts with the local chapter of Alzheimer’s Association. Outreach Director maintains ongoing relationships with multiple nursing and assisted living facilities, doctors, home health agencies, medical offices, etc. to ensure information is available for our older individuals who are at risk for institutional placement.</p> <p>The Division partners with Alzheimer' s Community Care (ACC) to outreach and serve older individuals with Alzheimer' s disease and related disorders with neurological and organic brain dysfunction. Case management and other staff participates on ACC educational events geared toward caregivers and family members. Mid-County Senior Center, houses an Adult Health Day Care Center operated by ACC to facilitate a smooth transition from the Division's Adult Day Care to a more dementia specific setting as needed.</p> <p>FRLS will provide outreach and education to Alzheimer’s Community Care organizations providing care and services to older individuals with Alzheimer’s and related disorders with brain dysfunction.</p> <p>RRJFS partners with organizations such as the 211, Alzheimer's Association, the Volen Center and the FAU Green Memory and Wellness Clinic. In addition to providing information about their program, RRJFS makes referrals to them. RRJFS can also reach out to doctors' offices and neurologists</p> <p>SRA’s activities include the following:</p> <ul style="list-style-type: none"> • Outreach to geriatric care managers and local neurologists – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Collaborating / displaying information with private in-home service companies. • Participating in local caregiver/ support groups • SRA works closely with the Alzheimer’s/Parkinson Association to identify and refer clients and caregivers who would
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	<p>benefit from services that each organization provides.</p> <ul style="list-style-type: none"> • Through intensive outreach to this population. Staff members distribute informational brochures about our services (including a brochure about SRA's Adult Day Care Centers) to health care facilities and doctors' offices. • Through information and referral calls received by the Case Management and Adult Day Care departments.
Older individuals at risk for institutional placement	<p>The evidence-based model of care used by ACC has demonstrated to be very successful in keeping Alzheimer's patients from entering nursing homes. According to independent researchers at the University of South Florida, over 75% of ACC's day care program participants had Brief Interview of Mental Status (BIMS) Scores indicative of cognitive impairment. This proportion exceeds that of most studies of nursing home residents. At the same time, only 41% of their caregivers had Zarit Burden Scale (a widely accepted tool to measure caregiver burden) scores indicative of high burden. The longer a patient was enrolled in daycare, the lower the caregiver burden, indicating that ACC's family-centered care model effectively reduces caregiver burden, helping families continue to provide community-based care at home, thereby delaying or avoiding costly nursing home care.</p> <p>To identify seniors at risk for institutional placement, COAMC will conduct in-services sessions with the Cleveland Clinic Case Management Department, in addition to the organizations listed previously.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>Caregivers who receive supportive counseling services from MLCMC are very often able to continue caregiving and maintain their loved ones at home. Counselors encourage doctors, hospitals, rehabilitation facilities, home health agencies and lead agencies to refer for counseling whenever a caregiver is showing signs of burnout.</p>

	<p>All of TVC's outreach activities are successful for reaching seniors at risk for institutional placement. This includes seniors with caregivers and seniors in need of help in their home but who may live independently. Fairs, educational classes, publications, advertisements, social media platforms and group or individual tours all reach these individuals.</p> <p>The CoASL Outreach Team educates older individuals in the community and provides information on in-home services to ensure they are informed of available resources. Information is disseminated to doctors' and medical offices, hospitals, nursing facilities, hospice and palliative care providers, home health agencies, etc.</p> <p>The Division makes the effort to participate in local networks and consortiums where hospitals, home health, social and medical providers are represented and assist the Division to target high-risk individuals in need of services. Partnerships allow for the availability and continuity of economic and social resources to support caregivers and older adults. The Division is an active partner with the Aging Network to plan and coordinate services for older adults. The Division also coordinates referrals and consumers in common with other service providers to integrate service planning and training activities.</p> <p>FRLS will with collaborate with the Department of Children and Families to receive referrals and help with legal issues and the provision of services that will allow older individuals to remain independent and avoid institutional placement.</p> <p>RRJFS encourages participants to "spread the word" about their program. Word of mouth is an effective tool for individuals who are struggling with caregiving and questions about placement.</p> <p>The RRJFS Program Director will also take advantage of speaking opportunities in community organizations and religious groups to reach individuals and their caregivers who are still living at home</p> <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Collaborating / displaying information with
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	<p>Assisted living Facilities.</p> <ul style="list-style-type: none"> • Outreach to Senior Living advisors – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Referrals from neighbors, home health agencies, Adult • Protective Services, doctors and health care facilities, Health Department, IRC Sheriff's and local police departments and EMS first responders
Caregivers	<p>The overall goal of ACC services, including the Specialized Alzheimer's Day Care Program, is to equip families living with Alzheimer's disease with the resources they need to live in the Community with dignity and safety throughout the disease progression. The most valuable resource Specialized Adult Day Care provides caregivers is time. Time to go to work, run errands and socialize with friends and family without worrying about their loved ones. When a caregiver realizes that needs of their loved one are being met, they begin to see the burden of caregiving lighten. The effectiveness of the respite is measured through the administration of the Zarit Burden Interview, a broadly accepted instrument to assess caregiving burden. Upon enrollment, caregivers typically have a score indicative of a high burden. However, the longer a patient was enrolled in daycare, the lower the Burden score became. Data collected indicates the following: 86% of caregivers enrolled in the program, who completed an annual reassessment, indicated that they are likely to continue to provide home-based care for their loved-one with Alzheimer's disease as a result of the support and respite they received from the program; 87% of patients enrolled eliminated the need for nursing home placement at the time of program exit.</p> <p>To identify caregivers, COAMC conducts two Caregiver Support Groups monthly, and hosts an annual Family Caregiver Workshop.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p>

	<p>MLCMC Counselors make every effort to be present at all caregiver targeted events in the county. In addition, Counselors encourage doctors, hospitals, rehabs, home health agencies and lead agencies etc. to refer for counseling whenever a caregiver is showing signs of burnout.</p> <p>TVC's strategy to reach individuals caregivers of seniors includes news publications, advertisements, social media platforms, group and individual tours and partnerships with local Doctors who treat memory disorders. TVC's 31 buses traveling throughout Planning and Service Area B Monday through Friday are stocked with information on our services and each driver is equipped to share this information with the community at large as requested and specifically caregivers who are looking for support and help.</p> <p>The CoASL Outreach Team attends multiple Health/Information Fairs and community events throughout the year to ensure we have the most updated resources to provide to our caregivers. These Health Fair Events provide direct in person information on our programs and services. Many caregivers attend these fairs to gather resources that will assist them with the care of their family member. Outreach Team works with 55+ communities, Morselife, etc. to identify and reach caregivers of older individuals to provide community resource information.</p> <p>The Division's outreach staff visits Senior Centers, Congregate Meal Sites and Senior Housing Communities to inform participants of the services available and answer questions on specific needs. The Palm Beach County Community Services website and Channel 20 also provide information on the Division's formal and informal resources.</p> <p>FRLS will collaborate with caregiver support groups and the Area Agency on Aging to provide education and outreach to this population.</p> <p>OSS' participation in the annual Fearless Caregiver Conference</p>
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	<p>affords a wonderful opportunity to have one-on-one, face-to-face conversations with caregivers about their needs and solutions that OSS or other organizations in Okeechobee County can meet. This is in addition to the caregivers OSS speaks to at the other annual countywide events.</p> <p>RRJFS partners with organizations such as the 211, Alzheimer's Association, the Volen Center and the FAU Green Memory and Wellness Clinic. In addition to providing information about their program, RRJFS makes referrals to them. RRJFS can also reach out to doctors' offices and neurologists. RRJFS is hopeful that this type of outreach will find both older individuals and their caregivers. RRJFS' program is listed with Information & Referral (I&R) helplines such as the State Elder Helpline, 2-1-1 and the Alzheimer Association Helpline.</p> <ul style="list-style-type: none"> • Create literature and print materials to publicize program • Marketing I ad placement for caregiver services in appropriate local periodicals and e-media • Outreach to other social service agencies and senior housing serving older adults and individuals, physical health issues and cognitive memory impairment • Target local clubs / community libraries/ local religious institutions where outreach materials can be distributed • Promote our community off site once-weekly caregiver support group throughout outside communities • Provide educational presentations on caregiver topics when requested by media, groups, etc <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Participating in local caregiver/ support groups • SRA works closely with the Alzheimer's/Parkinson Association to identify and refer clients and caregivers who would benefit from services that each organization
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	<p>provides.</p> <ul style="list-style-type: none"> • Through intensive outreach to this population. Staff members distribute informational brochures about our services (including a brochure about SRA's Adult Day Care Centers) to health care facilities and doctors' offices. • Through information and referral calls received by the Case Management and Adult Day Care departments.
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction	<p>The hallmark of ACC's model of care is the equal focus on the needs of both Alzheimer's patients and their family caregivers. Caring for an Alzheimer's patient is highly stressful. Sadly, because of the stress and self-neglect typically associated with caregiving, without support, 40% of these dedicated family members die before the patient. That number skyrockets to 70% for caregivers over the age of 70. ACC's Family Nurse Consultant (FNC) Program brings vital resources and support to families coping with Alzheimer's disease or other dementia. The nurse evaluates patient health and cognition as well as caregiver health, burden, and stress level. The FNC then creates a care plan for the family, ensuring the health and safety of the patient and caregiver. Plans often include Specialized Alzheimer's Day Care, which has the dual purpose of providing therapeutic care for the patient and life- saving respite for the caregiver</p> <p>In addition to the support groups and Caregiver Workshop, COAMC collaborates with Alzheimer's Association, and Alzheimer's Community Care to identify caregivers of individuals with memory disorders and in need of support and services. Our agencies work jointly to refer caregivers with the agency that is most appropriate to meet their needs.</p> <p>A majority of the caregivers served by MLCMC are caring for a loved one with Alzheimer's or other neurological disorder. Counselors provide education and outreach at informational forums and seminars where caregivers go for support and knowledge.</p> <p>TVC's strategy to reach individuals caregivers of older individuals with Alzheimer's Disease and related disorders</p>

	<p>include news publications, advertisements, social media platforms group and individual tours and partnerships with local Doctors who treat such disorders.</p> <p>TVC also maintains 31 buses which travel throughout Planning and Service Area B Monday through Friday with information on our services on the bus – attracting calls on our services daily.</p> <p>CoASL conducts outreach efforts with the local chapter of Alzheimer’s Association. Outreach Director maintains ongoing partnerships with multiple nursing and assisted living facilities, doctors, home health agencies, medical offices, etc. to ensure information is available for our older individuals who are at risk for institutional placement.</p> <p>The CoASL Outreach Team identifies caregivers of older individual with Alzheimer’s disease or related disorders by establishing community partners such as Morselife, who provides free in home caregiving counseling and caregiver support groups with licensed clinical social workers. Outreach Team also attends yearly Caregiver Conferences to disseminate information to the caregivers of individuals with Alzheimer’s and other related disorders.</p> <p>The Division outreach staff visits Senior Centers, Congregate Meal Sites and Senior Housing Communities to inform participants of the services available and answer questions on specific needs. The Palm Beach County Community Services website and Channel 20 also provide information on the Division's formal and informal resources.</p> <p>FRLS will work with Alzheimer’s Community Care in Martin County and St. Lucie counties and caregiver support groups, and memory care facilities providing outreach and education regarding legal education and FRLS services.</p> <p>RRJFS partners with organizations such as the 211, Alzheimer's Association, the Volen Center and the FAU Green Memory and Wellness Clinic. In addition to providing information about their program, RRJFS makes</p>
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	<p>referrals to them. RRJFS can also reach out to doctors' offices and neurologists. RRJFS is hopeful that this type of outreach will find both older individuals and their caregivers. RRJFS' program is listed with Information & Referral (I&R) helplines such as the State Elder Helpline, 2-1-1 and the Alzheimer Association Helpline.</p> <ul style="list-style-type: none"> • Create literature and print materials to publicize program • Marketing I ad placement for caregiver services in appropriate local periodicals and e-media • Outreach to other social service agencies and senior housing serving older adults and individuals, physical health issues and cognitive memory impairment • Target local clubs / community libraries/ local religious institutions where outreach materials can be distributed • Promote our community off site once-weekly caregiver support group throughout outside communities • Provide educational presentations on caregiver topics when requested by media, groups, etc <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Providing no cost transportation and accessibility to available resources • Collaborating/ displaying information with Florida Health <ul style="list-style-type: none"> ○ Department • Collaborating/ displaying information at local homeless/ low- income assistance centers i.e. United Against Poverty' The Source, The Samaritan Center, Hope for Families Center, St. Vincent De Paul's • Displaying brochure information at all public
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	<p>locations i.e. North County Library, Bracket Library, Vero Beach Library</p> <ul style="list-style-type: none"> • Providing translated information to those with limited English proficiency. • Participating in local caregiver/ support groups • SRA works closely with the Alzheimer's/Parkinson Association to identify and refer clients and caregivers who would benefit from services that each organization provides. • Through intensive outreach to this population. Staff members • distribute informational brochures about our services (including a brochure about SRA's Adult Day Care Centers) to health care facilities and doctors' offices. • Through information and referral calls received by the Case Management and Adult Day Care departments.
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	<p>To identify grandparents or older individuals who provide care for children with severe disabilities, COAMC will provide in-service educational sessions with ARC, the Children Services Council of Martin County, and Tykes & Teens.</p> <p>All MLCMC outreach efforts focus on older individuals, including those caregiving for a child with severe disabilities. Staff 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>CoASL collaborates with multiple schools, Boys and Girls Club, Big Brothers/Big Sisters, etc. and is able to identify, through these entities, older individuals who may be caring for children with disabilities and provide them with information regarding community resources and supports.</p> <p>Case management and other staff participates in educational events geared toward caregivers and family members.</p> <p>FRLS will continue to provide education and outreach to Grandparents Raising Grandchildren, the Agency for Persons with Disabilities, the Children's Services Council and the Department of Children and Families to ensure</p>

	<p>their services are available to older individuals who are relative caregivers of children with disabilities. FRLS also will provide education to Children's Medical Services (CMS) so caregivers of children with disabilities can access their services.</p> <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Providing no cost transportation and accessibility to available resources • Collaborating/ displaying information with local Childcare Resources organizations • Collaborating/ displaying information at local homeless/ low- income assistance centers i.e. United Against Poverty' The Source, The Samaritan Center, Hope for Families Center, St. Vincent De Paul's • Displaying brochure information at all public locations i.e. North County Library, Bracket Library, Vero Beach Library • Providing translated information to those with limited English proficiency. • Participating in local caregiver/ support groups
Caregivers who are older individuals with greatest social need	<p>At ACC caregivers are encourage to attend Family Nurse Consultant-led Support Groups for professional guidance and peer support to better care for themselves and their loved one.</p> <p>To identify caregivers who are older individuals with the greatest social need COAMC will conduct outreach and perform in-service educational sessions with local senior communities, Cleveland Clinic Case Management Department, local churches, and the Stuart/Martin County Chamber of Commerce.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>Caregivers tend to self-isolate or are limited in their ability to leave their care-recipient. MLCMC partners to offer education and social events that often provide respite. Counselors then educate caregivers about the availability of in-home counseling services. In addition,</p>

	<p>Counselors encourage doctors, hospitals, rehabilitation facilities, home health agencies and lead agencies etc. to refer for counseling whenever a caregiver is showing signs of burnout.</p> <p>TVC reaches caregivers with greatest social need through news publications, social media platforms, group and individual tours, educational classes, fairs and exhibits, partnership with Doctors and mailings.</p> <p>Caregivers of older individuals face social isolation as a result of heavy care responsibility, infirmities of aging, support systems living out of the area, limited mobility, declining cognitive status, etc. CoASL's Outreach Team collaborates with multiple community partners in St. Lucie County in an effort to identify and reach these individuals.</p> <p>CoASL Outreach and key staff are involved in numerous partnerships with local organizations interfacing with caregivers of older individuals. The Consumer Service Specialist is available to assist caregivers of older individuals with various needs.</p> <p>The Division does not provide this service, however , does share brochures and information provided by AAAPC/TC at the outreach events staff participates in throughout the year.</p> <p>FRLS will target outreach to areas in Martin, St. Lucie, Okeechobee and Indian River counties known to have high concentrations of rurally isolated older individuals. FRLS will provide information concerning their services to local organizations which provide care and support to older individuals in rural areas including medical, religious organizations, hospitals, and care centers.</p> <p>RRJFS' program is listed with Information & Referral (I&R) helplines such as the State Elder Helpline, 2-1-1 and the Alzheimer Association Helpline. At the renewal of this grant, RRJFS will reach out to each of them again to ensure that they have accurate information for their services.</p> <p>RRJFS will post ads and calendar items in local publications such as the Sun Sentinel and Jewish</p>
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	<p>newspapers. Beyond print media, RRJFS will continue to publicize their services on social media outlets such as Facebook and Instagram.</p> <ul style="list-style-type: none"> • Create literature and print materials to publicize program • Marketing I ad placement for caregiver services in appropriate local periodicals and e-media • Outreach to other social service agencies and senior housing serving older adults and individuals, physical health issues and cognitive memory impairment • Target local clubs / community libraries/ local religious institutions where outreach materials can be distributed • Promote our community off site once-weekly caregiver support group throughout outside communities • Provide educational presentations on caregiver topics when requested by media, groups, etc <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Outreach to Mental Health care providers – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Collaborating / displaying information with Mental Health • Association, Mental Health Collaborative, UF Health, Indian River County Housing Authority • Displaying brochure information at all public locations i.e. North • County Library, Bracket Library, Vero Beach Library • Providing translated information to those with limited English proficiency.
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	<ul style="list-style-type: none"> • Participating in local caregiver/ support groups
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	<p>At ACC Family Nurse consultant, Case Management, Peer support groups are all free of charge for all caregivers.</p> <p>If indicated, families are referred to programs like Supplemental Nutrition Assistance Program (SNAP), Medicaid Long Term Managed Care, elder law attorneys, and home-delivered meals.</p> <p>ACC relies on several funding streams to assure that Specialized Alzheimer's Day Care is available to all families in need. Case Managers work with individual families to enroll them in sustainable, long-term funding programs like Medicaid Managed Care or Veteran's benefits.</p> <p>To identify caregivers who are older individuals with greatest economic need and in particular low-income older individuals, COAMC will provide educational in-service sessions with House of Hope, Martin County Health and Human Services, and local churches.</p> <p>COAMC will also participate in community health fairs, and utilize our website, and Facebook to provide information on accessing services.</p> <p>MLCMC agency staff make every effort to attend and participate in events offered throughout the community. Many of these opportunities are offered inside low-economic neighborhoods or at local senior centers, such as the Kane Center who shares this mission. When interacting with attendees, focus is given to the fact that our services are provided at no charge.</p> <p>TVC reaches caregivers with greatest economic need through news publications, social media platforms, group and individual tours, educational classes, fairs and exhibits, partnership with Doctors and mailings. TVC congregate dining sites are strategically placed in areas convenient for older adults with the greatest economic need, including those serving as caregivers. The dining sites and the educational programs and activities available there serve as a way for TVC to outreach to this</p>

	<p>population and educate them on the programs available to them.</p> <p>St. Lucie County has several pockets of low income senior density. The focus in Fort Pierce is near the 1505 Orange Avenue facility moving East and West, extending from U.S. HWY One to Okeechobee Blvd and moving North to the county line. For CoASL the focus in the city of Port St. Lucie is the Crosstown Parkway corridor extending from East of U.S. HWY One and moving Southwest to the county line. The Outreach and Consumer Service Team attend multiple community events and collaborate with community partners and faith based organizations, as well as outreach to local doctors and medical offices, nursing facilities, hospitals, etc., to ensure funded programs and services are targeted to those caregivers of older individuals with the greatest economic needs. CoASL utilizes its multi-lingual staff and key staff members participate in collaborations with community partners across the county in an effort to disseminate information to the targeted population.</p> <p>The Division's outreach staff visits Senior Centers, Congregate Meal Sites and Senior Housing Communities to inform participants of the services available and answer questions on specific needs.</p> <p>The Palm Beach County Community Services website and Channel 20 also provide information on The Division's formal and informal resources.</p> <p>Case management and other staff participates on educational events geared toward caregivers and family members.</p> <p>The Division works together with Alzheimer's Community Care (ACC) to outreach and serve older individuals with Alzheimer 's disease and related disorders with neurological and organic brain dysfunction. Case management and other staff participates on ACC educational events geared toward caregivers and family members.</p> <p>FRLS will identify service providers targeting older individuals with the greatest economic need and provide information on their services to these service providers. FRLS will conduct targeted outreach to areas with the highest concentrations of low-income older individuals identified through the US census and EIN mapping including meal sites, home health care agencies, caregiver support groups, community health centers.</p>
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	<p>RRJFS provides services such as Financial Assistance, service coordination in Section 8 HUD housing and programming for individuals from the Former Soviet Union (FSU) for whom English is a second language. Their caregiver program is promoted among these clients. Reaching this population will help them to contact both older individuals and their caregivers.</p> <ul style="list-style-type: none"> • Create literature and print materials to publicize program • Marketing I ad placement for caregiver services in appropriate local periodicals and e-media • Outreach to other social service agencies and senior housing serving older adults and individuals, physical health issues and cognitive memory impairment • Target local clubs / community libraries/ local religious institutions where outreach materials can be distributed • Promote our community off site once-weekly caregiver support group throughout outside communities • Provide educational presentations on caregiver topics when requested by media, groups, etc <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Providing no cost transportation and accessibility to available resources • Collaborating/ displaying information with Florida Health Department • Collaborating/ displaying information at local homeless/ low- income assistance centers i.e. United Against Poverty' The Source, The Samaritan Center, Hope for Families Center, St. Vincent De Paul's • Displaying brochure information at all public locations i.e. North County Library, Bracket
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	<p>Library, Vero Beach Library</p> <ul style="list-style-type: none"> • Providing translated information to those with limited English proficiency. • Participating in local caregiver/ support groups
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	<p>For families, it is heartbreaking to watch their loved ones slowly decline. They need services and support to overcome the many challenges they will face as the disease progresses. They need compassionate guide to help them navigate the disease and ensure safety and well-being for both. Family Nurse Consultants (FNC) at ACC have the experience, knowledge, and compassion necessary to join these courageous families on the Alzheimer's journey. The FNC lifts some of the caregiving burdens from families, fortifying them to continue to live in the community in dignity and safety in the familiar surroundings of home. Without the support, encouragement, and care provided by FNCs, caregivers and patients are vulnerable to severe health and safety incidents that can impact the entire community. Over the past year, the FNC program has added therapeutic tools that can be used at home to assist caregivers further as they seek to manage the often complex behaviors associated with the disease. FNCs personalize each "Caregiver Toolbox" to meet the individual needs of each family. Included in the toolbox is referral information to community-based services, tips on maintaining patient safety (including newly designed Medical Bracelets and Door Alerts for patients at risk of wandering, and therapeutic activities to stimulate conversation, memory reminiscence, and positive interaction with loved ones.</p> <p>To identify caregivers who are older individuals providing care to individuals with severe disabilities, including children with severe disabilities, COAMC will provide in-service educational sessions with ARC, the Children Services Council of Martin County, and Tykes & Teens.</p> <p>A majority of the caregivers served are caring for a loved one with Alzheimer's, other neurological disorders and severe disabilities. Counselors provide education and outreach at informational forums and</p>

	<p>seminars where caregivers go for support and knowledge. In addition, Counselors encourage doctors, hospitals, rehabs, school, home health agencies and lead agencies etc. to refer for counseling whenever a caregiver is showing signs of burnout. Staff make local agencies such as Children's Services Council and Tykes and Teens aware of the availability of no-cost counseling for those caring for children with severe disabilities.</p> <p>TVC reaches caregivers with in this targeted population through news publications, social media platforms, group and individual tours, educational classes, fairs and exhibits, partnership with Doctors and mailings.</p> <p>The CoASL Outreach Team and key staff members will collaborate with a variety of community resources, including Coalition for Independent Living Options (CILO), The ARC, Vocational Rehabilitation, etc. to provide the most current information regarding programs and services available to older individuals and their caregivers. CoASL will be present at Health / Information Fairs, Symposiums, Conferences, Chamber Events, Community HOA presentations, Community Networking Events to identify and reach individuals with disabilities and their caregivers.</p> <p>The Division's outreach staff visits Senior Centers, Congregate Meal Sites and Senior Housing Communities to inform participants of the services available and answer questions on specific needs.</p> <p>The Palm Beach County Community Services website and Channel 20 also provide information on The Division's formal and informal resources.</p> <p>FRLS will work with agencies assisting older caregivers of people with severe disabilities including children. FRLS will provide information on their services to local organizations responsible for providing education and support to caregivers of individuals with disabilities. Including DCF and Agency for Persons with Disabilities. FRLS will provide information on their services to organizations providing medical care to individuals with disabilities.</p>
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	<p>RRJFS makes referrals to social services and mental health providers as needed.</p> <p>SRA's activities include the following:</p> <ul style="list-style-type: none"> • Outreach to disability resource centers – ensuring specially trained professionals are aware of and can refer older individuals have access to available resources. • Collaborating / displaying information with ARC, Goodwill, RISE Center IRC • Providing no cost transportation and accessibility to available resources • Collaborating/ displaying information with Florida Health Department • Collaborating/ displaying information at local homeless/ low- income assistance centers i.e. United Against Poverty' The Source, The Samaritan Center, Hope for Families Center, St. Vincent De Paul's • Displaying brochure information at all public locations i.e. North County Library, Bracket Library, Vero Beach Library • Providing translated information to those with limited English proficiency. • Participating in local caregiver/ support groups
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Appendix 2: Assurances

Section 306 Older Americans Act

Area Agency on Aging of Palm Beach/Treasure Coast, Inc. assures the following:

1. The AAA assures that an adequate proportion, as required under section 307(a)(2) of the OAA and ODA Policy 205.00, Priority Services, of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services: services associated with access to services (transportation, outreach, information and assistance and case management services), in-home services, and legal assistance. (§306(a)(2))
2. The AAA assures it will set specific objectives for providing services to older individuals with greatest economic need and older individuals with greatest social need, include specific objectives for providing services to low-income minority older individuals and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan (§306(a)(4)(A)(i))
3. Each AAA shall provide assurances that the AAA will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
 - a. Specify how the provider intends to satisfy the service needs of low-income minority older individuals and older individuals residing in rural areas in the area served by the provider.
 - b. To the maximum extent possible services to low-income minority older individuals and older individuals residing in rural areas in accordance with their need for such services; and
 - c. Meet specific objectives established by the AAA, providing services to low-income minority older individuals and older individuals residing in rural areas within the planning and service area. (§306(a)(4)(ii))
4. The AAA assures it will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - a. Older individuals residing in rural areas;
 - b. Older individuals with greatest economic need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);
 - c. Older individuals with greatest social need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);
 - d. Older individuals with severe disabilities;
 - e. Older individuals with limited English-speaking ability; and

- f. Older individuals with Alzheimer’s disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals). (§306(a)(4)(B))
- 5. The AAA assures it will ensure that each activity undertaken by the agency, including planning, advocacy, and systems development, will include a focus on the needs of low- income minority older individuals and older individuals residing in rural areas. (§306(a)(4)(C))
- 6. The AAA assures it will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities, with agencies that develop or provide services for individuals with disabilities. (§306 (a)(5))
- 7. The AAA assures it will provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as older Native Americans) including:
 - a. Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
 - b. An assurance that the AAA will, to the maximum extent practicable, coordinate the services provided under Title VI; and
 - c. An assurance that the AAA will make services under the area plan available to the same extent; as such services are available to older individuals within the planning and service area, whom are older Native Americans. (§306(a)(11))
- 8. The AAA assures it will maintain the integrity and public purpose of services provided, and service providers, under this title in all contractual and commercial relationships. (§306(a)(13)(A))
- 9. The AAA assures it will disclose to the Assistant Secretary and the State Agency:
 - a. The identity of each non-governmental entity with which such agency has a contract or commercial relationships relating to providing any service to older individuals; and
 - b. The nature of such contract or such relationship. (§306(a)(13)(B))
- 10. The AAA assures it will demonstrate that a loss or diminution on the quantity or quality of the services provided, or to be provided, under this title by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships. (§306(a)(13)(C))
- 11. The AAA assures it will demonstrate that the quantity and quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships. (§306(a)(13)(D))

12. The AAA assures it will, on the request of the Assistant Secretary of State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals (§306(a)(13)(E))

13. The AAA assures that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title. (§306(a)(14))

14. The AAA assures that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. (§306(a)(15))

Area Agency on Aging Director

Name: Dwight Chenette

Signature: 

Date: 9/27/2022

DEPARTMENT OF HEALTH AND HUMAN SERVICES REGULATIONS TITLE VI OF THE
CIVIL RIGHTS ACT OF 1964

Area Agency on Aging of Palm Beach/Treasure Coast, Inc. hereinafter called the "recipient," HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 80) issued pursuant to the title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal financial assistance from the Department; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the recipient by the Department, this assurance shall obligate the recipient, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar service or benefits. If any personal property is so provided, this assurance shall obligate the recipient for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the recipient for the period during which the federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the recipient by the Department, including installment payments after such date on account of the applications for federal financial assistance which were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the recipient.

Area Agency on Aging Director

Name: Dwight Chenette

Signature: 

Date: 9/27/2022

DEPARTMENT OF HEALTH AND HUMAN SERVICES SECTION 504 OF THE
REHABILITATION ACT OF 1973

Area Agency on Aging of Palm Beach/Treasure Coast, Inc. hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), all requirements imposed by the applicable HHS regulation (45 C.F.R. Part 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to 84.5(a) of the regulation [45 C.F.R. 84(a)], the recipient gives this Assurance in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, (except procurement contracts and contracts of insurance or guaranty), property, discounts, or other federal financial assistance extended by the Department of Health and Human Services after the date of the Assurance, including payments or other assistance made after such date on applications for federal financial assistance that were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means.

This Assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which federal financial assistance is extended to it by the Department of Health and Human Services or provided for in 84.5(b) of the regulation [45 C.F.R. 84.5(b)]. The recipient: a. ☐ employs fewer than fifteen persons; b. ☒ employs fifteen or more persons, and pursuant to 84.7(a) of the regulation [45 C.F.R. 84.7(a)], has designated the following person(s) to coordinate its efforts to comply with the regulation.

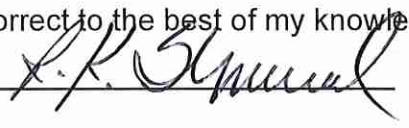
Name of Designee(s): Dwight Chenette, CEO

Recipients Address: 4400 N. Congress Ave, West Palm Beach, FL
33407

IRS Employer I.D. Number: 65-0087858

AAA Board President (or other authorized official)

I certify that the above information is complete and correct to the best of my knowledge.

Name: Randall Sheppard Signature: 

Date: 9/27/2022

AVAILABILITY OF DOCUMENTS

Area Agency on Aging of Palm Beach/Treasure Coast, Inc. HEREBY GIVES FULL ASSURANCE that the following documents are current and maintained in the administrative office of the AAA and will be filed in such a manner as to ensure ready access for inspection by DOEA or its designee(s) at any time.

The AAA further understands that these documents are subject to review during monitoring by DOEA.


- (1) Current board roster
- (2) Articles of Incorporation
- (3) AAA Corporate By-Laws
- (4) AAA Advisory Council By-Laws and membership composition
- (5) Corporate fee documentation
- (6) Insurance coverage verification
- (7) Bonding verification
- (8) AAA staffing plan
 - (a) Position descriptions
 - (b) Pay plan
 - (c) Organizational chart
 - (d) Executive director's resume and performance evaluation
- (9) AAA personnel policies manual
- (10) Financial procedures manual
- (11) Functional procedures manual
- (12) Interagency agreements
- (13) Affirmative Action Plan
- (14) Civil Rights Checklist
- (15) Conflict of interest policy
- (16) Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers
- (17) Consumer outreach plan
- (18) ADA policies

- (19) Documentation of match commitments for cash, voluntary contributions, and building space, as applicable
- (20) Detailed documentation of AAA administrative budget allocations and expenditures
- (21) Detailed documentation of AAA expenditures to support cost reimbursement contracts
- (22) Subcontractor Background Screening Affidavit of Compliance

Certification by Authorized Agency Official:

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging. Assurance is given that DOE A or its designee(s) will be given immediate access to these documents, upon request.

AAA Board President (or other authorized official)

Name: Randall Sheppard Signature: 

Date: 9/27/2022