

2024-2027 FOUR-YEAR AREA PLAN

■ ■ ■ ■ ■ *Program Module*



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

Submission Date – September 15, 2023



4040 Esplanade Way, Tallahassee, FL 32399 | Phone: (850) 414-2000 | ELDERAFFAIRS.ORG

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Program and Contract Module Certification

AREA AGENCY ON AGING (AAA) INFORMATION:

Legal Name of Agency: _____

Mailing Address: _____

Telephone: () _____ - _____ FEDERAL ID NUMBER: _____

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 2024-2027 Area Plan.

President, Board of Directors

Name: _____ Signature: _____

Date: _____

Advisory Council Chair

Name: _____ Signature: _____

Date: _____

Area Agency on

Name: _____ Signature: _____

Date: _____

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 the Older Americans Act Section 306.

AAA Board of Directors

The Agency is working collaboratively with the Department of Elder Affairs on a Governance Contract. Once the final contract is available and approved by the Board, the Agency intends to implement the provisions to maintain compliance under the Agreement. As a result, some information contained in this section will change during the first year of the Area Plan.

Membership Composition:

The Board of Directors consists of at least seven (7) members and not more than eleven (11) members. The goal is to have the board membership be representative of the age, gender, race, ethnicity and geography of the counties served in the PSA. The Agency endeavors to recruit members with diverse backgrounds in areas such as elder and general law, finance, insurance, public health, healthcare delivery, long term care, and government.

Frequency of Meetings:

Regular meetings of the board are held as necessary and generally occur monthly. In the event a quorum cannot be established or for an urgent matter a meeting may occur with the board Executive Committee which is comprised of six (6) members and includes the board officers.

A minimum of five (5) board meetings are held in a fiscal year. Board meetings are publicly noticed on the Agency website and the Florida Administrative Register.

Officer Selection Schedule:

Each year, the board votes on a slate of officers at their annual meeting and these officers comprise the board Executive Committee. The Executive Committee includes the Chair, Vice Chair, Secretary, Treasurer and 2 members at large.

AAA Board Officers:

Title	Name	Term
Chair	Randall Sheppard	N/A
Vice Chair	Lewis Silverman	N/A
Treasurer	Susan Morgan	N/A
Secretary	James Cioffi	N/A
Immediate Past Chair	Colonel Jose R. Thomas-Richards	N/A
Member at Large	Ian Cordes	N/A

AAA Board of Directors Membership:

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term of Office
Randall Sheppard	Government, Fire	Palm Beach	2020	N/A
Lewis Silverman	Attorney	Palm Beach	2019	N/A
Susan Morgan	Insurance	Palm Beach	2021	N/A
James Cioffi	Attorney	Palm Beach	2011	N/A
Colonel Jose R. Thomas-Richards	Physician	Palm Beach	2014	N/A
Ian Cordes	Healthcare, LTC	Palm Beach	2017	N/A
Phillip Weintraub	Finance, Healthcare	Palm Beach	2022	N/A
Kathryn Lewis	Attorney	Palm Beach	2017	N/A
Neal Abarbanell	Physician	Indian River	2008	N/A
Scott Greenberg	Healthcare	Palm Beach	2023	N/A

AAA Advisory Council

Council Composition:

The Advisory Council shall consist of a membership of at least 15 members, but not to exceed 30 members.

Every county in PSA 9 shall be represented by a minimum of one Council member, except for Palm Beach County which shall have a minimum of seven members.

At least 50% of the Advisory Council shall consist of persons age 60 or older, including persons of diverse backgrounds, who are eligible to participate in Older American's Act services.

Membership shall, as nearly as possible, be representative of the demographics of PSA 9.

The Advisory Council shall be composed of residents from PSA 9, including one or more from each of the following categories:

- older individuals (including minority individuals and older individuals residing in rural areas) who are participants or who are eligible to participate in programs assisted under the Older American's Act of 1965, as amended in 2006;
- family caregivers of such individuals;
- representatives of older individuals;
- service providers;
- representatives of the business community;
- local elected officials;
- providers of veterans' health care;
- the general public;
- people with leadership expertise in areas appropriate for and in demand by the Agency;
- representation from the disability community

Frequency of Meetings:

General and Executive Committee meetings of the Advisory Council shall be held at least quarterly. Special meetings may be called by the Chair.

The Advisory Council will hold an Annual Meeting each year.

Member Selection Schedule:

Members shall be elected by a majority vote of those present at an appropriate Advisory Council meeting from a slate recommended by the Membership Committee which shall consider input from persons within PSA 9. This can occur at a anytime during the year for general council members. Selection of mandated Council seats occur during the Annual Meeting in November of each year.

If a vacancy occurs in a mandated Council seat before November, the seat shall be filled for the remainder of the calendar year by an interim voting member by a vote at a regular meeting on the recommendation of the Membership Committee. The official term shall begin January of the following year.

Service Term(s):

New Members to the Advisory Council will be approved by the Advisory Council to a three year term. At the expiration of each term, Advisory Council members may recommit for an additional three year term to the Advisory Council. There is no limitation on the number of terms that Advisory Council members may serve as long as they are performing their role in an exemplary manner.

AAA Advisory Council Members:

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term of Office	60+ (yes/no)	Race	Ethnicity
Jennifer Braisted	Alzheimer's Association	Palm Beach County	2016	1/2021-12/2023	N	W	White
Karen Cascardi	Physical Therapy / Healthy Living	Palm Beach County	2021	7/2021-12/2023	Y	W	White
Frances Corgnati	Volunteer/ Foster Grandparent Program	Palm Beach County	2023	2/2023-12/2025	Y	W	White
Steve Delach	Assisted Living	Palm Beach County	2015	1/2023-2025	Y	W	White
Rev. Kathleen Gannon	Clergy	Palm Beach County	2015	1/2023-2025	Y	W	White
Bree Gordon Lukosavich	Music Therapist	Palm Beach County	2011	1/2021-12/2023	N	W	White
Marshall McDonald, Esq.	Attorney/Tax Accountant	Palm Beach County	2010	1/2021-12/2023	Y	W	White
Melissa Morante	Marketing Executive / Home Health Agency Owner	Palm Beach County	2023	2/2023-12/2025	N	W	White
Carolyn Butler Norton, Esq.	Attorney	Indian River County	2013	1/2021-12/2023	Y	W	White
Janie Peters	Retired Educator	Palm Beach County	2011	1/2023-12/2025	Y	B	Black or African American

Maite Reyes-Cole	Advocate for Persons with Disabilities	Palm Beach County	2016	1/2021-12/2023	N	H	Hispanic or Latino
Kelly Wilson	Care Manager/Guardianship	Palm Beach County	2010	1/2023-12/2025	N	W	White

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"/>	05/21	2	06/27	09/27
	III C.I	<input checked="" type="checkbox"/>	05/21	2	06/27	09/27
	III C.II	<input checked="" type="checkbox"/>	05/21	2	06/27	09/27
	III D	<input checked="" type="checkbox"/>	05/21	2	06/27	09/27
	III E	<input checked="" type="checkbox"/>	05/21	2	06/27	09/27
	American Rescue Plan	<input checked="" type="checkbox"/>				
	VII*	<input checked="" type="checkbox"/>	-			
General Revenue	ADI	<input checked="" type="checkbox"/>	10/20	3	10/26	01/27
	CCE	<input checked="" type="checkbox"/>	10/20	3	10/26	01/27
	HCE	<input checked="" type="checkbox"/>	10/20	3	10/26	01/27
	EHEAP	X	10/20	3	10/26	01/27
Other	ADRC*	<input checked="" type="checkbox"/>				
	AoA Grants	<input type="checkbox"/>				
	FACE*	<input type="checkbox"/>				
	LSP*	<input checked="" type="checkbox"/>				
	NSIP*	<input checked="" type="checkbox"/>				
	RELIEF*	<input type="checkbox"/>				
	SHINE*	<input checked="" type="checkbox"/>				
	SMP*	X				
	MIPPA*	X				
	USDA*	<input checked="" type="checkbox"/>				

* This fund does not have an associated Bid Cycle.

Resources Used

[Advancing States](#)

[American Community Survey](#)

[AoA Special Tabulation Data 60+](#)

[Behavioral Risk Factor Surveillance System - Yes](#)

[Bureau of Economic and Business Research \(BEBR\)](#)

[Explore Census Data](#)

[Economic and Demographic Research \(EDR\)](#)

[FLHealthCHARTS - Yes](#)

[eCIRTS and Legacy CIRTS - Yes](#)

[National Aging Program Information System \(NAPIS\) / The Older Americans Performance System \(OAAPS\) reports](#)

[Florida County Profiles - Yes](#)

[Elder Needs Index Maps](#)

[Targeting Data and Dashboard - Yes](#)

[Targeting Performance Maps](#)

[Other \(Bureau of Labor Statistics\)](#)

[Other \(Florida Commission for Transportation Disadvantage\)](#)

2024-2027 Four-Year Area Plan Program Module

Executive Summary

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

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

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

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

Organizational accomplishments since the previous plan are listed below.

- Completed a financial turnaround based on financial challenges that occurred in prior years. The Agency retired all debts and obligations restoring the financial health of the Agency.
- Implemented new financial policies including monthly reporting to governance to enhance transparency and controls.
- Segregated bank accounts for processing provider payments to enhance controls on restricted funds.
- Successfully completed the General Revenue competitive bid process to allocate nearly \$8.5 million of funding in our five-county service area with a service array of over 30 services.
- Successfully completed the Older Americans Act competitive bid process to allocate nearly \$6.5 million of funding in our five-county service area with a service array of over 30 services.
- Implemented \$ 18.9 million of new funding ensuring contract compliance with five new funding sources across 13 contracted providers which resulted in more than 2.6 million meals for homebound seniors since the start of the pandemic as well as increased supportive services of counseling, telephone reassurance, expanding access to COVID-19 vaccines and energy assistance.
- Enhanced provider relations and support for PSA 9 Area Agency providers by working in a highly collaborative manner. This included increasing awareness of provider services among all Agency staff and Board Members.
- Supported providers with a high level of technical guidance to modify service delivery during COVID 19 emergency declarations.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Florida Blue, Florida Power and Light, Palm Beach County, Palm Health Foundation, Quantum Foundation and United Way to expand technology and staffing to support the COVID-19 response.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Quantum Foundation and United Way to expand access to nutrition services.
- Implemented remote working plans and policies to continue supporting Agency obligations by associates during the pandemic. Post pandemic, implemented hybrid work schedules to attract and retain associates.
- Implemented a telephone reassurance program providing information on topics such as fall prevention, managing chronic conditions, vaccine resources, preventing elder scams and obtaining food and housing resources.
- Partnered with the Memory Disorder Clinics to establish a Palm Beach County Dementia Care and Cure Task force representing the areas of transportation, direct services, communications, research, legal, first responders, departments of health, local funders, Alzheimer's Association, caregivers, adult protective services and veterans.

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

Mission and Vision Statements

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

Mission:

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

Vision

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

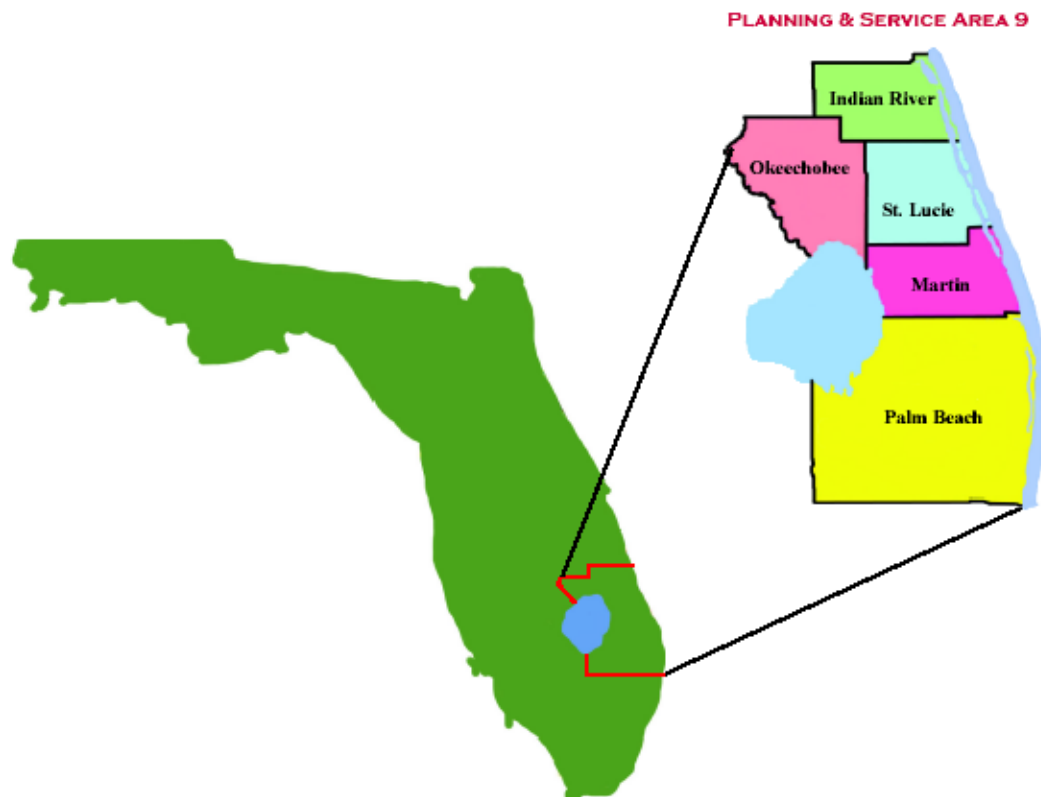
Profile

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

Identification of Counties:

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

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



INDIAN RIVER COUNTY

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

MARTIN COUNTY

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

OKEECHOBEE COUNTY

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

PALM BEACH COUNTY

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

ST. LUCIE COUNTY

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

Identification of Major Communities:

INDIAN RIVER COUNTY COMMUNITIES

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

Vero Beach

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

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

Sebastian

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

Fellsmere

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

Indian River Shores

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

Orchid

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

MARTIN COUNTY COMMUNITIES

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

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

OKEECHOBEE COUNTY COMMUNITIES

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

PALM BEACH COUNTY COMMUNITIES

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

ST. LUCIE COUNTY COMMUNITIES

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

Socio-Demographic and Economic Factors:

AGE

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

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

INCOME – 60+ POPULATION

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

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

RACE AND ETHNICITY – 60+ POPULATION

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

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

LIVING ALONE – 60+ POPULATION

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

GRANDPARENT RESPONSIBLE FOR GRANDCHILDREN

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

LIMITED ENGLISH PROFICIENT – 60+ POPULATION

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

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

VETERANS

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

Economic and Social Resources:

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

Community.

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

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

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

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

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

Description of Service System:

HEALTH CARE AND LONG TERM CARE

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

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

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

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

Norman Rales also serves Holocaust Survivors through LSP funding. The Council on Aging of Martin County has LSP funding to serve seniors in the Village of Indiantown. Alzheimer's Community Care provides services under the Alzheimer's Disease Initiative.

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

Role in Interagency Collaborative Efforts:

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

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

Area Served	Community Organization	Focus Area	Department
	Health	Assessment and Community Health Improvement Plan Participate in Age-Friendly Community Initiative	
St. Lucie County	St. Lucie Chamber of Commerce	Networking. Information for Area Plan Socio and Economic Profile	Consumer Care and 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	CEO and Consumer Care & Planning
Martin, St. Lucie, Indian River and Okeechobee Counties	Treasure Coast League of Cities	Outreach/Legislative updates/ and Advocacy	CEO and Consumer Care & Planning/Advisory Council Advocacy Chair
Palm Beach, Martin, St. Lucie, Indian River and Okeechobee Counties	WPB Veterans Affairs Medical Center	Veterans Independence Program	Director of Agency Compliance
Palm Beach	School District of Palm Beach County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Okeechobee	Okeechobee School Board	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	School Board of St. Lucie County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Martin	School Board of Martin County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	Florida Department of Health in St. Lucie	Participation in the Community Health Improvement Plan	Consumer Care and Planning
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	Department of Children and Families	Medicaid and Food Stamp applications	Helpline
Palm Beach	MorseLife/PACE	Referrals for PACE program for Medicaid Probable clients	Helpline
Palm Beach,	CARES 9A and 9B	Collaboration on Home and	Helpline

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

Area Served	Community Organization	Focus Area	Department
Palm Beach/Treasure Coast	Alzheimer's Community Care	Support, participation and education for seniors and caregivers	Communications/ Charitable Giving
Palm Beach	Palm Beach Chamber of Commerce	Awareness and education	Communications/ Charitable Giving

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

SWOT Development Process Description:

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

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

Strengths:

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

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

Weaknesses:

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

Opportunities:

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

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

Threats:

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

Performance Analysis and Targeted Outreach

Performance Analysis:

2021 Targeting Data for PSA 9 is shown below.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Targeted Outreach Plan:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Access to Services:

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

Access to Services:

Abuse, Neglect, and Exploitation

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

Counties or communities with limited access to transportation

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

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

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

TRIPS BY PURPOSE

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

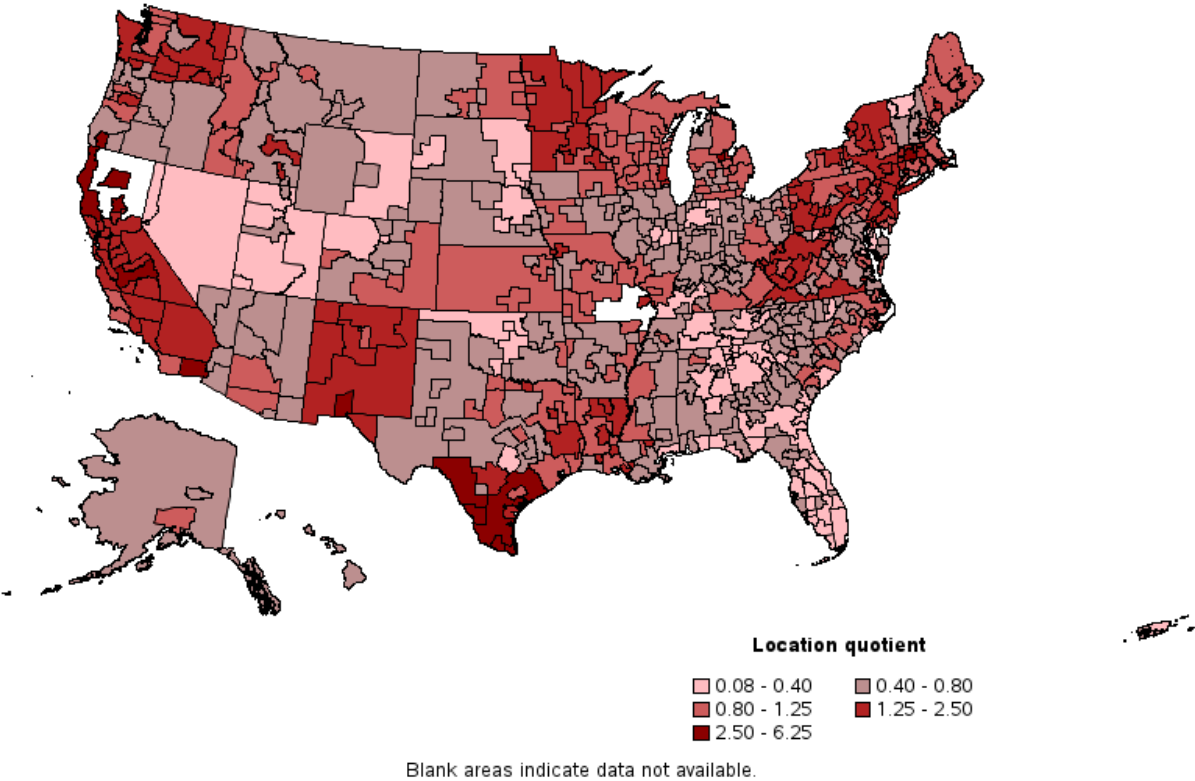
The number of transportation trips in Okeechobee is significantly low. Consumer Care and Planning staff participate on the Okeechobee County Department of Health Community Health Improvement Plan Implementation Committee which is developing objectives to increase ridership in Okeechobee County. The Agency's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

Counties or communities with limited access to significant supportive services

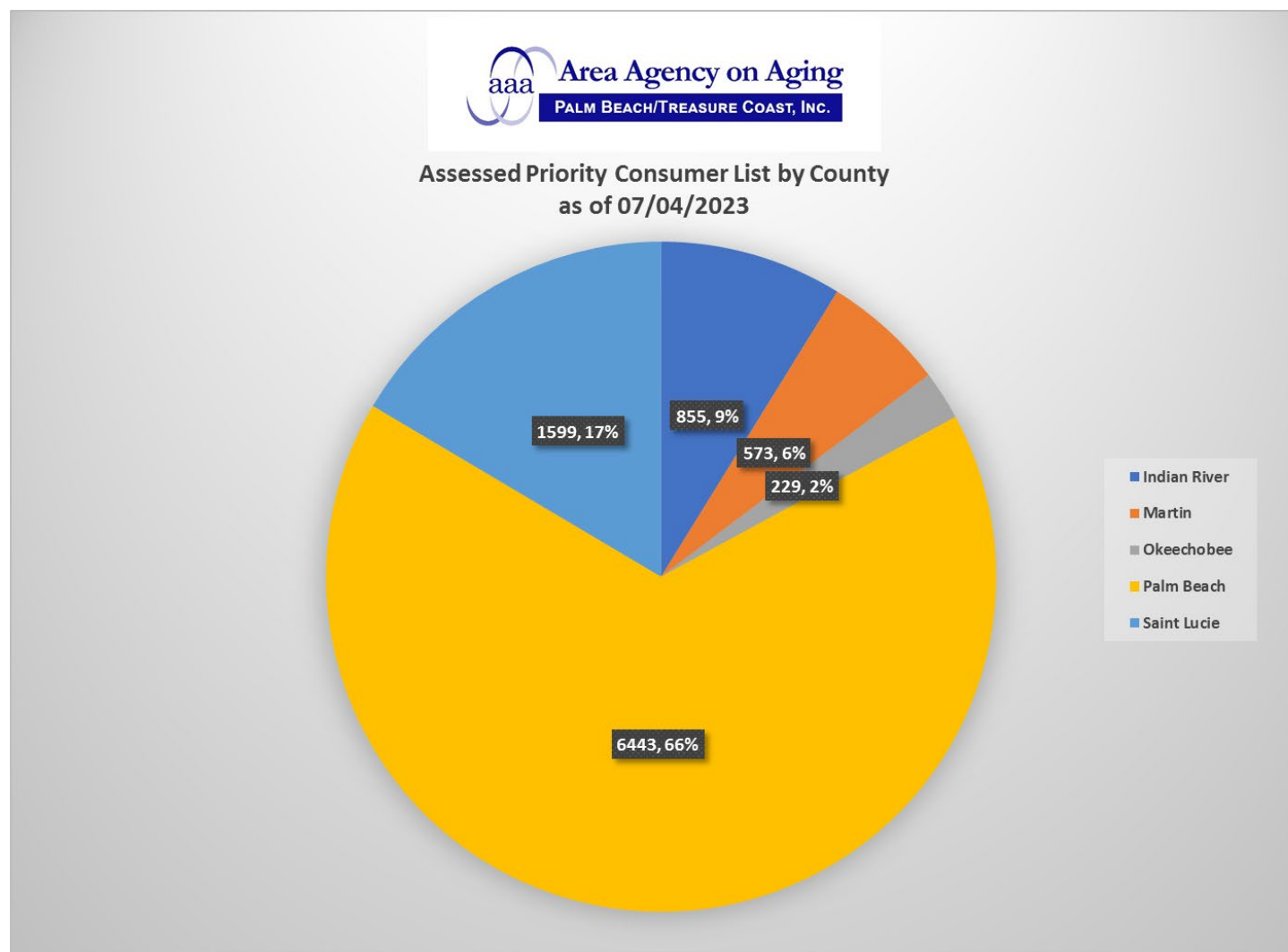
In Okeechobee County there is no Adult Day Care Center. Okeechobee only has one Assisted Living Facility.

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

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



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



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

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

Counties or communities with limited access to social services agencies

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

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

Analysis of service implications of identified unmet access needs

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

Caregiver:

Number of elder caregivers, including number of grandparents raising grandchildren

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

Analysis of service implications of identified caregiver unmet needs

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

Communities:

Limited Access to Senior Centers

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

Housing and Safety Needs

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

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

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

Employment

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

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

Health Care:

Preventative health

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

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

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

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

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

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

Medical care needs

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

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
# of 60+ Medically Underserved	4,479	0	1,479	69,145	18,816

Ancillary health care needs

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

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

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

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

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

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

Availability of medical/health care, including mental health counseling

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

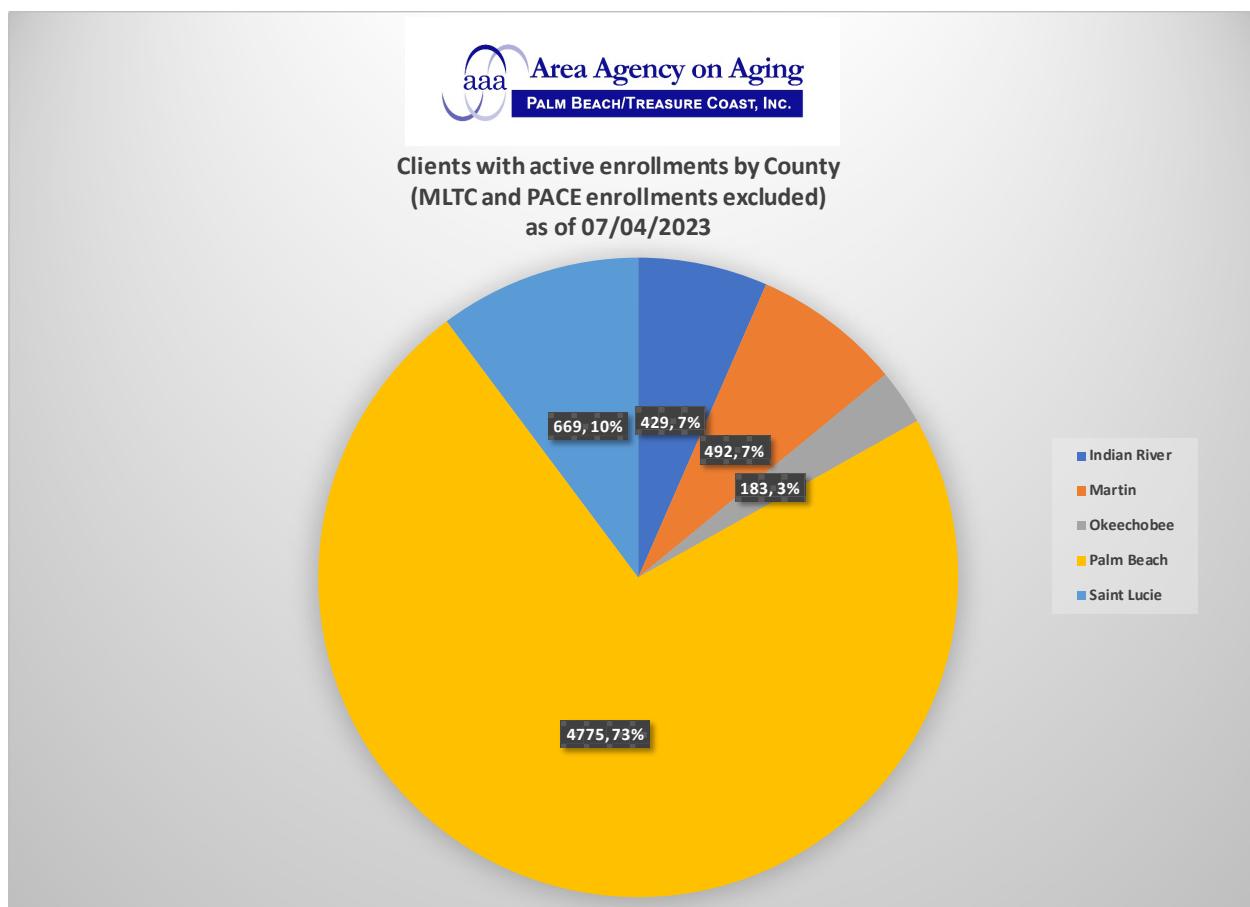
Analysis of service implications of identified unmet health care needs

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

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

Home and Community-Based Services (HCBS):

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



Emergency Preparedness

Coordination:

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

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

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

Contact:

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

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

AAA Emergency Coordinating Officer:

Trish Ernst, Emergency Coordinating Officer

Holly Vath, CFO, Alternate Emergency Coordinating Officer

Continuity of Operations and Critical Services:

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

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

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

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

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

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

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

overtime, and other costs associated with the emergency.

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

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

Assessment and Resource Allocation:

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

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

Goals, Objectives, and Strategies

Goal 1 Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.		
Objective 1.1 Expand the availability, integration, and access to assistive technology for older adults.		
Explanation The primary intent of this objective is to increase elder Floridians ability to independently perform daily activities through a promotion of access to assistive technology for older adults.		
		Progress
Strategies		
<ul style="list-style-type: none"> • CEO will participate in the F4A technology committee. • The CEO will educate contracted providers on F4A endorsed assistive technology solutions annually to provide them an opportunity to add new assistive technology services to clients. • Consumer Care and Planning will coordinate presentations by assistive technology vendors to contracted providers. • The Helpline Director will follow-up from the CEO's education on assistive technology service providers to review for inclusion criteria as determined by DOEA in the REFER Database. • Healthy Living will increase the number of lending tablets by 6 each year in order to increase virtual evidence-based training for homebound seniors. • In 2024, the Foster Grandparent Program will implement ongoing training to ensure continued effective use of the iPad by 70 Foster Grandparents. 		
Objective 1.2 Increase the AAA's functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.		
Explanation The primary intent of this objective is to encourage the development of partnerships between AAAs and local actors in the elder services sector which will directly lead to increases in the services that AAAs are able to provide older adults residing in their areas.		
		Progress

Strategies		
	<ul style="list-style-type: none"> • The Advisory Council Planning Committee will ensure that OAA and DOEA requirements regarding the development of the Area Plan are adhered to including DOEA requirements for targeted outreach strategies and the OAA requirement to develop partnerships and collaborations to address program objectives. • In order to address the Threat of Legislative changes that may modify or mandate the scope or operation of the Agency, the CEO will assist the Advisory Council Advocacy Committee to support their work as the Advisory Council's legislative advocacy liaison. • The CEO will take advantage of the Strength that the Agency has an Advisory Council and Board of Directors which are dedicated to ensuring the Agency fulfills its mission and delivers high quality services in the community to promote the official legislative agenda adopted by the Florida Association of Area Agencies on Aging (F4A) each year. • The CEO will provide direction and guidance to the Advocacy Chair of how the Advisory Council can best develop and cultivate relationships with elected officials in order to advocate for services that the Agency can provide to older adults and caregivers in the service area. • The CEO will closely coordinate Florida legislative activities with F4A to create a statewide unified voice, whenever possible. • The Elder Rights Department will collaborate with external entities who assist older adults and adults with disabilities who are victims of crime. These entities may include law enforcement agencies, APS, financial institutions and others. • The Director of Consumer Care and Planning will continue on the Core Team of Livable Indian River County and partner on Goal 4 of the 2022-2025 Livable Indian River County Action Plan to "Enhance available information about activities, services and supports for older adults, including intergenerational events." • Consumer Care and Planning will attend the Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources. • In an effort to foster partnerships, Helpline will continue to offer annual or quarterly presentations to lead agencies, community partners and social workers. • The Helpline will invite contracted providers to provide a training on their services and resources to the Helpline staff at least once a year and/or when new resources or services are available. 	

<ul style="list-style-type: none"> • Helpline will continue to attend meetings and events with local aging collaboratives such as Partnership For Aging, United Way Hunger Relief, Fearless Caregiver Conference and Healthy St. Lucie. • Helpline will continue to serve on the respective subcommittees that contribute to Martin and Palm Beach County Community Health Improvement Plans • As a member of the Healthier Boynton Beach Steering Committee, Consumer Care and Planning will seek to ensure that DOEA-contracted providers have a opportunity to participate in monthly Lunch and Learns to share information regarding aging network resources. • The CEO and Director of Consumer Care and Planning will attend the Palm Beach County League of Cities meetings. • The CEO and Director of Consumer Care and Planning will attend the Treasure Coast League of Cities meetings. • The Agency's contracted providers will participate in board memberships such as FASP ad FCOA and local groups in the community with a focus on seniors. 	
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Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.

Explanation The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed.

		Progress
Strategies		
<ul style="list-style-type: none"> • Consumer Care and Planning will convene a minimum of one public forum each year to obtain community input. • Throughout this Area Plan cycle, Consumer Care and Planning will review providers' Semi-Annual Outreach Reports twice/year and provide feedback on areas where additional underserved populations can be reached. • Consumer Care and Planning will annually share the Agency's Targeting Performance Report and GIS maps representing underserved targeted populations with contracted providers. 		

<ul style="list-style-type: none"> • Consumer Care and Planning will attend Palm Beach County's Community Revitalization Team 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 REFER database. • By 2025 the Helpline will have completed a document which uses the data collected through inquirer data to facilitate the analysis needed to support: the human service needs of inquirers; Outreach to diverse communities; Community needs assessments; Community planning; Allocation of funding; and System Advocacy • The Advisory Council Membership Committee and its Area Agency liaison will ensure that Advisory Council Membership is in compliance with the Older Americans Act requirements resulting in a membership that is closely representative of the demographics of the PSA and representative of all counties in the PSA. • The Agency's contracted providers will participate in seminars and health fairs across the PSA and in individual communities with a focus on the seniors to increase public awareness of programs and services. 	
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Objective 1.4 Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.

Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.

		Progress
Strategies		
<ul style="list-style-type: none"> • The Communications Department will develop a social media strategy to enhance the Agency's presence. • The Communications Department will complete an evaluation of the content on the Agency website. • The Helpline Director will complete a review of the Resource Database to ensure a comprehensive set of resources is available across the service area. • The Agency Planner will evaluate accessibility of Agency, contracted providers' and community services and deploy staff to assist seniors and caregivers where needed. 		

<ul style="list-style-type: none"> • The Director of Helpline will chair United Way Senior Hunger Relief Workgroup and partner with United Way staff to address growing needs for hunger relief and identify all available resources to meet these needs • The Director of Helpline will attend HHA General Membership meetings to increase resources and services for housing and homeless needs • In 2024 as part of the Agency's participation in the Palm Beach County's Health Care District's Fall Prevention Coalition, the Helpline and Healthy Living will respond to referrals from the Fall Zone Tool application. • In 2024 the Helpline and Healthy Living will work with the West Palm Beach Fire Department Community Paramedic Program Coordinator to establish methods for outreach and referral for their senior clients. • Healthy Living will continue its work with St. Mary's Medical Center each year during National Fall Prevention Week to offer clinics throughout the Palm Beach County area. • Our contracted providers will include a link to our website on their organizations' websites. • Our contracted providers will include Area Agency contact information on all electronic and printed materials. • Our providers will provide service information and the Helpline number to all seniors inquiring about services. • Our providers provide brochures regarding services to community partners (physician offices, churches, laundry facilities, and clubhouses). • Within the aging network, our providers make referrals to partner agencies for seniors that need specific need/assistance such as counseling and/or legal services. 	
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Objective 1.5 Bring attention and support to caregivers, enabling them to thrive in this fundamental role.		
Explanation The primary intent of this objective is to strengthen caregiver services to meet individual needs.		
		Progress
Strategies		
<ul style="list-style-type: none"> • Communications will coordinate the development of a Caregiver Resource Guide that can be provided to the general population. • The Director of Consumer Care and Planning will participate on the Healthier Boynton Beach Steering Committee to increase services for caregivers in the low-income, minority area of Boynton Beach. 		

<ul style="list-style-type: none"> • The Director of Consumer Care and Planning will chair the Information and Resource Workgroup of Healthier Boynton Beach to outline caregiver needs in Boynton Beach and develop resources to meet those needs. • The Planner will promote additional communities to embrace caregiver support and develop local programming. • The Agency will continue to support and be an active participant in the Fearless Caregiver Conferences. Annual conferences are held in South Palm Beach County, North Palm Beach County, St. Lucie County and Martin County. Caregiver attendees are educated on the resources and supports available through the various departments of the ADRC and the aging network. 	
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Goal 2 Ensure that Florida is the nation's most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.		
Objective 2.1 Directly support communities in becoming dementia friendly.		
Explanation The primary intent of this objective is for the AAA to engage in activities which help to increase their community's support of people living with dementia and their caregivers. The ultimate aim is for people living with dementia to remain in their community, while engaging and thriving, in day to day living.		
		Progress
Strategies		
<ul style="list-style-type: none"> • The Director of Consumer Care and Planning will re-vitalize the Palm Beach County DCCI Task Force. • The Director of Consumer Care and Planning will collaborate with Martin County Hugs to expand programming through assistive technology. • The Agency's contracted providers will provide Sensitivity training to various community partners/agencies such as Chambers of Commerce, local high schools, and colleges in an effort to create awareness of the frailties older individuals face so they may better understand the depth of cognitive impairment. • The Agency's contracted providers will provide Adult Day Service and Facility Respite, offering expanded hours and Saturday service with same day access for pre-approved clients. 		

<ul style="list-style-type: none"> • The Agency's contracted providers will provide dementia specific training, education, and information to staff, community aging network partners, caregivers, law enforcement, emergency services, and volunteers. • The Agency's contracted providers will encourage caregivers to attend the Senior Centers with their loved one to allow them to engage in socialization. • The Agency's contracted providers will assist with monitoring the safety of the dementia client - while supporting an outing and socialization for the client and the caregiver. • The Agency's contracted providers will offer appropriate physical and mental stimulation via activities/speakers. • The Agency's contracted providers will provide information used for training and supportive meetings. 	
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Objective 2.2 Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.		
Explanation The primary intent of this objective is to encourage the AAA to expand education and training opportunities across the spectrum of aging related issues.		
		Progress
Strategies		
<ul style="list-style-type: none"> • The Planner and Communications Department will develop an education campaign to educate municipalities and governmental agencies of the growing prevalence of Alzheimer's Disease and Related Disorders and the need to develop stronger support systems. • The Director of Consumer Care and Planning will promote the integration of dementia and age-friendly initiatives into the Community Health Improvement Plans in local counties. • Contracted providers' Family Nurse Navigators will help older adults to achieve a better quality of life through education regarding health and human services, legal and financial assistance, and other services and resources, and in turn, will share their needs and requests with the Helpline staff when such assistance is needed. 		

Objective 2.3 Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.		
Explanation The primary intent of this objective is for the AAA to foster increased collaboration with external organizations and stakeholders in order to identify best practices and effective methodologies.		

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

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

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

		Progress
Strategies		
<ul style="list-style-type: none"> The Helpline will participate on the Treasure Coast Homeless Services Council Older Adult Subcommittee Consumer Care and Planning will publish the Elder Needs Index for all counties in the PSA to highlight the need for affordable housing for seniors. 		

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

Objective 3.2 Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.		
Explanation The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.		

		Progress
Strategies		
<ul style="list-style-type: none"> • The Foster Grandparent Program will empower low-income senior volunteers to have an impact in their communities by mentoring and tutoring young at risk students in public school classrooms. • In 2024 100 Foster Grandparents will serve 400 students. • The Agency's Americorps Senior Foster Grandparent Program will empower low-income seniors by offering meaningful volunteer opportunities to mentor and tutor at-risk student Pre-K through 3rd Grade and providing an hourly stipend and opportunity to improve their mental well-being, satisfaction and quality of life. • 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. • 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. • As part of the 2022-2025 Livable Indian River Action Plan objective to promote awareness of health/wellness and community supports to reduce isolation Consumer Care and Planning will increase the awareness of free counseling services through the Older Americans Act for seniors, caregivers and grandparents raising grandchildren. • As part of the 2022-2025 Livable Indian River Action Plan objective to Increase new clients in community-based programs, the Healthy Living Department will seek to increase senior participation in evidence-based healthy living programs to 3/year by 2025. • Healthy Living will expand its efforts in Indian River County to complete 2 evidence-based workshops each year in that county. • Healthy Living will develop a Workshop Highlights page by June 2024, for each workshop for participants to share with friends and family so participants continue to receive encouragement of healthy activities after a workshop has ended. • Healthy Living will work with congregate meal sites to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025 presentations will have been done in every county of the PSA for a total of no less than 8 presentations. 		

<ul style="list-style-type: none"> • Healthy Living will work with libraries in each county to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025, presentations will have been done in every county of the PSA for a total of no less than 7 presentations. • Healthy Living will start a new evidence-based workshop, Walk with Ease by June 2024. • Healthy Living will continue its relationship with Delray EMS to collaborate on falls prevention. • Healthy Living will continue its work on the Statewide Health Improvement Plan workgroup to provide input to strategies for and monitor progress of the following SHIP Priority Areas: <ul style="list-style-type: none"> ○ Reduce the burden of diabetes and improve quality of life for all who have or are at risk for diabetes; ○ Prevent or reduce adult injuries; and ○ Mental Well-being and Substance Abuse Prevention. • The Agency's contracted providers will promote the Senior Centers in their Community Care Service Areas. • The Agency's contracted providers will provide information during festivals and invitational guest events. • The Agency's contracted providers will distribute flyers in local housing developments/RV parks to encourage attendance at Senior Centers. • The Agency's contracted providers will develop challenging and enjoyable activities that are suitable for seniors with limited mobility. 	
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Objective 3.3 Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.

Explanation The primary intent of this objective is to promote seamless access to available services.

		Progress
Strategies		
<ul style="list-style-type: none"> • In 2024, Helpline will work with Advisory Council to identify 25 new community outreach locations where materials can be distributed and resources provided to target populations with unmet needs. • During media interviews, Helpline Director will provide information to public on how and where to connect with community partners that support seniors and their caregivers. 		

<ul style="list-style-type: none"> • Consumer Care and Planning will participate on the Palm Beach County Interagency Coalition. • Consumer Care and Planning will participate on the Martin County Interagency Coalition. • Consumer Care and Planning will ensure that Agency brochures are available at the St. Lucie County Chamber of Commerce. • Consumer Care and Planning will ensure that Agency brochures are available at Martin County Motor Vehicle Department. • The Agency's contracted providers will provide Navigators and/or Case Management services to patients. and caregivers advising them of available services and resources to meet their immediate and ongoing needs. • The Agency's contracted providers will offer Educational Conferences and Caregiver Support groups on site with community partners. 	
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Goal 4 Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.

Objective 4.1 Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices, and strategic collaborations.

Explanation The primary intent of this objective is for the AAA to use existing mechanisms to increase public awareness, expand learning opportunities, and work with community stakeholders to both respond to instances of elder abuse and promote increased prevention.

		Progress
Strategies		
<ul style="list-style-type: none"> • In 2024, the Elder Rights department will develop at least one new relationship/collaboration on a quarterly basis. • In 2024, the Elder Rights department will collaborate with SHINE/Senior Medicare Patrol (SMP) to promote increased prevention. • The Agency's contracted providers' case managers and support staff will discuss with client, caregivers and seniors regarding their rights and empower them with the information regarding who is a victim and what constitutes abuse, neglect and exploitation. 		

Objective 4.2 Increase capacity and expertise regarding the Department’s ability to lead in efforts to stop abuse, neglect, and exploitation (ANE) of older adults and vulnerable populations.		
Explanation The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.		
		Progress
Strategies		
<ul style="list-style-type: none"> • In 2024, the Elder Rights department will provide at a minimum of two Abuse, Neglect and Exploitation trainings to professionals. • In 2024, the Elder Rights department will obtain two additional organizations to provide Abuse, Neglect and Exploitation trainings to professionals. • The Agency’s Legal Services Provider will train all staff to recognize the signs of elder abuse—physical, emotional, financial—and direct them to the Florida Department of Elder Affairs website for additional information and resources (http://elderaffairs.state.fl.us/doea/report_abuse.php). • The Agency’s Legal Services Provider will display Florida Department of Elder Affairs abuse posters in the client waiting room and in staff offices. • The Agency and its contracted providers will report all suspected instances of elder abuse immediately to the 1-800-96-ABUSE Registry hotline. • The Agency’s Legal Services Providers will represent victims of elder abuse in circuit and county court to protect them from physical abuse, neglect and financial exploitation. 		

Objective 4.3 Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.		
Explanation The primary intent of this objective is for the AAA to expand existing education/outreach/awareness efforts such as websites, newsletters, presentations, and/or other community outreach activities to include prevention of abuse, neglect, and exploitation.		
		Progress
Strategies		
<ul style="list-style-type: none"> • In 2024, the Elder Rights department will participate in six opportunities of outreach (ie. brochure drop off, presentations) on a quarterly basis. 		

<ul style="list-style-type: none"> • In 2024, the Elder Rights department will obtain two additional organizations to provide education/outreach/awareness to. • The Agency's contracted providers will connect older adults with legal service providers to support them in their ability to exercise their full rights. • The Helpline will screen and provide appropriate referrals to legal service providers. 	
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Objective 4.4 Continue to improve older Floridian's access to legal services which have a direct positive impact on their ability to stay independent in their homes and communities, and most importantly, exercise their legal rights.

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

		Progress
Strategies		
<ul style="list-style-type: none"> • During Presentations, Outreach team and Helpline Director will continue to promote resources to access Legal Aid Services, providing education on the benefits of Elder Law representation to assist with Estate Planning, Living Wills, Housing advocacy and more. ▪ The Agency's legal service provider will identify and target outreach and one-on-one legal counseling to isolated and underserved elder individuals in the community by providing services and collaborating with a broad range of local community agencies. • The Agency's legal service provider will provide advice, consultation, and direct representation before courts and administrative agencies; provide community education seminars and outreach to OAA targeted populations. • The Agency's legal service provider will provide legal awareness seminars and one-on-one legal counseling to vulnerable and at-risk older clients. 		

Goal 5 Increase Disaster Preparation and Resiliency

Objective 5.1 Strengthen emergency preparedness through comprehensive planning, partnerships, and education.

Explanation The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.

		Progress
Strategies		
<ul style="list-style-type: none"> • The Agency's contracted providers will provide pre-storm contact to all clients to ensure their preparedness. • The Agency's contracted providers provide information concerning pending storms to inform all seniors of the shelter options and contact information. • The Agency's contracted providers will follow up with all clients post-storm. • The Emergency Coordinating Officer will coordinate updating of the Agency's CEMP and COOP in the spring of 2024. • The Helpline will conduct an Emergency Preparedness Telephone Campaign in May of 2024. • The Emergency Coordinating Officer will facilitate a collaborative effort with Alzheimer's Community Care and Florida Power & Light to distribute hurricane disaster guides to seniors in the PSA. • The Emergency Coordinating Officer will present an Emergency Preparedness presentation to all associates in May of 2024 summarizing the Agency's CEMP and COOP with an emphasis on personal safety followed by tasks and responsibilities to prepare for an event and to continue critical Agency operations after an event. • The Emergency Coordinating Officer will maintain a current all-associate Emergency Contact Chain in order to communicate with associates during and after an emergency. • The Emergency Coordinating Officer will provide Family Emergency Plans and disaster guides to all associates in May of 2024. • Supervisors in departments with volunteers will contact volunteers before and after an event to assess any unmet needs. 		

Objective 5.2 Ensure communication and collaboration between the Department, emergency partners, and the Aging Network, before, during, and after severe weather, public health, and other emergency events.		
Explanation The primary intent of this objective is to focus attention on the importance of interagency communication and collaboration in disaster preparedness and response activities.		
		Progress
Strategies		
<ul style="list-style-type: none"> • The Emergency Coordinating Officer will facilitate and participate in communication with the Department and other Area Agencies on Aging via phone calls and/or emails. 		

<ul style="list-style-type: none"> • The Emergency Coordinating Officer will maintain a database with current contact information of those in the Aging Network and emergency partners. • The Emergency Coordinating Officer will communicate with the five county Emergency Management Departments in the PSA. • The Helpline Director will serve on the board of the United Way Emergency Food and Shelter Program • The Emergency Coordinating Officer will participate in the Long-Term Recovery Coalition comprised of emergency preparedness and response partners as needed in 2024. • The Agency will coordinate with United Way to direct volunteers who wish to help before, during or after an emergency to the DOEA website to register as Hope Heroes. 	
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Objective 5.3 Explore and support efforts to make community disaster shelters more responsive to elder needs in general, with specific emphasis on providing appropriate emergency shelter to elders with dementia related concerns.		
Explanation The primary intent of this objective is to explore ways in which the AAA can support and extend emergency shelter options available to older adults residing within the PSA.		
		Progress
Strategies		
<ul style="list-style-type: none"> • Alzheimer's Community Care will support the function of the Special Needs Shelters by providing dementia-specific training for Health Department staff and/or by staffing the shelter location as needed. These activities are quantified and qualified. • The Agency will collaborate with Alzheimer's Community Care and the Alzheimer's Association to advocate for shelters to be more dementia friendly with caregiver support. • Helpline associates will provide current information regarding the status of emergency shelters in the PSA and promote pre-registration when applicable. 		

Objective 5.4 Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.		
Explanation The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.		

		Progress
Strategies		
<ul style="list-style-type: none"> • The Agency's contracted providers will inform caregivers and elders who are enrolled in DOEA services to be aware of their evacuation zone to be able to increase levels of voluntary elder evacuation during severe weather. • Helpline associates will conduct an Emergency Preparedness Telephone Campaign to educate and stress the importance of evacuation once notices are issued. • The Agency will develop a mail campaign targeting seniors in high-risk geographic areas to promote the importance of evacuation when notices are issued. Information will include shelter locations, pet shelter locations, registration information and other critical pieces to increase levels of voluntary elder evacuations. 		

DIRECT SERVICE WAIVER REQUEST FORM #1

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Tomando Control de su Salud

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. Using the Self Management Resources License Locator website to determine what organizations in our service area hold a license to deliver the program, <https://selfmanagementresource.com/license-locator/>, currently there is only one other provider in our Planning and Service Area that provides the above requested service. The program is not provided to senior specific participants. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A.

DIRECT SERVICE WAIVER REQUEST FORM # 2

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Programa de Manejo Personal de la Diabetes

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. Using the Self Management Resources License Locator website to determine what organizations in our service area hold a license to deliver the program, <https://selfmanagementresource.com/license-locator/> As a result of our environmental scan, we found one other provider in our planning and service area that provides the above requested service. The Caridad Center in West Boynton Beach offers this workshop. The program is not provided to senior-specific participants. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM # 3

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Un Asunto de Equilibrio

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan, we did not find this program being offered in our Planning and Service Area 9. Data from the Department of Health State of Florida, Bureau of Community Healthy Assessment, Division of Public Health Statistics and Performance Management shows that, for our planning and Service Area in 2021: 466 persons aged 65+ had falls that resulted in a fatality, 26,824 persons 65+ had falls that resulted in an emergency department visit, and 7,822 persons 65+ had falls that resulted in a hospitalization. We believe the workshops that we can offer are necessary to help lower the risk of falls with education such as A Matter of Balance. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

- III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM # 4

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Tai Chi/Tai Ji Quan: Moving for Better Balance

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan we found one person offering this service in the Stuart area of Martin County, this person does not adhere to the fidelity of the program in that they teach with a fee attached and do not teach using the provided Teacher Plan. No one else provides this program in our Planning and Service Area 9. Data from the Department of Health State of Florida, Bureau of Community Healthy Assessment, Division of Public Health Statistics and Performance Management shows that, for our planning and Service Area in 2021: 466 persons aged 65+ had falls that resulted in a fatality, 26,824 persons 65+ had falls that resulted in an emergency department visit, and 7,822 persons 65+ had falls that resulted in a hospitalization. We believe the workshops that we can offer are necessary to help lower the risk of falls with education such as A Matter of Balance. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7

years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

- III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM #5

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Diabetes Self-Management Program

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan, we found one other provider in our planning and service area that provide the above requested service. The Caridad Center in West Boynton Beach offers this workshop, (it is not senior specific, and they serve the Spanish speaking community only). The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM #6

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 [X] III D III E

Service: Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis)

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- x (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

Using the website <http://taichifocus.com/instructors.html> for an environmental scan for our Planning and Service Area we found that there were no courses in Okeechobee or St. Lucie counties. There is one instructor in Martin County doing classes at Martin Memorial Medical Wellness Center. This instructor is solely doing classes for Martin Memorial. There are also two instructors in Palm Beach County and Indian River County. Both of these instructors do not list classes available at this time. There is one other instructor doing classes at North County Senior Center in Palm Beach County. The courses do not adhere to the fidelity requirements for participants. Data from the Centers for Disease Control and Prevention (CDC) and Florida Department of Healthy Division of Community Healthy Promotion shows that, in the counties we serve a range from a low 46% in St. Lucie County to a high of 51.8% in Martin County of those 65 and older have been told they have some form of arthritis, rheumatoid arthritis, gout, lupus or fibromyalgia. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 3 years and has trained staff and

volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM # 7

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Chronic Disease Self Management Program

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan, we found one other provider in our planning and service area that provides the above requested service. The Caridad Center in West Boynton Beach offers this workshop, (it is not senior specific, and they serve the Spanish speaking community only). The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM #8

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: A Matter of Balance Program

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;

(ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or

(iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan we did not find this program being offered in our Planning and Service Area 9. Data from the Department of Health State of Florida, Bureau of Community Healthy Assessment, Division of Public Health Statistics and Performance Management shows that, for our planning and Service Area in 2021: 466 persons aged 65+ had falls that resulted in a fatality, 26,824 persons 65+ had falls that resulted in an emergency department visit, and 7,822 persons 65+ had falls that resulted in a hospitalization. We believe the workshops that we can offer are necessary to help lower the risk of falls with education such as A Matter of Balance. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. has been providing this workshop for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

- III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM - 9

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 III D ☒ III E

Service: CARES Caregiver Follow-Up

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

- I. Please select the basis for which the waiver is requested (more than one may be selected).
- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
 - (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
 - (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

As a result of our environmental scan, we found no other entities providing this workshop. This workshop will provide much needed support to caregivers and will expand on tools needed to remain healthy caregivers. Participants attending this workshop previously have attended a Powerful Tools for Caregivers Workshop and expressed a need for an extended workshop to help them continue on a path of self-care, as well as prevent social isolation brought on by their caregiving requirements. Currently, we have more than 2,300 persons waiting for respite services in our Planning and Service Area. This indicates that there is a substantial pool of caregivers who could benefit from this workshop. This will also contribute positively to the legislated outcome measure of the caregiver's likelihood to continue to provide care.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM #10

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 (X) III D III E

Service: Walk with Ease

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- X (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan, we found one other provider in our planning and service area that provides the above requested service. The Park and Recreation Department in Port St. Lucie provides this program to residents. Our research shows it is offered once a year. This program has been proven to increase balance and decrease arthritic pain. The Area Agency on Aging of Palm Beach/Treasure Coast Inc. would like to start providing this program throughout the Planning and Service Area. Currently we have one coach training for the program and would like to include additional volunteers.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM #11

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D ☒ III E

Service: Powerful Tools for Caregivers

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

Only the Kane Center in Martin County bid on and was awarded this service in our 2022 Older Americans Act Request for Proposal. As a result of our environmental scan, we found no other entities providing this workshop other than The Kane Center. We propose to offer the workshops in Palm Beach, Okeechobee, St. Lucie, and Indian River Counties. We have more than 2,340 persons waiting for respite in our Planning and Service Area. This indicates that there is a substantial pool of caregivers who could benefit from this workshop. This will also contribute positively to the legislated outcome measure of the caregiver's likelihood to continue to provide care. The Area Agency on Aging of Palm Beach/Treasure Coast has been providing this training for more than 7 years and has trained staff and volunteers ready to continue the program throughout the Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM- 12

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: ☒ III B III C1 III C2 ☒ III D ☒ III E

Service: Assurance

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

Social isolation continues to be a growing concern with Florida's older population. According to America's Health Rankings Senior Report 2021, the risk of social isolation in all of the counties in our PSA falls into the 39th to 57th percentile of mean z-scores relative to all U.S. counties for the following risk factors in adults age 65 and older: poverty; living alone; divorced, separated, or widowed; never married; disability; and independent living difficulty. The Assurance service is necessary for us to check on a homebound senior, and it enables us to identify if other health or environmental issues are arising with the homebound senior and to direct them to other services that are available to them.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM- 13

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: ☒ III B III C1 III C2 III D ☒ III E

Service: Education/Training -Group

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- ☒ (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

- Current instructions for the DOEA Area Plan require that "The targeting plan will discuss the AAA's methods for ensuring the provision of outreach and education to populations most in need of services and for directing services to: 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 proficiency ability;
- Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction;
- Older individuals at risk for institutional placement; and
- Caregivers
 - Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction;
 - Grandparents1 or older individuals who are relative caregivers who provide care for children with severe disabilities;
 - 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); and
 - Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.

This will be accomplished through the service of education/training by speaking to groups or distributing materials to individuals at public gatherings about services and opportunities available to them within their communities.

Only one provider, MorseLife Care Management and Counseling Services, provides Education/Training to groups, and it is centered on educating about caregiver supports. This is provided under IIIB and IIIE. With over 703,000 persons 60+ in the service area, additional education/training opportunities are necessary to ensure an adequate supply.

This education/training is directly related to the Area Agency on Aging’s administrative functions. Our OAA contract requires us to “have an outreach plan that employs a systematic methodology for publicizing the organization’s services to its targeted population and to other community resources.”

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM # 14

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: EnhanceFitness

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

There were no bids submitted for this service as part of our 2022 Older Americans Act Request for Proposal. The EnhanceFitness class is proven to: improve physical function; decrease depression; protect against falls and fall injury; provide a social benefit; promote a physically active lifestyle; reduce medical care utilization costs; decrease unplanned hospitalizations, and decrease mortality rates. Using the class locator through the Project Enhance website <https://projectenhance.org/locations/> to conduct an environmental scan, there are no classes in our Planning and Service Area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM -15

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: ☒ III B III C1 III C2 III D ☒ III E

Service: Education/Training-Individual

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- ☒ (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

- Current instructions for the DOEA Area Plan require that "The targeting plan will discuss the AAA's methods for ensuring the provision of outreach and education to populations most in need of services and for directing services to: 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 proficiency;
- Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction;
- Older individuals at risk for institutional placement; and
- Caregivers
 - Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction;
 - Grandparents² or older individuals who are relative caregivers who provide care for children with severe disabilities;
 - 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); and
 - Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.

This will be accomplished through the service of education/training by speaking to groups or distributing materials to individuals at public gatherings about services and opportunities available to them within their communities.

In our Planning and Service Area The Volen Center provides Education/Training in south Palm Beach County for individuals under IIIB and IIIE. Senior Resource Center in Indian River County is providing this service under IIIB. With over 703,000 persons 60+ in the service area, additional education/training opportunities are necessary to ensure an adequate supply.

This education/training is directly related to the Area Agency on Aging’s administrative functions. Our OAA contract requires us to “have an outreach plan that employs a systematic methodology for publicizing the organization’s services to its targeted population and to other community resources.”

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM - 16

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: ☒ III B III C1 III C2 ☒ III D ☒ III E

Service: Technology

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

- Technology is used to allow participants to connect and communicate more easily with peers, family members and services provided.
- One on one education is provided to ensure that the participants are able to engage in evidence-based programs, service provider activities, virtual medical appointments and family activities.
- A lending library of tablets can be provided to those who do not have the means to acquire the required equipment to attend programing.

This service allows seniors to have access to activities that promote maintaining and gaining independence, access to socialization and/or health and wellness activities. Providing this service is necessary in order to achieve Objective 1.1 in this Area Plan.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

DIRECT SERVICE WAIVER REQUEST FORM- 17

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 ☒ III D III E

Service: Bingocize

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- ☒ (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

As a result of our environmental scan, we have found no other entities doing this service in our Planning and Service Area. The goal of this program is to help older adults increase physical activity to improve and/or maintain mobility and independence, to learn and use health information focused on falls reduction, nutrition, and other related health behaviors, while engaging older adults in socialization. There are over 703,000 older adults within our service area. Health education and movement will provide tools to keep their independence and help prevent falls which is the leading cause of trauma in older adults in our service area.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Appendix A

Assurances & Attestations

Section 306 Older Americans Act

<INSERT ORGANIZATION NAME> assures that all provisions of 42 U.S.C. § 3026 and 42 U.S.C. § 3027, including but not limited to the specific provisions detailed below, are adhered by, including:

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, health services including behavioral and mental health services, outreach, information and assistance and case management services), in-home services, and legal assistance; and assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded. (§306(a)(2))

2. The AAA assures it will set specific objectives for providing services to older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan. (§306(a)(4)(A)(i))

3. The AAA assures that it 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, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
- b. To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
- c. Meet specific objectives established by the AAA, for providing services to low-income minority older individuals, older individuals with limited English proficiency, 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 proficiency;
- f. Older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- g. Older individuals at risk for institutional placement, specifically including survivors of the Holocaust.

5. The AAA further assures that it will inform the older individuals referred to above, and the caretakers of such individuals, of the availability of such assistance. (§306(a)(4)(B))

6. The AAA assures it will ensure that each activity undertaken, 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))

7. 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 and those at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities. (§306(a)(5))

8. The AAA assures that it will provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title. (§306(a)(10))

9. 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, who are older Native Americans. (§306(a)(11))

10. The AAA assures it will maintain the integrity and public purpose of services provided, and service providers, under 42 USCS §§ 3021 *et seq.* in all contractual and commercial relationships. (§306(a)(13)(A))

11. 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))

12. 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 42 USCS §§ 3021 *et seq.* by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships. (§306(a)(13)(C))

13. 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))

14. 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))

15. 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))

16. 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)(14))

17. The AAA assures that funds received under this title will be used:

- a. To provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
- b. In compliance with the assurances specified in paragraph (13) and the limitations specified in section 212. (§306(a)(15))

18. The AAA assures that data will be collected to determine that services are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019 and to determine the effectiveness of the programs, policies, and services provided by AAAs in assisting such individuals. (§306(a)(18))

19. The AAA assures that outreach efforts will be used to identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019. (§306(a)(19))

Area Agency on Aging Director

Name: _____ Signature: _____

Date: _____

DEPARTMENT OF HEALTH AND HUMAN SERVICES REGULATIONS TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

<INSERT ORGANIZATION NAME>, hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR§ 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: _____ Signature: _____

Date: _____

DEPARTMENT OF HEALTH AND HUMAN SERVICES SECTION 504 OF THE REHABILITATION ACT OF 1973

<INSERT ORGANIZATION NAME>, 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. § 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to [45 C.F.R. § 84.5(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 [45 C.F.R. § 84.5]. Pursuant to 45 C.F.R. § 84.7(a), if the recipient employs fifteen or more persons, the recipient designates the following person(s) to coordinate its efforts to comply with the regulation.

Name of Designee(s): _____

Title: _____

Recipient's Address: _____

Pursuant to 45 C.F.R. § 84.7(b), if the recipient employs fifteen persons or more, the recipient shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part. Such procedures need not be established with respect to complaints from applicants for employment or from applicants for admission to postsecondary educational institutions.

IRS Employer I.D. Number: _____

AAA Board President (or other authorized official)

I certify that the above information is complete and correct to the best of my knowledge.

Name: _____ Signature: _____

Date: _____

AVAILABILITY OF DOCUMENTS

<INSERT ORGANIZATION NAME> 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) AAA Board of Directors and Advisory Council meeting minutes
- (17) Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers
- (18) Consumer outreach plan
- (19) ADA policies

- (20) Documentation of match commitments for cash, voluntary contributions, and building space, as applicable
- (21) Detailed documentation of AAA administrative budget allocations and expenditures
- (22) Detailed documentation of AAA expenditures to support cost reimbursement contracts
- (23) 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 DOEA or its designee(s) will be given immediate access to these documents, upon request.

AAA Board President (or other authorized official)

Name: _____ Signature: _____

Date: _____ Title: _____

Appendix A

The following pages provide evidence of public notice of and documentation of the public hearing held to gather public input on services the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides, the planned strategies and action steps for the 2024-2027 Area Plan cycle, and the Direct Service Waiver Requests in the 2024-2027 Area Plan.



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

PUBLIC HEARING

August 30, 2023

2:00 PM-4:00 PM

AGENDA

- | | |
|--------------------|--|
| 2:00 PM – 2:10 PM | WELCOME AND INTRODUCTIONS – DWIGHT CHENETTE, MPH, MBA |
| 2:10 PM -- 2:15 PM | FORMAT FOR PUBLIC HEARING – NANCY YARNALL |
| 2:15 PM -- 2:30 PM | OVERVIEW OF THE AREA PLAN – NANCY YARNALL |
| 2:30 PM -- 2:45 PM | Public Comment on Area Plan in General – Scheduled Speakers |
| 2:45 PM – 3:15 PM | DISCUSSION OF SERVICES PROPOSED TO BE PROVIDED AS DIRECT SERVICES – MAUREEN MCCARTHY |
| | A Matter of Balance Program |
| | Un Asunto de Equilibrio |
| | Chronic Disease Self Management Program |
| | Tomando Control de su Salud |
| | Diabetes Self-Management Program |
| | Programa de Manejo Personal de la Diabetes |
| | Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis) |
| | Tai Chi/Tai Ji Quan: Moving for Better Balance |
| | Powerful Tools for Caregivers |
| | CARES Caregiver Follow-Up |
| | Walk with Ease |
| | Assurance |
| | Education/Training -Group |
| | EnhanceFitness |
| | Education/Training-Individual |
| | Technology |
| | Bingocize |
| 3:15 PM-3:30 PM | Public Comment on Services to be Provided as Direct Services |
| | Scheduled Speakers |
| 3:30 PM – 3:50 PM | PUBLIC COMMENTS – Unscheduled speakers (If time allows) |
| 3:50 PM-- 4:00 PM | WRAP-UP |

OLDER AMERICANS ACT SERVICES PROVIDED THROUGH THE AREA AGENCY ON AGING OF PALM BEACH/TREASURE COAST, INC. IN INDIAN RIVER, MARTIN, OKEECHOBEE, PALM BEACH AND ST. LUCIE COUNTIES

Adult Day Care	Counseling (Gerontological)	Information	Recreation
Adult Day Health Care	Counseling (Mental Health/Screening)	Intake	Recreation materials
Assurance	Education/Training	Interpreter/Translating	Referral Assistance
Caregiver Support Groups	Enhanced Fitness	Legal Assistance	Respite (Facility Based)
Caregiver Training/Support	Emergency Alert Response	Material Aid	Respite (In-Home)
Case Aid	Emergency Home Delivered Meals	Nutrition Counseling	Screening/Assessment
Case Management	Escort	Nutrition Education	Shopping Assistance
Chore	Financial Risk Reduction (Assessment)	Occupational Therapy	Specialized Medical Equipment
Chore (Enhanced)	Financial Risk Reduction (Maintenance)	Outreach	Speech Therapy
Chronic Disease Self-Management	Home Delivered Meals	Personal Care	Tai Chi Arthritis
Companionship	Home Delivered Meals - Grab and Go	Pest Control Maintenance	Technology
Congregate Meals	Home Health Aide	Physical Therapy	Tomando Control de su Salud
Congregate Meals - Grab and Go	Homemaker	Powerful Tools for Caregivers	Transportation
Congregate Meals (Screening)	Housing Improvement	Programa de Manejo - Diabetes Self-Management Program	Walk with Ease



PUBLIC HEARING

SIGN-IN SHEET

[illegible]

Area Agency on Aging

PROPOSED DIRECT SERVICE WAIVER REQUESTS



A Matter of Balance and Un Asunto de Equilibrio

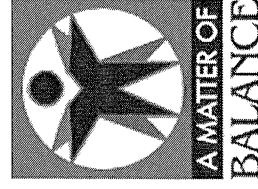
Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

- Indian River County
- Martin County
- Okeechobee County
- Palm Beach County
- St. Lucie County

DESCRIPTION:

A Matter of Balance Program was adapted from Boston University Roybal Center by MaineHealthy's Partnership for Healthy Aging. A Matter of Balance uses practical coping strategies to reduce fear of falling and to diminish the risk of falling including group discussions, mutual problem solving, exercises to improve strength, coordination and balance, and home safety evaluation.



MANAGING CONCERNS ABOUT FALLS

DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. This program is targeted for older adults 60 or over. Sessions should be held in a facility that is ADA accessible with enough space for participants to move around comfortably. Materials needed for the classes include a DVD player, participants workbooks for each participant, and the DVD set, A Fear of Falling: It's a Matter of Balance and Exercise: It's Never too Late.
2. Other program requirements include:
 - A. Number of weeks: Eight weeks (once a week) or four weeks (twice a week)
 - B. Workshop participant size: Minimum 8 participants and Maximum 12 participants
 - C. Session length: 2 hours a session
 - D. Two coaches are required to facilitate sessions. Master Trainers are not required to facilitate workshops in pairs however it is recommended to ensure fidelity of the program.
3. A completer is an individual who has attended five out of the eight sessions.

PROVIDER QUALIFICATIONS:

1. This evidence-based program is facilitated by either Master Trainers or coaches. Master Trainers are trained by individuals from MaineHealth's Partnership for Healthy Aging (PFHA).
2. Coaches are trained by Master Trainers.
3. The Master Trainer receives a license agreement and is responsible for and providing technical assistance to the coaches. Each organization that delivers the program must have a Master Trainer and a License from MaineHealth.
4. Providers must maintain program fidelity to the original program design by Boston University Roybal Center.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. Provider shall maintain all appropriate documentation as set forth by the program including participant data, sign-in sheets (showing time started, time ended, date, location, funding source, title of evidence-based program, and signature of individuals participating), evaluations, and workshop information.
2. The contractor must verify and maintain documentation of provider qualifications for service.
3. **Unit of Service Group:** One episode of direct service with a minimum of 8 participants and maximum of 12 participants on the first session. The same participants would continue through the four-week (2 times weekly) or eight-week (one time weekly) course. One episode equals either a four-week or eight-week session. The entire eight weeks needs to be completed prior to submitting for payment.
4. CIRTs reporting requirements are below:

CIRTs REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3D	MOBG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999

Website for updated fidelity and training information:
<http://www.mainehealth.org/mob/>

Chronic Disease Self- Management Program

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

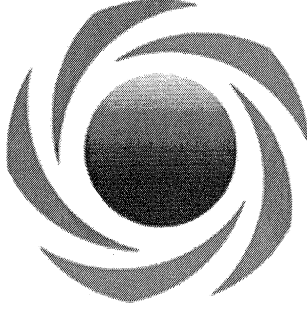
Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County



Put Life Back
in Your Life

DESCRIPTION: The Chronic Disease Self-Management Program was developed by Stanford University; the division has been renamed as the Self-Management Resource Center (SMRC). People with different chronic health problems attend workshops in a community setting. Subjects covered include: 1) techniques to deal with problems such as frustration, fatigue, pain and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) Communicating effectively with family, friends, and health professionals, 5) nutrition, and 6) how to evaluate new treatments.

Diabetes Self- Management Program

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

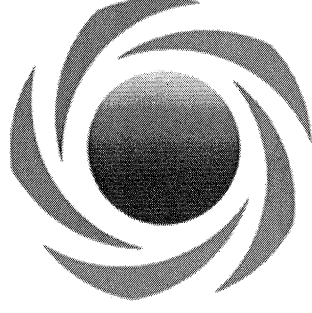
Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County



Put Life Back
in Your Life

DESCRIPTION: The Diabetes Self-Management Program was developed by Stanford University; the division has been renamed as the Self-Management Resource Center (SMRC). Individuals managing Type 2 diabetes make weekly action plans, share experiences, and help one another create and carry out these plans while they are taught (through workshops) techniques, appropriate exercises, healthy eating, appropriate use of medications, and ways to work more effectively with health care providers.

DELIVERY STANDARDS/SPECIAL CONDITIONS for CDSMP and DSMP:

1. This service must maintain fidelity of the program in accordance with Stanford University/SMRC fidelity and administrative/ implementation manuals.
2. Other requirements of the program include:
 - A. Number of weeks: Six-weeks (once a week)
 - B. Workshop participant size:
 - i. Minimum 10 participants (8 in rural and low populated areas)
 - ii. Maximum 16 participants
 - C. Session length: 2.5 hours a session
 - D. Workshops are facilitated from a highly-detailed manual by two trained SMRC Leaders, one SMRC Master Trainer, or one SMRC T-Trainer.
3. Any deviation of this program as set forth by Stanford University/SMRC is a violation of the license and may result in revocation of the Stanford University/SMRC license. You must obtain a license from Self-Management Resource Center in order to conduct these workshops.

PROVIDER QUALIFICATIONS:

1. An SMRC Leader must have successfully completed four-day/24-hour training as required for the SMRC Leader designation.
2. To remain active as an SMRC Leader, they must facilitate at least one six-week workshop every 12 months.
3. If SMRC Leaders are unable to facilitate a workshop within a given 12 months , they may attend a refresher training, though not to be used during the first 12 months after completing training, nor two years in a row.
4. If SMRC Leaders are unable to facilitate a workshop and the option of a refresher training is not available, or more than two years have passed without facilitating, they must attend a new four-day/24-hour training.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. The provider shall maintain all appropriate documentation set forth by the program ((i.e., participant data, sign-in sheets (which includes the time started, time ending, date, location, funding source, title of evidence-based program, and signature of individuals participating), evaluations, workshop information, etc.)).
2. The contractor must verify and maintain documentation of provider qualification for service.
3. The provider must enter data into NCOA force online database system.
4. Unit of Service Group: One episode of direct service with minimum of 10 participants and a maximum of 16 participants (minimum 8/maximum 16 in rural and low populated areas) on the first session. The same participants would continue through the six-week course. One episode equals a six-week session. The entire six weeks needs to be completed prior to submitting for payments.

CIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3D	CDSMPG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999

Website for updated fidelity and training information:

<https://www.selfmanagementresource.com/programs/small-group/chronic-disease-self-management/>

Tomando Control de su Salud

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County

DESCRIPTION: Tomando Control de su Salud was developed at Stanford University; the division has been renamed as the Self-Management Resource Center (SMRC). It is designed to teach a range of skills in managing chronic conditions for the Spanish speaking population. The program is not a translation of the Chronic Disease Self-Management Program, but developed separately in Spanish. Subjects covered are similar, but they are presented in ways that are culturally appropriate. Subjects include: 1) techniques to deal with problems such as frustration, fatigue, pain and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) communicating effectively with family, friends, and health professionals, 5) healthy eating, 6) appropriate use of the health care system, and, 7) how to evaluate new treatments

DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. This service must maintain fidelity of the program in accordance with Stanford University/SMRC fidelity and administrative/implementation manuals.
2. Other requirements include:
 - a. Number of weeks: Six weeks (once a week)
 - b. Workshop participant size:
 - i. Minimum 10 participants (8 in rural and low populated areas)
 - ii. Maximum 16 participants
- c. Session length: 2.5 hours a session
- d. Workshops are facilitated from a highly-detailed manual by two trained SMRC Leaders, one SMRC Master Trainer, or one SMRC T- Trainer.
3. Any deviation of this program as set forth by Stanford University/SMRC is a violation of the license and may result in revocation of the Stanford/SMRC license.

PROVIDER QUALIFICATIONS:

1. An SMRC Leader must have successfully completed four-day/24-hour training as required for the SMRC Leader designation.
2. To remain active as an SMRC Leader, they must facilitate at least one 6- week workshop every 12 months.
3. If SMRC Leaders are unable to facilitate a workshop within a given 12 months, they may attend a refresher training, though not to be used during the first 12 months after completing training, nor two years in a row.
4. If SMRC Leaders are unable to facilitate a workshop and the option of a refresher training is not available, or more than two years have passed without facilitating, they must attend a new four-day/24-hour training.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. The provider shall maintain all appropriate documentation as set forth by the program including participant data, sign-in sheets (showing time started, time ended, date, location, funding source, title of evidence-based program, and signature of individuals participating), evaluations, and workshop information.
2. The contractor must verify and maintain documentation of provider qualifications for service.
3. The provider must enter data into NCOA force online database system.
4. Unit of Service Group: One episode of direct service with a minimum of 10 participants and a maximum of 16 participants (minimum 8/maximum 16 in rural and low populated areas) on the first session. The same participants would continue through the six-week course. One episode equals a six-week course. The entire six weeks must be completed prior to submitting for payment.

CIRTS reporting requirements are below.

CIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3D	TCSG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999

Tai Chi for Arthritis

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

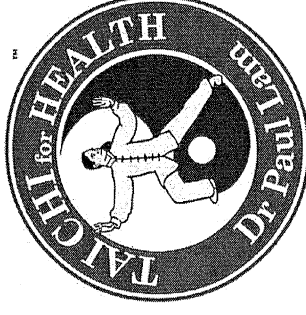
Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County



DESCRIPTION: The Arthritis Foundation Tai Chi Program, offered in community settings, has been proven to improve movement, balance, strength, flexibility, and relaxation. Other benefits associated with this program include decrease in pain and falls. The Arthritis Foundation Tai Chi Program is also known as Tai Chi for Arthritis.

DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. This program is targeted for older adults 60 or older with chronic pain.
 2. Participants are led by a certified trainer.
 3. Other requirements of the program include:
 - a. Class schedule: 6-8 weeks (twice per week).
 - b. Session length: 45-60 minutes per class.
- This service is an evidence-based program which meets AoA's Highest-Level Evidence-Based Criteria.

PROVIDER QUALIFICATIONS:

1. Trainers must complete a two-day Arthritis Foundation instructor training workshop, recertification training every 2 years (one-day training), CPR certified, and affiliated with an Arthritis Foundation approved facility.
2. Provider must maintain program fidelity to the original program design by The Arthritis Foundation.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. The provider shall maintain all appropriate documentation as set forth by the program (i.e., participant data, sign-in sheets (which includes the time started, time ending, date, location, funding source, title of evidence-based program, and signatures of individual participating), evaluations, workshop information, etc.)).
2. **Unit of Service Group:** One episode of direct service with or on behalf of clients regardless of the numbers of participants for the entire 6-8 week period.
3. The contractor must verify and maintain documentation of provider qualifications for service.
4. CIRTS reporting requirements are below.

CIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3D	AFTCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999

Tai Chi/Tai Ji Quan: Moving for Better Balance

Under the Older Americans Act
Title IIIID

Proposed Service Areas:

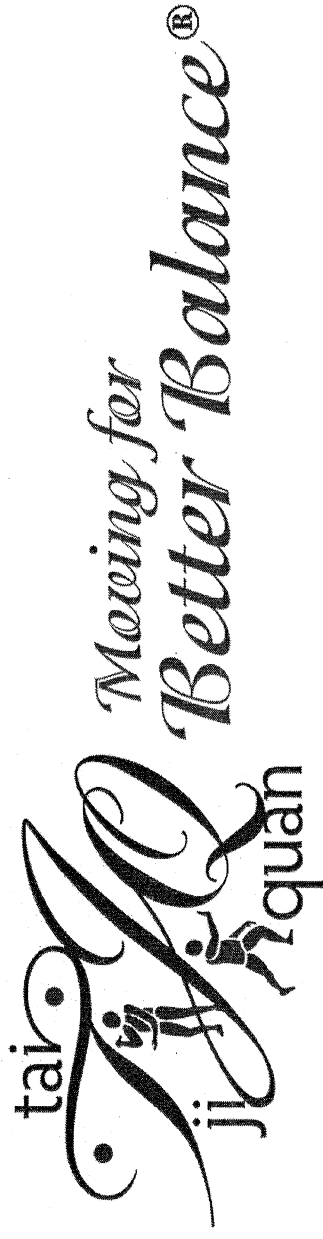
Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County



Description:

Developed out of the Oregon Research Institute, this simplified, 8-form version of Tai Chi/Tai Ji Quan, offered in community settings, has been proven to decrease the number of falls and risk of falling in older adults. Other benefits associated with this program include social and mental well-being, balance and daily physical functioning, self-confidence in performing daily activities, personal independence and quality of life and overall health.

DELIVERY STANDARD/SPECIAL CONDITIONS

1. Tai Chi/ Tai Ji Quan: Moving for Better Balance workshops are offered to adults aged 60 or older.
2. Participants are led by a certified trainer.
3. There are several options for frequency and duration of the program.

Option 1:	1 hour	3 classes per week	0 at home practice	total weeks 12
Option 2:	1 hour	2 classes per week	1 at home practice	total weeks 12
Option 3:	1.5 hours	2 classes per week	0 at home practice	total weeks 12

The course length has many options:

 - 12 weeks – minimum
 - 16 weeks
 - 24 weeks (six months) – preferred length showing best results for fewer incidences of falls especially if continuing program after the 6 months.
4. A completer is an individual who completes 75 percent of the total number of sessions.
5. Workshop participant size is the minimum of 8 and a maximum of 15 participants. It is expected that the sessions will take place in a spacious and sufficiently private area that can adequately accommodate all participants and the instructor.
6. Materials required for the workshop include the instructor's manual. DVD's are optional.
7. Instructor is responsible for maintaining fidelity to the program by teaching each session as it was designed by the Oregon Research Institute.

PROVIDER QUALIFICATIONS:

1. To become certified, instructors should have some knowledge about working with older adults and experience in Tai Chi/Tai Ji Quan or other fitness programs such as yoga, dance, qigong, etc. prior to completing a Tai Chi: Moving for Better Balance training that lasts two days.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. The Provider shall maintain all appropriate documentation as set forth by the program including participant data, sign-in sheets (showing time started, time ended, date, location, funding source, title of evidence-based program, and signature of individuals participating), evaluations, and workshop information.
2. The contractor must verify and maintain documentation of provider qualifications for service.
3. Unit of Service Group: One episode of direct service with a minimum of 8 participants and a maximum of 15 participants for the first session. The same participants would continue through 12 weeks, 16 weeks or 24 weeks, whichever is desired by the certified Tai Chi/Tai Ji Quan, Moving for Better Balance Instructor. One episode equals the selected number of weeks' session. The entire selected number of weeks the program needs to be completed prior to submitting payment.

CIRTS REPORTING REQUIREMENTS			
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS
OA3D	TCMBBG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT
			9999



Powerful Tools for Caregivers

Under the Older Americans Act
Titles IIIID and IIIE and American
Rescue Act Funding

Proposed Service Areas:

Indian River County

Okeechobee County

St. Lucie County

Palm Beach County

DESCRIPTION: Powerful Tools for Caregivers (PTC) is an evidence-based education program offering a unique combination of elements. This is a self-care education program for family caregivers to improve: self-care behaviors, management of emotions, self-efficacy, and use of community resources. The program utilizes a train-the-trainer method of dissemination. Powerful Tools for Caregivers provides individuals strategies to handle unique caregiver challenges.

Caregivers develop a wealth of self-care tools to: reduce personal stress; change negative self-talk; communicate their needs to family members and healthcare or service providers; communicate more effectively in challenging situations; recognize the messages in their emotions, deal with difficult feels; and make tough caregiving decisions.

The six-week program consists of weekly, 90-minute sessions or 2.5 hours per week. The scripted curriculum provides tools that can be individualized to meet the challenges of caregiving in a supportive and interactive environment.

Target Audience: Family caregivers of adults with chronic conditions.

DELIVERY STANDARDS/SPECIAL CONDITIONS:

Caregivers develop a wealth of self-care tools to: reduce personal stress; change negative self-talk; communicate their needs to family members and healthcare or service providers; communicate more effectively in challenging situations; recognize the messages in their emotions, deal with difficult feelings; and make tough caregiving decisions. Materials needed for this program include, chart series or Power Point and The Caregiving Help Book for each participant (as per Licensing Agreement)

Program requirements include:

1. Class schedule: Six weeks/ one session per week.
2. Class length: 1.5 hours – 2.5 hours per session, depending upon the needs of the local family caregivers and trained Powerful Tools Caregiver Leader availability.
3. Number of participants: no fewer than 6 participants and no more than 15 participants. The recommended class size is 8-12 participants. Special considerations are made at the discretion on the national office, particularly for rural areas where class size may be small. However, the AAA, must consult the contract manager prior to delivery of service to have these special considerations approved by the national Powerful Tools for Caregivers program.
4. Facility setting: The location should allow for caregivers to feel comfortable to discuss confidential information among the group. The setting should be closed off to avoid distractions in the class - ideally a classroom or small conference room.
5. Facilitators: 2 group facilitators trained in Powerful Tools for Caregivers

PROVIDER QUALIFICATIONS:

1. Group facilitation experience
2. Personal caregiving experience is recommended but not required
3. Trained in Powerful Tools for Caregivers – two-day PTC Class Leader Training.
4. Have a trained PTC co-leader with whom to work.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. Provider shall maintain all appropriate documentation as set forth by the program including participant data, sign-in sheets (showing time started, time ended, date, location, funding source, title of evidence-based program, and signature of individuals participation), evaluations, and workshop information.
2. **Unit of Service Group:** One episode equals a complete six-week course regardless of the number of participants.
3. The contractor must verify and maintain documentation of provider qualifications for service.
4. CIRT reporting requirements are below.

CIRT REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3D	PTCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3E	PTCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999

CAREGIVER FOLLOW-UP

Education and
Support for Family
Caregivers

DESCRIPTION: As participants complete the six-week Powerful Tools for Caregiver Workshop, they are disheartened that there is nothing in place for them to continue on the path of self-care, as well as prevent the social isolation they are feeling due to their caregiving responsibility. This workshop would bring those who have completed Powerful Tools for Caregivers together every other week for 90 –minutes for a total of 6 sessions, spanning a 3-month period.

DELIVERY STANDARDS/SPECIAL CONDITIONS:

Caregivers expand and put into practice the self-care tools they learned during the Powerful Tools for Caregiver Workshop. Facilitators will pick tools learned in the curriculum, such as, Action Planning, Communication Skills, Decision Making, Relaxation, etc., and guide the Caregivers in discussions on how implementing these tools have helped them in their caregiving journey and guide caregivers who are having difficulty through problem-solving techniques.

Program requirements include:

1. Timeframe: 6 sessions, lasting 90 minutes each.
2. Workshop Participant Size: 8-14 participants
3. Facility setting: The location should allow for caregivers to feel comfortable to discuss confidential information among the group. The setting should be closed off to avoid distractions in the class. Ideally the setting should be a classroom, small conference room, or a virtual platform
4. Facilitators: 2 group facilitators

PROVIDER QUALIFICATIONS: Conducting the Caregiver Follow-Up requires a leader skilled in teaching, facilitating small-group activities, and communicating with caregivers from a wide range of backgrounds. A coach trained in the Powerful Tools for Caregivers workshop or a facilitator with the knowledge of the tools provided in the course meets these requirements.

Walk with Ease

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County

WALK WITH EASE
a program for better living



DESCRIPTION: Walk with Ease is a program developed by the Arthritis Foundation intended for individuals with arthritis and other ongoing health conditions to increase the level of physical activity. Research supporting this program has shown to reduce disability, pain, fatigue, and stiffness, as well as improve balance, strength, walking pace. The program also helps build confidence to be physically active and manage ongoing health conditions.

DELIVERY STANDARDS/SPECIAL CONDITIONS: To participate in Walk with Ease, participants must be able to stand for 10 minutes without increased pain. Classes meet three times a week for six weeks (18 sessions). Each session must be at least 45 minutes during the beginning weeks, but may increase to an hour or more as the group improves its fitness level. A certified leader will conduct a class with a group of 12 to 15 participants. Additional leaders may be used if needed. The essential components to the program are walking, health education information, stretching and strengthening exercises (during warm-up and cool-down periods) and motivational tips and tools (including participant workbook).

Program site must be safe and accessible, following the American with Disability Act standards. Site must have adequate general liability insurance.

PROVIDER QUALIFICATIONS:

1. Individuals interested in becoming Walk with Ease leaders must have current certification in cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED). Certification in first aid is strongly recommended.
2. Leaders must be certified by the Athletics and Fitness Association of America (AFAA), (a partner of the Arthritis Foundation), a certification that is renewable every two years.
3. Providers must maintain program fidelity to the original program design by the Arthritis Foundation / through the Athletics and Fitness Association of America.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. Organizations must submit participant consent forms and program information form to the Arthritis Foundation within two weeks of finishing a workshop (six-week class).
2. Provider shall maintain all appropriate documentation as set forth by the program (i.e., participant data, sign-in sheets (which includes the time started, time ending, date, location, funding source, title of evidence-based program, and signature of individuals participating), evaluations, workshop information, etc.)
3. The contractor must verify and maintain documentation of provider qualifications for service.
4. Unit of Service Individual: One episode of direct service with a client equals the six-week workshop.

5. CIRTs reporting requirements are below. ↓

CIRTs REPORTING REQUIREMENTS			
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS
OA3D	WWEG (Group)	Monthly Aggregate Reporting	No Requirement
			9999

Assurance

Keeping Senior Connected



DESCRIPTION: DESCRIPTION: Assurance is defined as communicating with designated clients by telephone or in person on a mutually agreed schedule to determine their safety and to provide psychological reassurance, or to implement special or emergency assistance. The provider is encouraged to establish an agreed upon schedule.

DELIVERY STANDARDS/SPECIAL CONDITIONS: Priority for Assurance should be given to clients who are homebound, live alone, or are isolated. However, any client is eligible who wants to receive periodic calls for psychological reassurance or emergency assistance, including clients who may not currently be active in DOEAS services.

1. However, if a client is homebound or lives alone, if they miss a scheduled call and contact cannot be made within three attempts (and no more than 24 hours), then assistance shall be sent to the home. Required contact before implementing emergency assistance includes contact with the client, a caregiver, or a provider providing in-home or home-delivered meals services (who confirms sight of the client within the past 24 hours).
2. Clients who are not homebound and do not live alone shall agree upon emergency assistance procedures and have it noted in their client file, client record, or on the telephone reassurance tracking log. Emergency assistance procedures for these clients could include requesting a wellness check if the client does not respond to three call attempts within three business days, and a caregiver or provider cannot confirm sight of the client within those three business days.

PROVIDER QUALIFICATIONS: Volunteers are encouraged to provide assurance.

Education/ Training – Group and Individual

Under the Older Americans Act
Titles IIIB and IIIE and American
Rescue Act Funding

Proposed Service Areas:

Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County

DESCRIPTION:

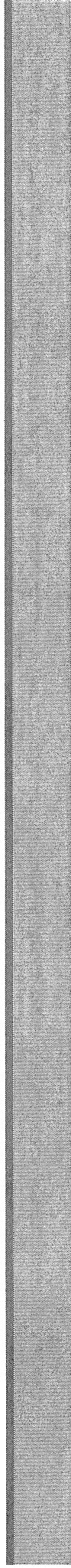
1. Speaking to groups or distributing materials to individuals at public gatherings about services and opportunities available to them within their communities;
2. Providing formal or informal opportunities for individuals or groups to acquire knowledge, experience or skills; to increase awareness in such areas as crime or accident prevention; promoting personal enrichment; and to increase or gain skills in a specific craft, trade, job or occupation. Training individuals or groups in guardianship proceedings of older individuals if other adequate representation is unavailable can also be done; and
3. Training conducted by memory disorder clinics funded under the Alzheimer's Disease Initiative designated to increase understanding of the disease and facilitate management of persons with Alzheimer's disease by their caregivers and health professionals.

DELIVERY STANDARDS/SPECIAL CONDITIONS:

There are no age requirements for receiving education/training.

PROVIDER QUALIFICATIONS:

A person qualified by training or experience shall be designated to provide the service.



RECORD KEEPING AND REPORTING REQUIREMENTS:

1. Unit of Service—Individual: An episode of direct service with a client, regardless of the amount of education/training provided.
2. Unit of Service—Group: An episode, regardless of the number of persons educated. Examples of one unit of service are:
 - a. One presentation, regardless of number of attendees;
 - b. One training presentation;
 - c. One program-wide distribution of information;
 - d. One article prepared and printed in a newsletter or newspaper;
 - e. One radio or television presentation; or
 - f. One exhibit at a health fair or other public event, whose audience or attendees are known to include older adults or caregivers.

CIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
OA3B	EDUCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3B	EDUCI (INDIV)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3E	EDUCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3E	EDUCI (INDIV)	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE	9999
OA3EG (GRANDPARENT)	EDUCG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT	9999
OA3EG (GRANDPARENT)	EDUCI (INDIV)	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999

Enhanced Fitness

Under the Older Americans Act
Title IIIID and American Rescue Act
Funding

Proposed Service Areas:

Indian River County

Martin County

Okeechobee County

Palm Beach County

St. Lucie County



ENHANCE[®] FITNESS

DESCRIPTION: EnhanceFitness, developed by the University of Washington in collaboration with Senior Services, is a group exercise program that focuses on stretching, flexibility, balance, low impact aerobics, and strength training exercises.

DELIVERY STANDARDS/SPECIAL CONDITIONS: EnhanceFitness sessions are held for one hour, three times a week.

There is a minimum of 10 and a maximum of 25 participants per session.

Each session consists of a 5-minute warm-up, a 20-minute aerobic workout, a 5-minute cool-down, a 20-minute strength training workout with soft ankle and wrist weights (0 up to 20 pounds), a 10-minute stretch, as well as balance exercises throughout the class.

PROVIDER QUALIFICATIONS:

1. To lead an EnhanceFitness course, the instructor must attend the 12-hour EnhanceFitness New Instructor Training course. To qualify for the New Instructor Training Course certification as a fitness instructor is required, as well as a current CPR certification.
2. Provider must maintain program fidelity to the original program design by University of Washington.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. At enrollment
 - a. Participant demographics.
 - b. Baseline Fitness Checks (a set of three functional fitness tests and a few survey questions about self-rating of health and fitness).
2. Four months after enrollment, Fitness Checks are repeated.
3. Every four months after that, or annually (at site's discretion), Fitness Checks are repeated.
4. Attendance is recorded for each participant at each class.
5. There are also anonymous satisfaction surveys, which are collected annually.
6. The provider shall maintain all appropriate documentation as set forth by the program (i.e., participant data, sign-in sheets (which includes the time started, time ending, date, location, funding source, title of evidence-based program and signature of individuals participating), evaluations, workshop information, etc.)
7. The contractor must verify and maintain documentation of provider qualifications for service.
8. Unit of Service Group: One hour of direct service with or on behalf of clients regardless of the numbers of participants per session.
9. CIRTS reporting requirements are below.

CIRTS REPORTING REQUIREMENTS			
PROGRAM	SERVICE	REPORTING OF SERVICES	MAX UNITS
OA3D	ENFIG (GROUP)	MONTHLY AGGREGATE REPORTING	NO REQUIREMENT 9999

Technology Keeping Seniors Engaged and Active



DESCRIPTION: The term technology used broadly can apply to many different areas. For the purpose of this definition, technology is defined as a service or product that uses internet-based communication technology to connect participants to activities that promote maintaining and gaining independence, access to socialization, and/or access to health and wellness activities. The service should allow participants to communicate and connect more easily with peers, family members, service providers, Area Agency on Aging staff and/or other supportive personnel through a device that facilitates communication, such as a tablet, cloud-based computer program, TV or other similar product. This service is intended to prevent social isolation and enhance participants' quality of life. This service includes cost reimbursement of technological products and/or services that promote participants' access to above stated activities.

DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. Technology services shall be provided that appeal to all program participants and levels of functioning, as well as support access to mental and/or physical stimulation for those at risk of social isolation.
2. This service is targeted for older adults 60 or older, and caregivers of older adults 60 or older.
3. This service covers equipment purchase and equipment rental for Provider and participant, installation fees and associated costs, monthly subscriptions and/or purchase of software and staff assistance.
4. On a case-by-case basis, this service may cover costs associated with providing access to the technology for members of the target population who do not have a device that allows them access to the service.
5. The Provider shall designate one staff member to be responsible for overseeing the program, including the monitoring of Usage Reports, developing quality assurance processes, tracking client satisfaction, assisting participants, and ensuring vendor(s) are abiding by all

PROVIDER QUALIFICATIONS: This service can be delivered by AAAs or aging service providers who have a business associate agreement with an AAA. Technology used to provide access is not limited to one specific technological medium (i.e., web-based, tablet-based, television-based, etc.). The vendor and Provider must have policies and procedures in place that protect client's PHI and the business associate agreement must include language that prohibits the vendor from selling Providers' users' data to third parties.

RECORD KEEPING AND REPORTING REQUIREMENTS:

1. The Provider shall maintain all appropriate documentation as set forth by the program (i.e., enrollment information, monthly usage reports, invoices, etc.).
2. The contractor must verify and maintain documentation of provider qualifications for service
3. Unit of Service: An episode of Technology is for cost reimbursement of services provided to a client through purchase and delivery of technology and staff salary related to providing the service.
4. eCIRTS reporting requirements are on the next page.

BINGOsize®

Bingocize® strategically combines the game of bingo, exercise, and/or health education. Trained lay leaders may select between three separate 10-week units that focus on *exercise-only*, *exercise and falls prevention*, or *exercise and nutrition*. Each unit includes a leader's script for each session and participants' materials.



DELIVERY STANDARDS/SPECIAL CONDITIONS:

1. 8-20 participants *play* Bingocize® twice per week. 10 week
2. Session meets for 45-60 minute sessions consisting of exercises (range of motion, balance, muscle strengthening, and endurance exercises) and/or health education questions.
3. The program can be delivered using a traditional bingo game along with printed curriculum lay leader and participants' materials or lay leaders and participants can use a web-based app to play Bingocize®
4. In-person or remotely.
5. It is required that you obtain a license in order to deliver this program.

Thank You



Nancy Yarnall

From: FL-Rules@dos.state.fl.us
Sent: Friday, August 18, 2023 3:44 PM
To: Nancy Yarnall
Subject: Submit Notice in FAR

You have successfully submitted a notice for publication in the Florida Administrative Register on 8/18/2023 3:43:44 PM.

Department: Other Agencies and Organizations
Organization: Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
Notice type: Notice of Meeting/Workshop Hearing
Issue: 49/163

Once this notice is published you will be able to view it by clicking the following link:
http://www.FLRules.org/gateway/View_Notice.asp?id=27461493

You may contact the Florida Administrative Register office at (850)245-6270 for additional information.

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ID	Rule No./ Organization	Rule Title	Section	Issue	Date
27461493	8/18/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	8/22/2023 Vol. 49/163	8/18/2023

Notices Confirmed by ACR

ID	Rule No./ Organization	Rule Title	Section	Issue	Date
None					

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ID	Rule No./ Organization	Rule Title	Section	Issue	Date
 27461493	8/18/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	8/22/2023 Vol. 49/163	8/22/2023
27367112	7/24/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	7/25/2023 Vol. 49/143	7/25/2023
27312598	7/10/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	7/11/2023 Vol. 49/133	7/11/2023
27232961	6/14/2023	Area Agency on Aging of Palm Beach Treasure Coast Inc.	Meeting	6/15/2023 Vol. 49/116	6/15/2023
27165449	5/26/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	5/30/2023 Vol. 49/104	5/30/2023
27143624	5/18/2023	Area Agency on Aging of Palm Beach Treasure Coast Inc.	Meeting	5/19/2023 Vol. 49/98	5/19/2023
27130432	5/15/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	5/16/2023 Vol. 49/95	5/16/2023
27119277	5/11/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	5/12/2023 Vol. 49/93	5/12/2023
27107443	5/8/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	5/9/2023 Vol. 49/90	5/9/2023
26995408	3/27/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	3/28/2023 Vol. 49/60	3/28/2023
26964756	3/21/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	3/23/2023 Vol. 49/57	3/23/2023
26897244	3/6/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	3/7/2023 Vol. 49/45	3/7/2023
26858250	2/21/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	2/22/2023 Vol. 49/36	2/22/2023
26828568	2/13/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	2/14/2023 Vol. 49/30	2/14/2023
26765227	1/27/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	1/31/2023 Vol. 49/20	1/31/2023
26731374	1/18/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	1/19/2023 Vol. 49/12	1/19/2023
26690343	1/6/2023	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	1/10/2023 Vol. 49/06	1/10/2023
24615513	6/7/2021	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	6/8/2021 Vol. 47/110	6/8/2021
24564976	5/19/2021	Other Agencies and Organizations	Bid	5/26/2021 Vol. 47/102	5/26/2021
23768703	10/15/2020	Other Agencies and Organizations	Bid	11/3/2020 Vol. 46/215	11/3/2020
22273157	8/16/2019	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	8/19/2019 Vol. 45/161	8/19/2019
17833564	8/1/2016	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	8/10/2016 Vol. 42/155	8/10/2016
16748037	11/9/2015	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	11/13/2015 Vol. 41/221	11/13/2015
16048279	5/28/2015	Other Agencies and Organizations	Bid	6/2/2015 Vol. 41/106	6/2/2015
16015493	5/20/2015	Area Agency on Aging of Palm Beach/Treasure Coast	Meeting	5/27/2015 Vol. 41/102	5/27/2015
15159953	10/8/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
15160050	10/8/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
15160729	10/13/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
15160923	10/8/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
15161020	10/8/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
15161117	10/8/2014	Other Agencies and Organizations	Bid	10/14/2014 Vol. 40/200	10/14/2014
11981554	9/12/2012	Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Meeting	9/14/2012 Vol. 38/37	9/13/2012
7440208	7/30/2009	Other Agencies and Organizations	Bid	7/31/2009 Vol. 35/30	7/31/2009

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Notice of Meeting/Workshop Hearing

Division: [Area Agency on Aging of Palm Beach/Treasure Coast, Inc.](#)**VIEW NOTICE****Overview**

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. announces a hearing to which all persons are invited.

DATE AND TIME:	August 30, 2023, 2:00 p.m.
PLACE:	4400 N. Congress Avenue, West Palm Beach, FL 33407
Subject:	The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is holding a public hearing to secure testimony concerning information required for its 2024-2027 Area Plan. The hearing will begin at 2:00 p.m. on Wednesday, August 30, 2023 at the Agency's offices at 4400 North Congress Avenue, West Palm Beach, FL 33407. It will end at 4:00 p.m. on that same date.

A copy of the agenda may be obtained by contacting: Nancy Yarnall at (561) 684-5885 or visiting the agency website at <https://www.aaapbtc.org/public-documents>.

PRINT PUBLISH DATE: 8/22/2023 [Vol. 49/163](#)

REFERENCE MATERIALS: No reference(s).

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Notice of Meeting/Workshop Hearing

OTHER AGENCIES AND ORGANIZATIONS

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

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. announces a hearing to which all persons are invited.

DATE AND TIME: August 30, 2023, 2:00 p.m.

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

GENERAL SUBJECT MATTER TO BE CONSIDERED: The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is holding a public hearing to secure testimony concerning information required for its 2024-2027 Area Plan. The hearing will begin at 2:00 p.m. on Wednesday, August 30, 2023 at the Agency's offices at 4400 North Congress Avenue, West Palm Beach, FL 33407. It will end at 4:00 p.m. on that same date.

The public is encouraged to attend and to testify concerning services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older persons and their caregivers residing in Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties as well as to comment on the planned strategies and action steps for the 2024-2027 Area Plan cycle. For the 2024-2027 Area Plan cycle, the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. proposes to directly provide Powerful Tools for Caregivers under Older Americans Act Title IIIIE in Indian River, Palm Beach, Okeechobee and St. Lucie Counties and CARES Caregiver Follow-up, Technology, and Assurance under Title IIIIE in all the counties in PSA 9. The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. also proposes to directly provide Powerful Tools for Caregivers, Chronic Disease Self-Management Program, Diabetes Self- Management Program, A Matter of Balance, Un Asunto de Equilibrio, Tai Chi/Tai Ji Quan Moving for Better Balance, Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis), Enhanced Fitness, Walk with Ease, Tomando Control de su Salud, Programa de Manejo Personal de la Diabetes, Technology, Bingocize, and Assurance through Older Americans Act Title IIID in Indian River, Martin, Palm Beach, Okeechobee and St. Lucie Counties. For Titles IIIB and IIIIE, the Agency proposes to provide Education/Training Group and Education Training Individual in all five counties in PSA 9. The Agency proposes to offer Assurance and Technology under Title IIIB in all counties within PSA 9.

Persons that wish to offer comment at the hearing are asked to limit their presentations to three minutes and to restrict their remarks to issues related to services provided by the Area Agency on Aging and the draft Area Plan. Those persons wishing to speak at the public hearing should contact Nancy Yarnall at (561)684-5885 ext. 59215. It is also requested that you submit a written copy of your testimony to Nancy Yarnall, Director of Consumer Care and Planning, Area Agency on Aging of Palm Beach/Treasure Coast, Inc., 4400 North Congress Avenue, West Palm Beach, FL 33407 or by e-mailing nyarnall@aaapbtc.org.

Applicable portions of the draft 2024-2027 Area Plan can be viewed on the Agency website at <https://www.aaapbtc.org/public-documents>. To obtain a hardcopy please contact Nancy Yarnall.

A copy of the agenda may be obtained by contacting: Nancy Yarnall at (561)684-5885 or visiting the agency website at <https://www.aaapbtc.org/public-documents>.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: Nancy Yarnall, nyarnall@aaapbtc.org or by calling: (561)684-5885 ext. 59215. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

Public Notices

Executive Committee/Board of Directors Meetings

Finance Committee Meetings

Advisory Council Meetings

Bid Opportunities and Awards

Executive Committee Meetings

Public Hearings

Notice of Meeting/Workshop Hearing

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

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. announces a hearing to which all persons are invited.

DATE AND TIME: August 30, 2023, 2:00 p.m.

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

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Scroll down for the agenda.



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

PUBLIC HEARING

August 30, 2023

2:00 PM-4:00 PM

AGENDA

2:00 PM – 2:10 PM WELCOME AND INTRODUCTIONS – DWIGHT CHENETTE, MPH, MBA

2:10 PM -- 2:15 PM FORMAT FOR PUBLIC HEARING – NANCY YARNALL

2:15 PM -- 2:30 PM OVERVIEW OF THE AREA PLAN – NANCY YARNALL

2:30 PM -- 2:45 PM Public Comment on Area Plan in General – Scheduled Speakers

2:45 PM – 3:15 PM DISCUSSION OF SERVICES PROPOSED TO BE PROVIDED AS DIRECT SERVICES – MAUREEN MCCARTHY

A Matter of Balance Program

Un Asunto de Equilibrio

Chronic Disease Self Management Program

Tomando Control de su Salud

Diabetes Self-Management Program

Programa de Manejo Personal de la Diabetes

Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis)

Tai Chi/Tai Ji Quan: Moving for Better Balance

Powerful Tools for Caregivers

CARES Caregiver Follow-Up

Walk with Ease

Assurance

Education/Training -Group

EnhanceFitness

Education/Training-Individual

Technology

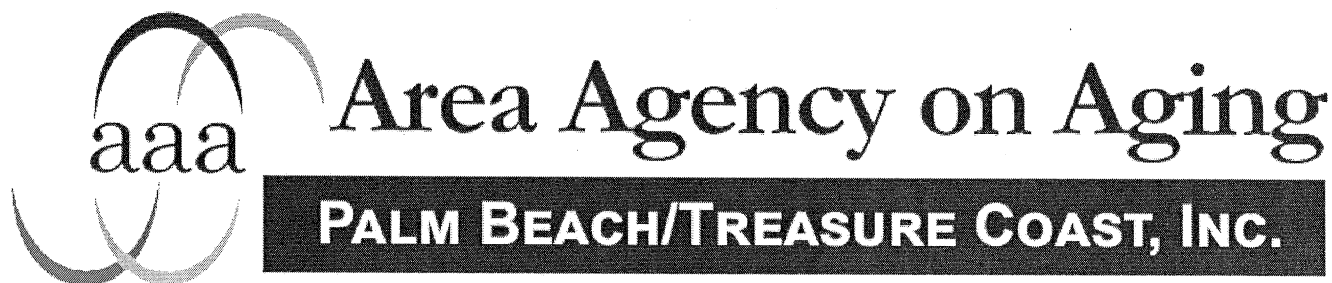
Bingocize

3:15 PM-3:30 PM Public Comment on Services to be Provided as Direct Services

Scheduled Speakers

3:30 PM – 3:50 PM PUBLIC COMMENTS – Unscheduled speakers (If time allows)

3:50 PM-- 4:00 PM WRAP-UP



(/)

CONTACT US

866-684-5885

email

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 **ACHIEVE** (<https://www.achievecauses.com/>)

Public Documents

Documents / Publications

2023 DOEA Programs and Services Handbook

Adult Protective Services Referrals - Operations Manual

DOEA "2022 County and PSA Profiles"

Surveys and Reports

Financial Documents

2020 - 2023 Area Plan

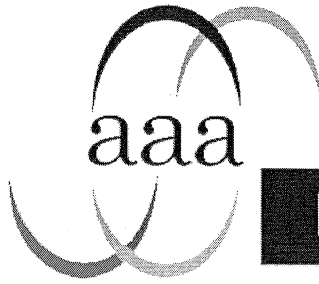
Draft 2024 - 2027 Area Plan Program Module

To link to the document click here

(<https://www.aaapbtc.org/sites/default/files/Publications/Draft%202024-2027%20Area%20Plan%20Program%20Module.pdf>)

OAA Services in PSA 9

Agenda for Public Hearing



Area Agency on Aging

PALM BEACH/TREASURE COAST, INC.

(/)

CONTACT US

866-684-5885

email

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 **ACHIEVE** (<https://www.achievecauses.com/>)

Nancy Yarnall

From: Trish Ernst
Sent: Friday, August 18, 2023 12:05 PM
To: Holly Vath
Cc: Nancy Yarnall
Subject: FW: 5804110 Public Notice Posting
Attachments: OrderConf.pdf

This is for the St. Lucie News Tribune, The Stuart News and the Indian River Press Journal.
trish

From: Gannett Legals Public Notices 3 <ganlegpubnotices3@gannett.com>
Sent: Friday, August 18, 2023 11:50 AM
To: Trish Ernst <TErnst@aaapbtc.org>
Subject: RE: 5804110 Public Notice Posting

Hello Customer,

Please find attached your order confirmation and proof of the ad.

Your ad is set to run in:

- Treasure Coast Newspapers on Aug 23,2023

The total cost is \$239.40 which includes an affidavit, which will be mailed to you after the ad publishes. Please reply by 12PM Monday Aug 21st with changes for the ad. **Your notice is scheduled to run per your request and will publish unless you advise otherwise.** You will be able to receive an affidavit 7-10 business days after the last day of printing.

Thanks,

Ruby Medrano
Public Notice Representative



Office: 866-301-5578

From: Trish Ernst <TErnst@aaapbtc.org>
Sent: Thursday, August 17, 2023 12:17 PM
To: GRSC-West-Legals mbx <GRSC-West-Legals@gannett.com>
Subject: 5804110 Public Notice Posting

We would like to have the attached Notice of Public Hearing posted in the following papers on or by August 23.
St. Lucie News Tribune
The Stuart News
Indian River Press Journal

We will also need an Affidavit of Publication and a copy of the ad once posted.
Please advise as to pricing.
If you need any further information, feel free to contact me.
Thank you,
Trish

Trish Ernst
Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
4400 North Congress Avenue, Suite 250
West Palm Beach, FL 33407
561-684-5885 extension 59268
TErnst@aaapbtc.org



We'd like your feedback <https://www.aaapbtc.org/contact-us>

Trish Ernst, MA

Director of Communications &
Foster Grandparent Program

Override

TErnst@aaapbtc.org

Office: (561) 684-5885 x 59268

Fax: (561) 214-8678

Helpline 1.866.684. 5885

www.aaapbtc.org



"Effective January 1, 2023 any incoming emails to the @youradrc.org email address will be rejected by our servers. Please make sure that you are using the TErnst@aaapbtc.org email address to contact me."

CONFIDENTIALITY NOTICE: This E-Mail, including attachments, is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosures under applicable law. Any unauthorized review, use, disclosure, or distribution is prohibited. If you have received this communication in error, please do not distribute it. Please notify the sender by E-Mail at the address shown and delete the original message. Thank you.

Treasure Coast Newspapers

PART OF THE USA TODAY NETWORK

AREA AGENCY ON AGING
1100 ST. LUCIE WEST BOULEVARD
PORT SAINT LUCIE FL 34986-

<u>Account</u>	<u>AD#</u>	<u>Order Amount</u>	<u>Tax Amount</u>	<u>Total Order Am</u>	<u>Payment Method</u>	<u>Order Payment Am</u>	<u>Order Amount</u>
1325624	0005804110	\$239.40	\$0.00	\$239.40	Invoice	\$0.00	\$239.40

Sales Rep: OMedrano Order Taker: OMedrano Order Created 08/18/2023

<u>Product</u>	<u># Ins</u>	<u>Start Date</u>	<u>End Date</u>
TCN-Indian River Press Journal	1	08/23/2023	08/23/2023

* ALL TRANSACTIONS CONSIDERED PAID IN FULL UPON CLEARANCE OF FINANCIAL INSTITUTION

**Notice of Meeting/Workshop
Hearing**

Agency on Aging of Palm
Beach/Treasure Coast, Inc.

The Area Agency on Aging of
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Chronic Disease
SelfManagement Program,
Diabetes Self- Management
Program, A Matter of Balance,
Un Asunto de Equilibrio, Tai
Chi/Tai Ji Quan Moving for
Better Balance, Arthritis Foun-
dation Tai Chi Program (Tai
Chi for Arthritis), Enhanced
Fitness, Walk with Ease,
Tomando Control de su Salud,
Programa de Manejo Personal
de la Diabetes, Technology,
Bingocize, and Assurance
through Older Americans Act
Title IIID in Indian River,
Martin, Palm Beach, Okeechobee
and St. Lucie Counties.
For Titles IIIB and IIIE, the
Agency proposes to provide
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Education Training Individual
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at (561)684-5885 ext. 59215. It is also requested that you submit a written copy of your testimony to Nancy Yarnall, Director of Consumer Care and Planning, Area Agency on Aging of Palm Beach/Treasure Coast, Inc., 4400 North Congress Avenue, West Palm Beach, FL 33407 or by emailing nyarnall@aaapbtc.org. Applicable portions of the draft 2024-2027 Area Plan can be viewed on the Agency website at <https://www.aaapbtc.org/public-documents>. To obtain a hardcopy please contact Nancy Yarnall.

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Publish Aug 23, 2023
TCN 5804110

Public Notices

IN THE CIRCUIT COURT OF THE FIFTEENTH JUDICIAL CIRCUIT, IN AND FOR PALM BEACH COUNTY, FLORIDA

Case No: 50-2023-DR-006479-XXXX-
SB

Division:

Liliana Rocio Aya,
Petitioner,
and
Juan Carlos Bruzon
Respondent,

NOTICE OF ACTION FOR DISSOLUTION OF MARRIAGE

TO: Juan Carlos Bruzon,
15371 SW 47 St., Miami, FL 33185
YOU ARE NOTIFIED that an action for dissolution of marriage has been filed against you and that you are required to serve a copy of your written defenses, if any, to it on Liliana Rocio Aya, whose address is 4438 Colony View Dr., Lake Worth, FL 33463 on or before 9/11/2023, and file the original with the clerk of this Court at 200 West Atlantic Avenue, Delray Beach, FL 33444 before service on Petitioner or immediately thereafter. If you fail to do so, a default may be entered against you for the relief demanded in the petition.

Copies of all court documents in this case, including orders, are available at the Clerk of the Circuit Court's office. You may review these documents upon request.

You must keep the Clerk of the Circuit Court's office notified of your current address. (You may file Designation of Current Mailing and E-Mail Address, Florida Supreme Court Approved Family Law Form 12.915.) Future papers in this lawsuit will be mailed or e-mailed to the address(es) on record at the clerk's office.

WARNING: Rule 12.285, Florida Family Law Rules of Procedure, requires certain automatic disclosure of documents and information. Failure to comply can result in sanctions, including dismissal or striking of pleadings.

Dated: 8/2/2023

Joseph Abruzzo
CLERK OF THE CIRCUIT COURT
& COMPTROLLER

Palm Beach County
By: Jessica Montero
Deputy Clerk

IF A NONLAWYER HELPED YOU
FILL OUT THIS FORM, HE/SHE
MUST FILL IN THE BLANKS
BELOW:

I, Pedro Flores, a nonlawyer,
located at 3175 S. Congress Ave. Ste
200A, Palm Springs, Florida, 561-234-
0736, helped Liliana Rocio Aya who
is the petitioner, fill out this form.
8/9, 8/16, 8/23, 8/30/23 9132617

REQUEST FOR PROPOSALS

Palm Beach County is seeking
proposals for OUTSIDE LEGAL
COUNSEL SERVICES FOR
WORKERS' COMPENSATION
DEFENSE.

Date of Issuance: 08/23/2023

Proposal Due Date: 09/07/2023

After the issuance date of the RFP,
the RFP will be available for down-
load online at
<https://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService>

IN ACCORDANCE WITH THE
PROVISIONS OF ADA, THIS
DOCUMENT MAY BE
REQUESTED IN AN ALTERNATE
FORMAT

August 23-27, 2023 9193446

NOTICE OF INTENT TO ABANDON UTILITY EASEMENT IN DELRAY LAKES ESTATES

The Delray Lakes Estates
Homeowners' Association, Inc.,
("Association"), by and for its
member-owners pursuant to: (a)
an amendment to the Declaration
of Covenants and Restrictions for
the Delray Lakes Estates Home-
owners' Association, Inc.; and, (b)
the granting of easements by the
directly-affected property owners,
together authorizing the construc-
tion, ownership, and maintenance
of a wall by the Association, intends
to petition the Board of County
Commissioners of Palm Beach
County, Florida, pursuant to the

Public Notices

ations to participate in this work-
shop/meeting is asked to advise the
agency at least 5 days before the
workshop/meeting by contacting:
Nancy Yarnall,
nyarnall@aaapbpc.org or by calling:
(561)684-5885 ext. 59215. If you are
hearing or speech impaired, please
contact the agency using the Florida
Relay Service, 1(800)955-8771 (TDD)
or 1(800)955-8770 (Voice).
8/23/23 9184355

The School Board of Palm Beach County, Florida NOTICE OF RULE DEVELOPMENT on September 6, 2023

RULE TITLE: Promotion, Place-
ment, Graduation - Student Progress-
ion Plans; **RULE NUMBER:**
Policy 8.01; **SUBJECT AREA TO
BE ADDRESSED:** Curriculum and
Instruction; **PURPOSE AND
EFFECT:** Proposed revisions are
required to ensure alignment with
State legislative changes, State
Board of Education Rules,
and current practice; **RULEMAK-
ING AUTHORITY:** Fla. Stat. §§
120.81 (1) a; 1001.32 (2); 1001.41 (2);
1001.42 (26); 1001.43 (1); **LAWS
IMPLEMENTED:** Fla. Stat. §§
1001.32 (2); 1001.42 (8), (10) & (12);
1001.43 (1), (3) & (5); 1006.22; FAC
6A-10.085; **CONTACT:** Dr. Glenda
Sheffield, Chief Academic Officer
RULE TITLE: Selection of Library
Media Center Materials, Classroom
Library Materials, and Reading
List Materials; **RULE NUMBER:**
Policy 8.12; **SUBJECT AREA TO
BE ADDRESSED:** Proposed revisions
include those referenced
within recent legislation and State
Board of Education rules including
the selection criteria, the process,
and maintenance of Library Media
Center materials, classroom library
materials, and reading list materi-
als; **PURPOSE AND EFFECT:** The
purpose of this policy is to provide
guidance for the selection and main-
tenance of Library Media Center
materials, classroom library materi-
als, and reading list materi-
als; **RULEMAKING AUTHORITY:**
Fla. Stat. §§ 120.81 (1) (a);
1001.32(2); 1001.41(1), (2), & (5);
1001.42; **LAWS IMPLEMENTED:**
Fla. Stat. §§ 1001.32(2); 1001.42 (8),
(9), (13), & (19)(a); 1001.43(2), (3) &
(5); 1006.28; 1006.29; 1006.34;
1006.40; 1006.41; 847.012; SBE Rule
6A-7.0715; SBER 6A-7.0713;
CONTACT: Dr. Eva
Cwynar, Director
RULE TITLE: Objection Proce-

Public Notices

dures for Library Media Center
Materials, Classroom Library Materi-
als, Supplemental Classroom
Materials, including Reading Lists,
and Instructional Materials Where
Objections Are Filed More Than 30
Days After Adoption; **RULE
NUMBER:** Policy 8.1205; **SUBJECT
AREA TO BE ADDRESSED:**
Proposed revisions include those
required to be in compliance with
recent legislation effective on July 1,
2023, and added provisions from 2022
legislation including the criteria and
process for filing objections and
their reporting; **PURPOSE AND
EFFECT:** The purpose of this policy
is to outline the procedures and
criteria for objecting to instructional
materials (when filed more than 30
days after their adoption), library
media center materials, and supplemental
classroom materials, including read-
ing lists at the school level, district
level, and Board level; **RULEMAK-
ING AUTHORITY:** Fla. Stat. §§
120.81 (1) (a); 1001.32 (2); 1001.41 (1),
(2) & (5); 1001.42; **LAWS IMPL-
EMENTED:** Fla. Stat. §§ 1001.32(2);
1001.41(1), (2) & (5); 1001.42 (8), (13)
& (15); 1001.43(2)(3); 1006.28;
1006.29; 1006.31; 1006.34; 1006.40;
847.012; 1014.05; SBER 6A-7.0714;
SBER 6A-1.094126; **CONTACT:** Dr.
Eva
Cwynar, Director
RULE TITLE: Textbooks and
Instructional Materials; **RULE
NUMBER:** Policy 8.122; **SUBJECT
AREA TO BE ADDRESSED:**
Proposed revisions include those
implementing recent legislation and
State Board of Education rules
including the purchase, selection,
and adoption process of textbooks
and instructional materials; **PURPOSE AND EFFECT:** The
purpose of this policy is to provide
standards for the purchase, selec-
tion, and adoption of textbooks and
instructional materials; **RULEMAK-
ING AUTHORITY:** Fla. Stat. §§ 120.
81 (1) (a); 1001.32(2); 1001.41(1),
(2); 1001.42; **LAWS IMPL-
EMENTED:** Fla. Stat.
§§ 1001.32(2); 1001.43(2) & (3);
1003.42; 1006.28; 1006.29;
1006.31; 1006.32; 1006.34; 1006.37;
1006.40; 1006.41; 1007.27; 847.012;
SBE Rule 6A-7.0715; SBE Rule 6A-
10.081; **CONTACT:** Dr. Eva Cwynar,
Director
**THE PRELIMINARY TEXT of the
proposed rule development may be
obtained without cost from the
School
District's web site at**

HAMAL COMMUNITY DEVELOPMENT DISTRICT

**NOTICE OF PUBLIC HEARING TO CONSIDER THE ADOPTION OF THE FISCAL
YEAR 2023/2024 BUDGET; NOTICE OF PUBLIC HEARING TO CONSIDER THE
IMPOSITION OF OPERATIONS AND MAINTENANCE SPECIAL ASSESSMENTS,
ADOPTION OF AN ASSESSMENT ROLL, AND THE LEVY, COLLECTION, AND
ENFORCEMENT OF THE SAME; AND NOTICE OF REGULAR BOARD OF
SUPERVISORS' MEETING.**

Upcoming Public Hearings, and Regular Meeting

The Board of Supervisors ("Board") for the Hamal Community Development
District ("District") will hold the following two public hearings and a regular
meeting:

DATE: September 7, 2023
TIME: 6:00 p.m.
LOCATION: Briar Bay Clubhouse
3400 Celebration Blvd.
West Palm Beach, Florida 33411

The first public hearing is being held pursuant to Chapter 190, Florida
Statutes, to receive public comment and objections on the District's proposed
budget ("Proposed Budget") for the fiscal year beginning October 1, 2023 and
ending September 30, 2024 ("Fiscal Year 2023/2024"). The second public
hearing is being held pursuant to Chapters 190 and 197, Florida Statutes, to
consider the imposition of operations and maintenance special assessments
("O&M Assessments") upon the lands located within the District, to fund the
Proposed Budget for Fiscal Year 2023/2024; to consider the adoption of an
assessment roll; and, to provide for the levy, collection, and enforcement of
assessments. At the conclusion of the hearings, the Board will, by resolution,
adopt a budget and levy O&M Assessments as finally approved by the Board. A

Nancy Yarnall

From: Planning <planning@hcsef.org>
Sent: Tuesday, August 22, 2023 11:44 AM
To: Planning
Cc: Emily Carmichael; Olga Tomasello; Tiffany Canate; Danyelle Sheffield; Shelby Mckeever; Kaitlin Chamberlain
Subject: Martin County CHIP & Minority Health Meeting
Attachments: Minutes_ Martin CHIP Advisory Council 8.17.23.pdf; Presentation_Martin CHIP 8.17.2023.pdf; Minutes_MC Minority Health Taskforce_8.17.23.pdf; Presentation_MC Minority Health Taskforce_8.17.2023.pdf; CCMH_MaternalFetal_Invitation_8-29_Rev3 (002).png; Maternal Health Conference Flyer.png; Notice of Public Hearing 2024-2027 Area Plan.pdf

Hello, Martin County Community Health Partners –

Thank you to all those who attended the Martin County CHIP and Minority Health meeting on August 17th! Please see attached for the meeting materials, including a copy of the slides and the meeting minutes for the CHIP and Minority Health sessions. We have also attached 2 flyers from Martin County Healthy Start Coalition (Contact: Jill Taylor, jtaylor@mchealthystart.org), as well as a flyer from the Area Agency on Aging (Contact: Nancy Yarnall, nyarnall@aaapbtc.org) for partner review and distribution.

Our aim is to make these meetings as effective and beneficial as possible. **Please complete the post-meeting surveys by Thursday, August 24th** so we can continue to improve these meetings for partners.

- [CHIP Post-Meeting Evaluation](#)
- [Minority Health Post-Meeting Evaluation](#) (*additional information on your organization's initiative or work is requested*)

We hope to see you at the upcoming workgroup meetings for the CHIP and the Minority Health Plan:

- As we plan the CHIP Priority Area Subcommittee Meetings, we want to ensure that the most convenient date and time is used. Please complete this [Doodle Poll](#) by the end of the week to indicate your availability for these virtual meetings.
- Upcoming PACE-EH / Farmer's Market Workgroup Meeting: August 31st at 11:00 AM – 12:30 PM at the Indiantown YMCA.
- Upcoming Social and Economic Needs Assessment Workgroup Meeting: September 11th, 11:00 AM – 12:00 PM via Zoom. To register in advance for this meeting, please click here: [Zoom Registration](#)

For reference, here are the CHIP Resources discussed during the meeting:

- [211 Martin County Guide to Community Services](#)
- [211 Martin County Senior Guide to Community Services](#)
- [Free Chronic Disease Self-Management Program from Area Agency on Aging \(at the Kane Center\)](#)
- [Free Chronic Disease Self-Management Program from Area Agency on Aging \(virtual; tablets provided\)](#)
- [Cultural Competency Training for Providers](#)
- Insurance enrollment resources:
 - [The Health Insurance Navigation Program through Epilepsy Alliance Florida](#)
 - Health insurance (Medicaid & Marketplace) and SNAP enrollment services are available through Florida Community Health Centers, Inc. (FCHC)'s Assistor Hotline at 561-844-9027. (Services available in English, Spanish, and Haitian/Creole)
- [SAMHSA Serious Mental Illness campaign materials](#)
- Employment resources:

- [CareerSource Research Coast Job Seeker Services Tri-Fold](#)
- [CareerSource Research Coast Events Calendar](#) - Contact Joe Azevedo, jazevedo@careersourcerc.com
- [Job Training from UF/IFAS Extension Martin County](#)
- Transit resources:
 - [United Way RideUnited](#) - Contact Sara Aviles: SAviles@unitedwaymartin.org
 - [MARTY bus schedules](#)
 - [Plan a trip with MARTY](#)
 - [Purchase a pass](#)
 - Contact Peggy Brassard, mbrassar@martin.fl.us
 - [MARTY Transit Ride Guide](#)
 - [Martin Community Coach Program](#)
- [IRSC Virtual Financial Literacy Seminar](#) - Contact Dr. Maria Salome E. Davis, medavis@irsc.edu , 772-226-2557

Lastly, we would like to assess partners' interest in participating in train the trainer programs focused on chronic disease and diabetes self-management. We are interested in expanding availability of these trainings through partner organizations to promote accessibility within the community. Train the trainer programs provide individuals with the necessary skills, knowledge, and resources need to effectively train others. **If you are interested in learning more about train the trainer programs for chronic disease or diabetes self-management, please let us know by responding to this email!**

Thank you again for your continued partnership in these efforts! We look forward to seeing you all soon at the upcoming meetings.

The Health Planning Team
Health Council of Southeast Florida
 600 Sandtree Drive, Suite 101
 Palm Beach Gardens, FL 33403
www.hcsef.org



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Nancy Yarnall

From: Danyelle Sheffield <dsheffield@hcsef.org>
Sent: Tuesday, August 22, 2023 9:48 AM
To: Alex.Manla@MiamiChildrensHealthPlan.com; ameadows@fchcinc.org; alyn2362@outlook.com; drsweda@yahoo.com; mferguson@fchcinc.org; tohara@smhcinc.org; TJones@fchcinc.org; Tiffany Parrish; tfulford@fchcinc.org; tcross@hpsfl.org; tleach@co.okeechobee.fl.us; valderman@ecmhsp.org; V.smith@co.okeechobee.fl.us; breakthroughviki@gmail.com; wlewis@fchcinc.org; arolle1@irsc.edu; ajimenez@hanleyfoundation.org; afuchswanz@aol.com; cispalab@live.com; athomas@eocofirc.net; director@okeehealthystart.org; happyhealth2010@live.com; anna.harper@molinahealthcare.com; ashley.schutt@flhealth.gov; bfaulkner@sao19.org; Robert.mcpartlan@myflfamilies.com; realestate@tucker-group.com; bret.smith@flhealth.gov; bc.ahussainmd@gmail.com; carol.deloach@devereuxcbc.org; cbeale@hcc4kids.org; cmoses@hpsfl.org; Carrie.Selover@hcahealthcare.com; caryn.toole@cckids.net; crogers@hanleyfoundation.org; operations@okeehealthystart.org; cassie.murphy@vr.fldoe.org; cescorbore@fchcinc.org; celestesmith@okeechobeeountytaxcollector.com; chad.adcock@211pbtc.org; chaka_s@yahoo.com; Chanda Narkiewicz; clyons@ymcatreasurecoast.org; tijerinaaea3@yahoo.com; csantibanez@eocofirc.net; cppena@eafla.org; eventmanagersllc@gmail.com; cynthia.corbin@cancer.org; clawler@fl.easterseals.com; bculpepper@co.okeechobee.fl.us; bgoodbread@co.okeechobee.fl.us; dhazellief@co.okeechobee.fl.us; corey_dehays@yahoo.com; ccrews@hpsfl.org; cmoyett@quitdoc.com; cristina.paniagua@bbbsbig.org; cristinabbbs@hotmail.com; cbeddow@megellanhealth.com; danrickards1987@gmail.com; dnavarro@eocofirc.net; dhonig@fchcinc.org; debmar@embarqmail.com; daustin@co.okeechobee.fl.us; dwhitehead@co.okeechobee.fl.us; opddennydavis@hotmail.com; derrick.fennell@devereuxcbc.org; donna@okeepregcenter.com; drscott@ctcentercares.com; trinigarciamd@yahoo.com; dustin@ritelifeservices.org; DChenette@YourADRC.org; foxe@okee.k12.fl.us; elizabethguerrerosns1@gmail.com; Frank.Diaz@flhealth.gov; fmirby@embarqmail.com; gkirk@fchcinc.org; georgeroberson@hotmail.com; gina@maryssheltertc.org; greg.thogerson@ubs.com; gatrdcde@bellsouth.net; heparker@alz.org; Heather.Broadrick@hcahealthcare.com; hilda@mhairc.org; hgutierrez@tcfoodbank.org; iriedel@cityofokeechobee.com; jnash@okeesherriff.com; eaglebayjason@gmail.com; jeanne_bunten@dcf.state.fl.us; jlafferty@centerstatebank.com; jolney844@gmail.com; jchason@eahec.org; jschooley@co.okeechobee.fl.us; Jessica.Parrish@uwslo.org; outreachitp@gmail.com; jillcholcomb@gmail.com; jonorris3747@yahoo.com; info@eahec.org; jglenn@alphaministries.org; jbean@marthashouse.org; jjarriel@co.okeechobee.fl.us; director@hospiceofokeechobee.org; karyna.villalpando@flhealth.gov; Williamsk@okee.k12.fl.us; Cassandra.keith@Okee.k12.fl.us; kelli@btcbuilder.com; kowens@quitdoc.com; ken@gladesmedia.com; kenworthyk@okee.k12.fl.us; kerisha.barton@flhealth.gov; Kresta@myhlc.org; kgarofalo@tcfoodbank.org; Kristi.walsh@chsfl.org; lscott@legacybhc.com; lsuarez40@gmail.com; lcerny@hanleyfoundation.org; llevins@fchcinc.org; lisa.bell@okee.k12.fl.us; lisa@okeepregcenter.com; ljones@ecmhsp.org; mail@lothealthservices.org; irhsclh@aol.com; lovely.payout@molinahealthcare.com; marcella.johnson@flhealth.gov; mmontesdeoca@cityofokeechobee.com; molivares34974@gmail.com; mgjohnso@irsc.edu; outreach@okeehealthystart.org; mark.mayers@rlcr.org; okeehope@gmail.com; msmith@careersourceheartland.com; Matt.bowen@christfellowship.church; dawningwatford@okeechobeefford.com; morganm@okee.k12.fl.us; mhazellief@okeesherriff.com; mrosado@elcirmo.org;

To: hsci3cs@embarqmail.com; InnerTruthProject@gmail.com; Nancy Yarnall; ntalley99@yahoo.com; HarwasP@okee.k12.fl.us; Pam.hancock@okee.k12.fl.us; mailer@doodle.com; liaison@okeehealthystart.org; bowenm@cftoday.org; fhodges46@yahoo.com; yrarbil@embarqmail.com; plawson@marthashouse.org; program@okeehealthystart.org; randee.gabriel@211pbtc.org; tyretee1967@yahoo.com; rcantor@camelotcommunitycare.org; robert_mcpartlan@dcf.state.fl.us; rwolpers@gmail.com; rbutler@okeesheriff.com; rbrown@ecmhsp.org; vaughnr@fau.edu; raguirre@wholechildmartin.com; rbrown@irsc.edu; rmartinez@sao19.org; sadelt@cfrpc.org; mark.roberts@okee.k12.fl.us; shante.potts@frls.org; shelleyr@coreprogram.org; s_warden79@yahoo.com; sonya@myhlc.org; stacisharpe@yahoo.com; stephanieb@mhairc.org; stephanie.quesinberry@hcahealthcare.com; steve.jennifer@yahoo.com; SPatton@faithfarm.org; ttrent@centerstatebank.com; taisha@hanleyfoundation.org; talston@ergclinical.com; tburke@cilo.org; Tiffany Parrish; tkogut@hpsfl.org; ftpierceclinic@bellsouth.net; adachev@martin.k12.fl.us; Vickie.Elkins@flhealth.gov; cokerw@okee.k12.fl.us; moneal@fchcinc.org; jlass@ymcatreasurecoast.org

Cc: Emily Carmichael; Planning

Subject: Area Agency on Aging Public Hearing

Attachments: Notice of Public Hearing 2024-2027 Area Plan.pdf

Good morning, Okeechobee County CHIPP –

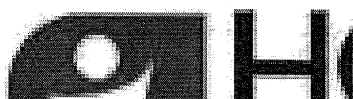
I hope this email finds you well! Please see attached for information regarding a **Public Hearing that Area Agency on Aging** is holding on **August 30, 2023 at 2pm located at 4400 N. Congress Avenue, West Palm Beach, FL 33407**. The purpose of this public hearing is to provide feedback regarding services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older persons and their caregivers residing in Okeechobee County and the other counties in our Planning and Service Area, as well as to comment on the planned strategies and action steps for the 2024-2027 Area Plan cycle.

You can find the public hearing's agenda as well as applicable portions of the 2024-2027 Area Plan draft on the agency's website at <https://www.aaapbtc.org/public-documents>. If you have any questions or would like to speak at the public hearing, please contact Nancy Yarnall at (561) 684-5885 ext. 59215 or nyarnall@aaapbtc.org.

Thank you, and have a great day!

Danyelle Sheffield, M.P.H.
Health Planner & Programs Manager

Health Council of Southeast Florida
600 Sandtree Drive, Suite 101
Palm Beach Gardens, FL 33403
E dsheffield@hcsef.org
www.hcsef.org



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Nancy Yarnall

From: Myers, Stefanie L <Stefanie.Myers@flhealth.gov>
Sent: Monday, August 21, 2023 11:35 AM
Subject: FW: Area Agency on Aging Public Hearing
Attachments: Notice of Public Hearing 2024-2027 Area Plan.pdf; Draft 2024-2027 Area Plan Program Module.pdf

Dear Healthy St. Lucie Coalition Partners,

Please provide your feedback on the 2024-2027 Area Agency on Aging Plan and share this opportunity with your communities.

Thank you!

Notice of Meeting/Workshop Hearing

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

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. announces a hearing to which all persons are invited.

DATE AND TIME: August 30, 2023, 2:00 p.m.

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

GENERAL SUBJECT MATTER TO BE CONSIDERED: The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is holding a public hearing to secure testimony concerning information required for its 2024-2027 Area Plan. The hearing will begin at 2:00 p.m. on Wednesday, August 30, 2023 at the Agency's offices at 4400 North Congress Avenue, West Palm Beach, FL 33407. It will end at 4:00 p.m. on that same date.

The public is encouraged to attend and to testify concerning services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older persons and their caregivers residing in Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie counties as well as to comment on the planned strategies and action steps for the 2024-2027 Area Plan cycle. For the 2024-2027 Area Plan cycle, the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. proposes to directly provide Powerful Tools for Caregivers under Older Americans Act Title IIIA in Indian River, Palm Beach, Okeechobee and St. Lucie Counties and CARES Caregiver Follow-up Technology, and Assurance under Title IIIA in all the counties in PSA 9. The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. also proposes to directly provide Powerful Tools for Caregivers, Chronic Disease Self-Management Program, Diabetes Self-Management Program, A Matter of Balance, Un Asunto de Equilibrio, Tai Chi/Tai Ji Quan Moving for Better Balance, Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis), Enhance Fitness, Walk with Ease, Tomando Control de su Salud, Programa de Manejo Personal de la Diabetes, Technology Bingoize, and Assurance through Older Americans Act Title IIID in Indian River, Martin, Palm Beach, Okeechobee and St. Lucie Counties. For Titles IIIB and IIIE, the Agency proposes to provide Education/Training Group and Education Training Individual in all five counties in PSA 9. The Agency proposes to offer Assurance and Technology under Title IIIB in all counties within PSA 9.

Persons that wish to offer comment at the hearing are asked to limit their presentations to three minutes and to restrict their remarks to issues related to services provided by the Area Agency on Aging and the draft Area Plan. Those persons wishing to speak at the public hearing should contact Nancy Yarnall at (561)684-5885 ext. 59215. It is also requested that you submit a written copy of your testimony to Nancy Yarnall, Director of Consumer Care and Planning, Area Agency on Aging of Palm Beach/Treasure Coast, Inc., 4400 North Congress Avenue, West Palm Beach, FL 33407 or by e-mailing nyarnall@aaapbtc.org.

Applicable portions of the draft 2024-2027 Area Plan can be viewed on the Agency website <https://www.aaapbtc.org/public-documents>. To obtain a hardcopy please contact Nancy Yarnall.

The agenda for the meeting can be obtained by contacting Nancy Yarnall or visiting the agency website <https://www.aaapbtc.org/public-documents>.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: Nancy Yarnall, nyarnall@aaapbtc.org or by calling: (561)684-5885 ext. 59215. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

From: Nancy Yarnall NYarnall@aaapbtc.org
Sent: Monday, August 21, 2023 10:11 AM
Subject: Area Agency on Aging Public Hearing

EXTERNAL EMAIL: DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.

Dear Stefanie,

Can you share this Notice of a Public Hearing our Agency is having with the Healthy St. Lucie Coalition and ask them to share it with their communities. The purpose is **to provide feedback regarding services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older persons and their caregivers residing in St. Lucie County** and the other counties in our Planning and Service Area, as well as to comment on the planned strategies and action steps for our 2024-2027 Area Plan cycle.

Thank you.

Nancy



Nancy Yarnall
Director, Consumer Care and Planning
Nyarnall@aaapbtc.org

Office: (561) 684-5885

Fax: (561) 214-8678

Helpline 1.866.684.5885

<https://www.aaapbtc.org/>



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Nancy Yarnall

From: Nancy Yarnall
Sent: Monday, August 21, 2023 1:38 PM
To: danielleh@ralesjfs.org; 'Elizabeth Lugo'; 'aaa@volencenter.com'; Faith Manfra; Karen Ripper; ddrummond@coast.com; kdeigl@sramail.org; 'Debra Austin'; mjessup@alzcare.org; rbertisch@laspbcc.com
Cc: Dwight Chenette; Dalia Dillon
Subject: Notice of Public Hearing 2024-2027 Area Plan - OVERRIDE
Attachments: Notice of Public Hearing 2024-2027 Area Plan.pdf

Dear All,

Attached please find the Notice of Public Hearing regarding our 2024-2027 Area Plan. The purpose is for attendees to provide feedback regarding services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older persons and their caregivers residing in PSA 9, as well as to comment on the planned strategies and action steps for our 2024-2027 Area Plan cycle. We invite you to attend and ask that you share with your clients and communities.

Thank you.

Nancy



Nancy Yarnall
Director, Consumer Care and Planning
Nyarnall@aaapbtc.org

Office: (561) 684-5885

Fax: (561) 214-8678

Helpline 1.866.684.5885

<https://www.aaapbtc.org/>



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Nancy Yarnall

From: Nancy Yarnall
Sent: Monday, August 21, 2023 1:40 PM
To: rbertisch@legalaiddpbc.org
Subject: FW: Notice of Public Hearing 2024-2027 Area Plan - OVERRIDE
Attachments: Notice of Public Hearing 2024-2027 Area Plan.pdf

Sorry, Bob. I had your wrong email address.

Nancy



Nancy Yarnall
Director, Consumer Care and Planning
Nyarnall@aaapbtc.org

Office: (561) 684-5885

Fax: (561) 214-8678

Helpline 1.866.684.5885

<https://www.aaapbtc.org/>



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From: Nancy Yarnall
Sent: Monday, August 21, 2023 1:38 PM
To: danielleh@ralesjfs.org; 'Elizabeth Lugo' <LugoE@volencenter.com>; 'aaa@volencenter.com' <aaa@volencenter.com>; Faith Manfra <FManfra@pbcgov.org>; Karen Ripper <kkripper@kanecenter.org>; ddrummond@coasl.com; kdeigl@sramail.org; 'Debra Austin' <daustin@co.okeechobee.fl.us>; mjessup@alzcare.org; rbertisch@laspbpc.com
Cc: Dwight Chenette <DChenette@aaapbtc.org>; Dalia Dillon <DDillon@aaapbtc.org>
Subject: Notice of Public Hearing 2024-2027 Area Plan - OVERRIDE

Dear All,

Attached please find the Notice of Public Hearing regarding our 2024-2027 Area Plan. The purpose is for attendees to provide feedback regarding services that the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides to older

persons and their caregivers residing in PSA 9, as well as to comment on the planned strategies and action steps for our 2024-2027 Area Plan cycle. We invite you to attend and ask that you share with your clients and communities.

Thank you.

Nancy



Nancy Yarnall
Director, Consumer Care and Planning
Nyarnall@aaapbtc.org

Office: (561) 684-5885

Fax: (561) 214-8678

Helpline 1.866.684.5885

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