

2023 ANNUAL REPORT



Area Agency on Aging
of Pasco - Pinellas, Inc.



Dear Friends of the AAAPP

Community is at the heart of everything we do at the Area Agency on Aging of Pasco-Pinellas. In 2023, we leaned into the relationships that we have built over the years — the partners we work with and the seniors that we serve — to help make our community a safe, dignified, and vibrant place for seniors, adults with disabilities, and caregivers.

Our focus this past year has been to strengthen our network and ensure that services to seniors continue no matter what external issues may arise. In this annual report, you will read about how we are enriching the quality of life through the services we provide.

In the past 12 months, we welcomed Pasco County Senior Services as our new partner for all case management services in Pasco County for seniors, caregivers, and those living with dementia. We implemented a home modification program that includes ramps, bath to shower conversions, and other improvements to help seniors age in place and avoid the need to move to a nursing home. This program received kudos across the state and was featured in several local media stories. Additionally, we expanded our technology programs to address the continuing issues of social isolation and loneliness that so many seniors experience. We also expanded our vaccine outreach program to include not only COVID-19 vaccines but also flu, pneumonia, and shingles.

These achievements are a result of our dedicated staff and volunteers' hard work. We will continue to strive for excellence in all that we do in the year ahead and thank our Board, Advisory Council, funders, and donors for all your support!

Sincerely,



Stuart Strikowsky, D.O.
AAAPP Board President



Ann Marie Winter
Executive Director

OUR MISSION

The Area Agency on Aging of Pasco – Pinellas is a trusted resource to advocate, educate and empower seniors, adults with disabilities and caregivers which promotes independence, in partnership with the community.

OUR VISION

Our community will provide seniors, adults with disabilities and caregivers with the resources and services needed to maintain independence, promote healthy aging and live optimal quality of life.

OUR VALUES

AAAPP regards all seniors and persons with disabilities as valued members of our community who merit dignity, respect and the resources for an optimal quality of life.

WHO WE ARE

The Area Agency on Aging of Pasco-Pinellas Inc. (AAAPP) is incorporated as a 501(c) 3, serving the Planning and Service Area of Pasco and Pinellas counties (PSA 5). We have been administering social services for seniors since 1974 and are dedicated to excellence through continuous work with our community partners to improve the lives of older adults, caregivers and persons with disabilities.

As a designated Aging and Disability Resource Center (ADRC) our service delivery system has expanded and has improved access to information for all persons seeking long-term support in Pasco and Pinellas counties. We currently provide services directly to seniors and through our partners. Services include case management, home and personal care, meals, transportation, adult day care, legal assistance, chore, caregiver support, emergency alert response, health and wellness evidenced based courses, emergency energy crisis assistance, home modifications, information and assistance, referral and mental health counseling.

2023 DIRECT SERVICES, ADVOCACY & EDUCATION

Aging and Disability Resource Center (ADRC)



Our Helpline received **29,076** calls.

6,171 telephone screenings were conducted to assess clients' needs and place on the appropriate waitlist for services to keep them in their homes.

2,235 people were released into the Statewide Medicaid Long-Term Care Program with staff assisting them through the Medicaid eligibility process.

"In these times of confusion and uncertainty, your staff should be commended for their excellent, genuine desire to help the community and those in need."

Outreaching At Risk Older Adults

The AAAPP targets its outreach to at risk seniors to provide information on how to access critical services that promote living independently at home.

The AAAPP provided **52** outreach events throughout Pasco and Pinellas Counties, reaching **1,871** older adults.

Vaccine Collaborative Grant



22 events, providing **584** seniors with needed vaccines.



National Family Caregiver Support Program

Individuals providing care for loved ones need support. This program helps unpaid caregivers of any age caring for persons 60 years of age or older, to relieve the emotional, physical, and financial hardships of providing continual care.

"I would like to tell you about the outstanding service my grandmother has received from an AAAPP Staff member. Her compassion and care are unmatched from day one. She has made caring for my grandmother so much easier. Thanks to the caregiver program. My family would like to say thank you, for all that you do." - NFCSP Caregiver

192 caregivers of seniors were served

2023 DIRECT SERVICES, ADVOCACY & EDUCATION

Senior Community Health Program

114
seniors and adults with disabilities were referred to the program through medical partners

69
older adults enrolled with referrals for appropriate services.

With funding provided by the Well Med Charitable Foundation, American Rescue Plan and the AAAPP Unmet Needs fund, this program provides help when there is no other community resource to address short term needs as assessed. Assistance can include medical equipment not available through insurance, chore service, appliances or other household items, short term home delivered meals, technology to prevent social isolation, as well as financial support to address a crisis or to prevent eviction and/or secure new housing. In 2023, Uber and Publix Gift Cards were made available for seniors.

102
clients received assistance through the Unmet Needs fund.

239
episodes of assistance were provided to **54** clients through Well Med Charitable Foundation funding.

"Your assistance, guidance and kindness were crucial to helping my brother "Pete" move forward in a positive way. Your support made so much difference to my brother and me to navigate an unfamiliar path toward his improved health and lifestyle."

Interactive Robotic Pets

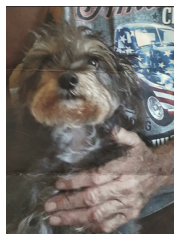
Utilizing American Rescue Plan funding the AAAPP was able to provide robotic pets to seniors who are lonely or isolated, no longer able to care for a pet or living with Alzheimer's Disease or a related Dementia. These robotic pets provided endless interactive recreation.



"A few months ago, I lost my real dog. This will be my new friend – that I will love forever. You people are great. You brought love back into my life. Thank you."

76 seniors received an interactive robotic pet.

Pet Support for Seniors



Utilizing American Rescue Plan funding and in partnership with the Pinellas County Humane Society, the AAAPP provided pet food deliveries and/or pet supplies.

I don't know what I would do without Darla because sometimes she keeps me from having bad thoughts of myself. She was a rescue dog. Best rescue ever made.

"Everything you do for our pet Sophie is much appreciated and we are so happy that we found you at the right time when we were running out of food for her. Now Sophie is fed well and happy. Thank you again for being a true blessing."

164 seniors benefited from pet support

"This program has not only helped me to feed the cat better, but I am able to spend more on fruits and vegetables that I could not afford before."

Veterans Directed Home and Community Based Services

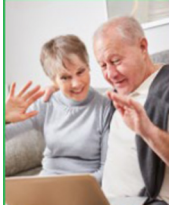
141
veterans were assisted

Using an approach called Participant Direction, veterans of any age who are determined to be at risk of institutional placement by the Veterans Administration, are empowered to decide for themselves what mix of goods and services will best meet their needs, hiring and supervising their own workers, including family and friends, and purchasing items or services that will promote independence.

2023 DIRECT SERVICES, ADVOCACY & EDUCATION

U.Connected

Utilizing American Rescue Plan funding, the AAAPP enrolls isolated seniors into an interactive web-based program called Uniper. Uniper provides interaction among members and countless opportunities for online recreational activities similar to what senior centers provide in their community, yet within the comfort of the seniors home. Activities include live events, video library, and video chat.



"I truly love my uniper programs! Uniper keeps me busy so I never feel isolated or alone. I start in the morning with exercise, follow my daily schedule and relaxing in the evening with the games, I look forward for my next day with Uniper. Thanks so much!"

"Thank You for this Uniper Program. I had not seen my sister in 4 years. Thanks to the Uniper Program we can see each other. Games are great too. Thanks for this Gift."

182
Seniors participated
in the U.connected
program

"Great Programs. Because of Uniper I have something to look forward to everyday."

Diapers for Dignity

Diapers for Dignity, an adult incontinence supply bank, provides incontinent supplies to seniors and adults with a disability who cannot afford to purchase these necessary supplies. The program is solely donation

The partner agencies are grateful for the support to continue providing this much-needed service. For the first time it was noted "homeless" rather than listing a zip code in the monthly distribution reports for several clients, indicating that the person who received the supplies did not have address for permanent housing at the time of receipt.

based and continues to grow. Incontinent products are made available throughout a network of partners in Pasco and Pinellas Counties.

Distribution
Sites
8 Pinellas
5 Pasco

Provided
1,930
distribution
episodes

Distributed
71,401
items



Health Promotion and Disease Prevention Evidenced Based Services



Older adults benefit when participating in evidenced based courses that assist with falls prevention, strength and endurance, caregiving aspects and management of chronic diseases.

54 Evidenced Based courses to **534** older adults were provided by Certified instructors from the AAAPP and the YMCA of the Suncoast

2023 DIRECT SERVICES, ADVOCACY & EDUCATION

Serving Health Insurance Needs of Elders (SHINE)

SHINE provides free, unbiased, and high-quality health insurance counseling through a dedicated network of SHINE volunteers, empowering individuals to make informed health care choices.

"I am very thankful that I found my way to the SHINE program. It is so rewarding and such a great service to our community. I've talked to and met so many interesting people and it has enriched my life helping so many individuals." - AAAPP SHINE Volunteer



49 volunteers provided SHINE services equaling 259,000 minutes or 4,318 hours

4,480 Medicare beneficiaries, consumers, and caregivers were served

Medicare Improvements for Patients and Providers Act (MIPPA) Program

Seniors who qualify for the Medicare Savings Program (MSP) or the Low-Income Subsidy (LIS) will essentially have money put back into their pocket, monthly, enabling those individuals to utilize this extra money on prescription costs, groceries, or other needs.

The AAAPP SHINE Volunteer Corps assisted **3,726** low-income seniors



Senior Medicare Patrol (SMP)

4,265 Medicare beneficiaries, consumers and caregivers were served

Seniors now understand where to turn when observing Medicare fraud, errors or abuse. SHINE volunteers provide local outreach, education, and assistance to Medicare beneficiaries to mitigate economic and health related consequences.

Mental Health Counseling

72 Older Adults Received **1290** Hours of Mental Health Counseling Services

Our Mental Health counseling program provides emotional support, information, and guidance through a variety of modalities for older adults who are having mental, emotional or social adjustment issues that have arisen during one's life course.

"My counselor is wonderful! Professional, compassionate, understanding, and non-judgmental. She listens very well, and I feel safe speaking to her! I truly appreciate the program and am very thankful for my progress!! The counseling has made such a difference in my life!"

2023 HIGHLIGHTS

The AAAPP implemented the Enhanced Home Care for the Elderly Program, a home modification program that provides seniors with ramps, bath to shower conversions, and other improvements to help seniors age in place and avoid the need to move to a nursing home. This program received kudos across the state and was featured in several local media stories.



Gabriella Paul / WUSF

The AAAPP, celebrated Older Americans Month through the theme of Aging Unbound at its annual luncheon. The Sallie Parks Outstanding Humanitarian Award was presented to Lynette S. Buchanan for her dynamic community leadership and dedication to serving seniors.



JAN

FEB

APR

MAY

JUN

AAAPP celebrated our community volunteers in East Pasco at the Geared Up Gathering in conjunction with Seniors in Service of Tampa Bay, Inc.



Area Agency on Aging



Chapters Health awarded a generous donation to the AAAPP to further support our work with their unmet needs.

USAgings awarded AAAPP the Aging and Disability Vaccination Collaborative Grant which expanded our vaccine outreach program to include not only COVID-19 vaccines but also flu, pneumonia, RSV and shingles.



The AAAPP's amazing group of volunteers was expanded through the commitment of the Hope Heroes volunteers to support our disaster preparedness work. Volunteers stuffed 100 buckets with flashlights, bottles of water, first aid kits and more.

Pasco Aging Network (PAN) and Better Living for Seniors, initiatives of the AAAPP, awarded grants because of members' extensive fundraising efforts to organizations in support of seniors in Pinellas and Pasco Counties.



The AAAPP, in collaboration with the Pinellas Community Foundation, and the Community Foundation Tampa Bay, convened a diverse group of senior housing stakeholders to discuss senior affordable housing in roundtable meetings held in Pinellas and Pasco counties.



JUL

AUG

SEP

OCT

NOV

DEC

The AAAPP Board of Directors awarded the lead agency designation to Pasco County Senior Services to provide all case management services in Pasco for seniors, caregivers, and those living with dementia.



The AAAPP held a Public Hearing to provide information on our current and proposed services as well to gain insight from community members regarding our Older Americans Act planning, services, and unmet needs.

The AAAPP was honored to join the City of St. Petersburg Housing Authority's Grand Opening of the Legacy at Jordan Park, a new 60 unit, senior community in St. Petersburg. The AAAPP assisted 16 seniors with housing deposits and assessed them for other available programs.



The AAAPP welcomed volunteers to assemble and distribute 100 cold weather kits to area seniors.



2023 SERVICES PROVIDED THROUGH PARTNERSHIPS



69,081

Older Adults Served Through Internal & External Programs

596 Older Adults Received Emergency Home Energy Assistance for the Elderly Program (EHEAP) Benefits



1,874 Seniors Received

50,915

Transportation Trips to Life Sustaining Destinations

1,322 Older Adults Received **18,952.75** Hours of Case Management Services

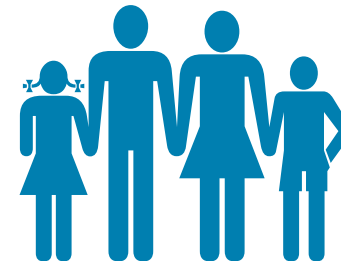
“My case manager is very nice and understanding. I appreciate her and all her help. This hasn’t been an easy journey with my father. Just knowing we have our case manager’s help and support helps a great deal. She’s always willing to help and listen.”

7,727

Older Adults Received **727,130** Congregate Meals and/or Home Delivered Meals utilizing a myriad of funding.

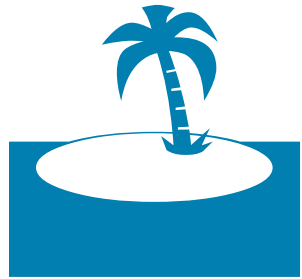


At the congregate site, “all the staff are wonderful and attentive. It is a pleasure to eat a meal and visit participants from different walks of life.”



47 Grandparents or Relative Caregivers Raising Children Received Specialized Civil Legal Assistance

2023 SERVICES PROVIDED THROUGH PARTNERSHIPS



275
Older Adults

Received Socialization while Caregivers Received Respite through Adult Day Care

756 Older Adults Received Heavy Cleaning Assistance through CHORE Services



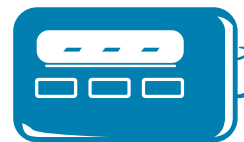
344
Older Adults Received Civil Legal Assistance



817 Older Adults had Assistance with Activities of Daily Living through Homemaker Services



873 Older Adults had an Extra Level of Security through Emergency Alert Response Services

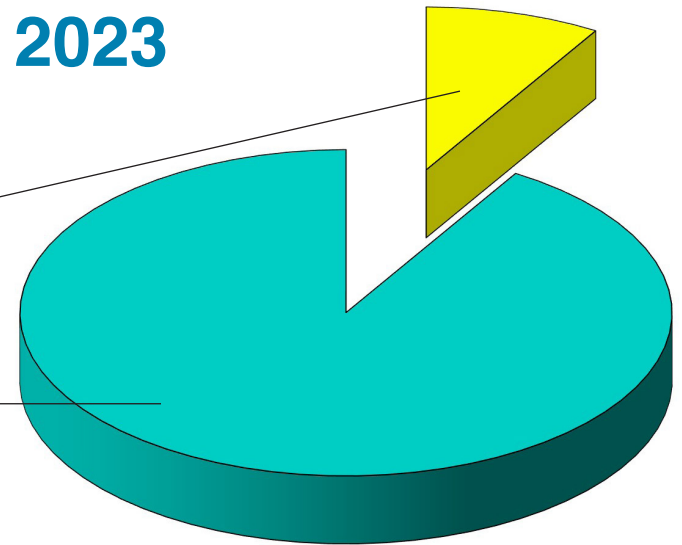


Funding Fiscal Year 2023

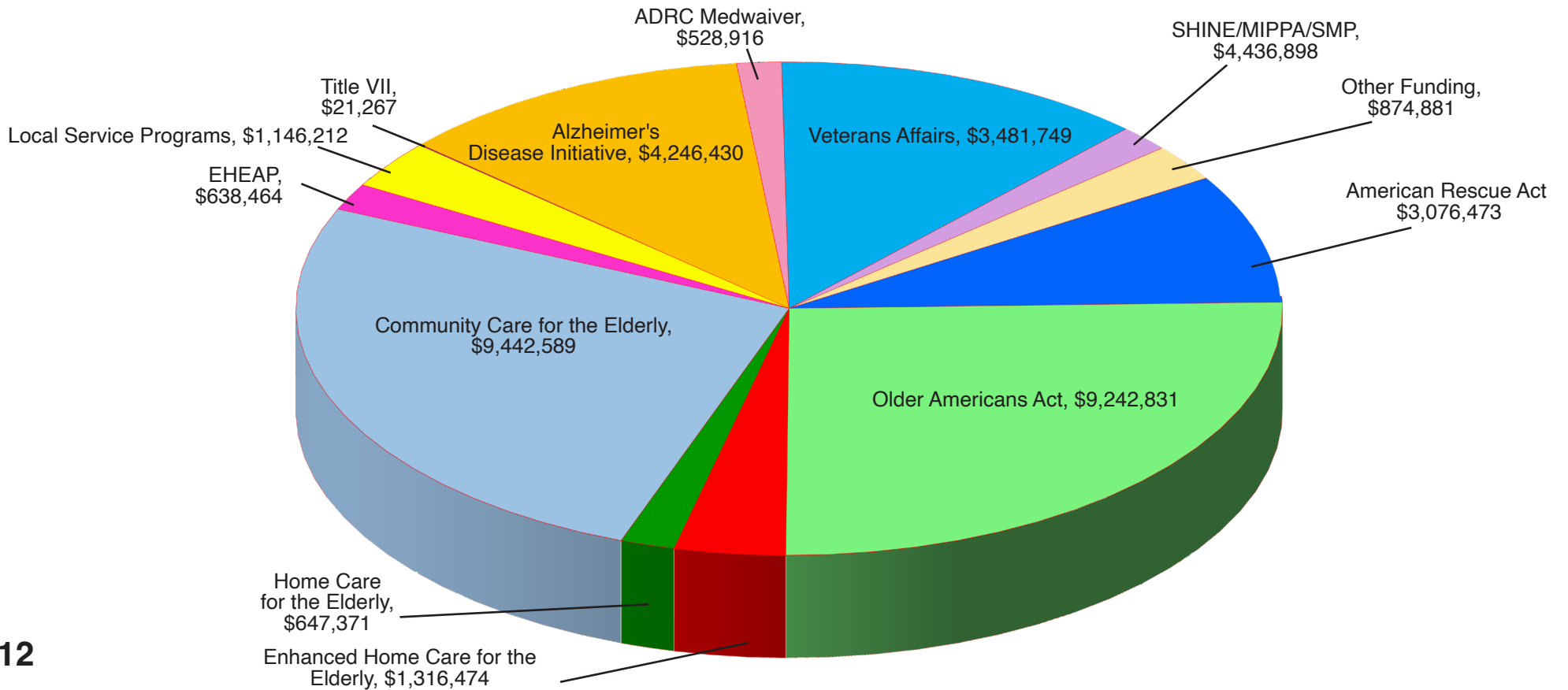
Administration and Services

Administration
8.71%

Services
91.29%



Federal, State and Other Funding



PSA 5 PARTNERS & SERVICES



PASCO COUNTY PARTNERS

- **Bay Area Legal Services** – Civil Legal Assistance
- **CARES, Inc.** – Case Management, Adult Day Care, Chore, Homemaker
- **Meals on Wheels Pasco** – Vaccine Grant
- **Pasco County Human Services** – Home Energy Assistance
- **Pasco County Public Transportation (GoPasco)** - Transportation
- **Pasco County Senior Services** – Home Delivered Meals, Congregate Meals, Nutrition Education & Counseling, Case Management
- **Personal Response Corporation** – Emergency Alert Response

PINELLAS COUNTY PARTNERS

- **Empath Health** – Vaccine Grant
- **Gulf Coast Jewish Family & Community Services** – Case Management, Homemaker
- **Gulfcoast Legal Services** – Civil Legal Assistance
- **Nearby Care Network** – Adult Day Care, Home Delivered Meals, Congregate Meals, Nutrition Education & Counseling, Transportation
- **Personal Response Corporation** – Emergency Alert Response

BOARD OF DIRECTORS 2023



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Anne Corona | *Vice-President*
David Alvarez | *Treasurer*
Dr. Audrey Baria | *Secretary*

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Ms. Julie Hale
Pasco County Commissioner Seth Weightman
Pinellas County Commissioner Charlie Justice
Judge George M. Jirotko
Dr. Paula O'Neil
Ms. Virginia W. Rowell
Ms. Lisa Shippy-Gonzalez
Ms. Barbara Sheen Todd
Ms. Mai Vu, Esq.
Ms. Lena Wilfalk

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Largo Commissioner Eric Gerard
Miriam Benitez-Nixon

Betty Beeler
Michael Estigo
Lenny Waugh
Seminole Councilor Thomas Barnhorn
Sally Marvin
Savannah Smith



STAFF 2024

Operations

Kerry Marsalek | *Chief Operating Officer*
Geraldyn Fortney | *SHINE Program Manager*
Eva Marisha | *Shine Program Assistant*
Michelle Arbor | *SMP Program Assistant*
Dijana Radak | *VA Program Manager*
Carol Burns | *VA Case Manager*
Judith Newman | *VA Case Manager*
Michelle Arias | *VA Case Manager*
Kim Gilchrist | *Vaccine Outreach Coordinator*

Department of Programs

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Michelle Tavares | *OAA Program Manager*
Sara Jones | *ADI Program Manager*
Cynthia Galvan | *ADI Program Manager*
Kandice White | *Lead Service Analyst*
Jennifer Elliott | *Service Analyst*
Celine Daniel | *Mental Health Counselor*
Eva Oros | *Mental Health Counselor*
Shakeita Hazley | *Program Coordinator*
Nayomi Kershaw | *Chores Services Coordinator*
Kaliegh Davis | *Service Analyst*
Victoria Anci | *GR Program Manager*
Jody Ferguson-Hensler | *Caregiver Specialist
Coordinator*
Nicole Day | *Caregiver Specialist*
Elizabeth Deland | *Caregiver Specialist*
Theresa Lemoine-Toner | *Health & Wellness
Coordinator*

Department of Aging and Disability Services

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Tara Quinones | *ADRC Program Assistant*
Tracy Barrows | *ADRC Helpline Manager*
Cynthia Rennick | *Information & Assistance
Specialist*
Douangchai Sarivong | *Information & Assistance
Specialist*
Arlene Sanchez | *Intake Specialist Coordinator*
Amanda Miller | *Intake Specialist*
Margaret Herlache | *Community Health
Coordinator*
Leah Carr | *Medicaid Benefits Counselor*
Luz Josephina Guerra | *Medicaid Benefits
Counselor*
Lucia Vinciguerra | *Medicaid Benefits Counselor*
Jessica Butakov | *Medicaid Benefits Counselor*
Debra Maulorico | *Medicaid Waiver/Quality
Assurance Specialist*
Daphne Hernandez | *Information & Assistance
Specialist*
Stephanie Espier | *Senior Community Health
Specialist*
Edward Hart | *Information & Assistance Specialist*
Shavonne Owens | *Information & Assistance
Specialist*
Laurin Hernandez | *Information & Assistance
Specialist*
Fitzroy Dillon | *Information & Assistance Specialist*
Jason Hochstedler | *Information & Assistance
Specialist*

Faith Brown | *Medicaid Benefits Counselor*
Elizabeth Valdes | *Medicaid Benefits Counselor*
Victoria Graci | *Medicaid Benefits Counselor*
Shaleequa Wilson | *Intake Specialist*
Teiona Lawrence | *Intake Specialist*
Susan Jackson | *Intake Specialist*
Lisa Callahan-Ross | *Intake Specialist*

Department of Finance and IT

Paula Moore | *Chief Financial Officer*
William Barone | *Controller*
Hubert Ayers | *Finance Manager*
Zakiya Waller | *Senior Accountant*
Parul Handa | *Grant Accountant*
Edita Aly | *Grant Accountant*
Laura Hurley | *A/P Payroll Specialist*
Francisco Alvarado | *IT Manager*
Matthew McKenna | *Data/IT Support Specialist*

Executive

Ann Marie Winter | *Executive Director*
Nora Fitzpatrick | *Executive Assistant*
Sandra Brown | *HR Manager*
Jessica Arciniegas | *HR Generalist*
David Wall | *Receptionist – Office Assistant*



Area Agency on Aging

of Pasco - Pinellas, Inc.

Aging and Disability Resource Center

Gadsden Building, Suite 100
9549 Koger Boulevard, St. Petersburg, FL 33702-2455

Administrative Offices | 727-570-9696
The Helpline | 1-800-963-5337
For inquiries from outside of the area call 727-217-8111

Fax | 727-258-9225

www.agingcarefl.org

 bit.ly/AreaAgencyFB

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www.youtube.com/c/AreaAgencyonAgingofPascoPinellasInc1974

