



Area Agency on Aging  
of Pasco - Pinellas, Inc.

# 2016 ANNUAL REPORT



# 2016 HIGHLIGHTS

For the eighth consecutive year, the AAAPP met all standards of the Florida Department of Elder Affairs annual quality assurance review. The AAAPP is distinguished as the only area agency on aging in Florida to meet all standards for eight years. DOEAs comprehensive review covers administration, fiscal, program management and client records.

On October 5, 2016, our Victim Advocate Program Manager, Sherry Clester, was honored with an Outstanding Achievement Award from the Pinellas County Domestic Violence Task Force. Sherry was recognized for her outstanding service to senior victims of crime, dedication to educating and promoting elder abuse awareness, and leadership within the victim advocate community.

On December 20, 2016, the AAAPP was awarded a grant of \$20,000 from Senior Citizens Services, Inc. to enhance services currently provided under the VOCA and OAA Title VII Elder Abuse programs to assist in the prevention of elder abuse.



The LGBT Elder Initiative under the AAAPP/BLS, continued

in 2016 to educate and sensitize providers of senior services. Monthly meetings held included educational components on the following topics: What Every LGBT Elder provider needs to know about Older LGBT's Healthcare; SAGE Training (Sensitivity and Awareness of LGBT populations); Legal Concerns of LGBT Elders; Benefits for LGBT Vets and Spouses; and Understanding the Transgender Experience. Additionally the LGBT Elder Initiative participated in the St. Pete Pride Festival, an outdoor event that provided ample opportunity to outreach to the LGBT community.

The AAAPP became a proud partner with the AARP, City of St. Petersburg and St. Petersburg College's



Institute for Strategic Policy Solutions regarding the World Health Organization's (WHO) "Age Friendly Community Initiative". This initiative recognizes the importance of communities around the world developing and sustaining optimum "Livability" for all ages and promoting an environment where citizens can grow old independently and with success.

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## 2016 HIGHLIGHTS, Continued

At the 2016 Statewide SHINE meeting, the Department of Elder Affairs recognized the Pasco and Pinellas SHINE volunteers as the Planning and Service Area of the Year based on contacts between October 1, 2014 and September 30, 2015. This was the fourth time within the last (5) years that PSA 5 volunteers received this honor for their Medicare counseling and outreach to the community. This was also the second year consecutively we earned this accolade. During 2015, SHINE staff and volunteers made 22,624 contacts for Medicare counseling, nearly 13,758 were completed in assistance to clients with low incomes for savings on their Medicare costs and 4,374 were contacts with disabled beneficiaries. The AAAPP was also successful in reaching more people through outreach events, serving 24,878. Outreach events include presentations, and health fairs.

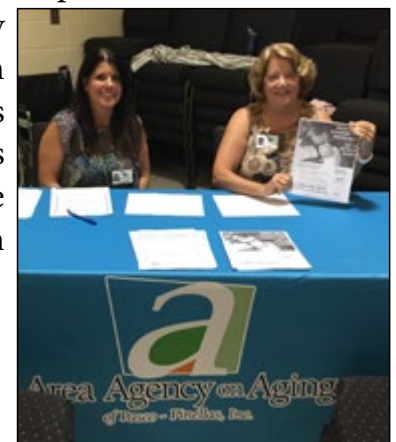


After 38 years with the AAAPP, 30 of those being Executive Director, Sally Gronda retired in late September 2016 as the longest serving Executive Director in the history of the Area Agency on



Aging. As an AAA Director for so long, Sally accomplished many things that benefited seniors in Florida. Her early years were spent developing brand new social services programs and laying the foundation for the early years of senior centers in our two counties under the Older Americans Act. She was able to implement the very beginnings of Florida's state funding for seniors with the passage of the Community Care for the Elderly Act. A very special accomplishment for Sally in those early years was obtaining \$1.2 million in Local Service Program funding for the benefit of all the Older Americans Act providers. Such funding still exists to this day.

Our Planning and Service Area was yet again affected by the impact of another Hurricane. Hurricane Hermine made landfall on September 01, 2016 just south of the Florida Panhandle and as a Category 1. Though landfall was north, Pasco and Pinellas Counties experienced extreme rainfall and winds with several local rivers cresting bringing flooding to low land communities. AAAPP staff readily played a role in the response role and were recognized by the Florida State Governor for fielding numerous outside or jurisdiction calls through our Helpline. Additionally, AAAPP personnel staffed local Disaster Recovery Centers within both counties as a means to help seniors navigate and secure information on assistance.



# OUR MISSION

Driven by a goal to improve the lives of all older adults, the AAAPP's mission is to advocate, educate and serve seniors and their caregivers in partnership with the community.



## WHO WE ARE

The Area Agency on Aging of Pasco-Pinellas Inc. (AAAPP) is incorporated as a 501(c) 3, serving the Planning and Service Area of Pasco and Pinellas counties (PSA 5). We began in 1974 to administer social service programs for seniors. The AAAPP is backed by a committed Board of Directors, Advisory Council, staff and volunteers who contribute a wealth of experience in diverse areas supporting the Agency's mission. As a designated Aging and Disability Resource Center (ADRC) our service delivery system has expanded and has improved access to information for all persons seeking long-term support in Pasco and Pinellas counties.

We remain committed and dedicated to service excellence through continuous work with our providers, vendors, and community partners to improve the lives of older adults, caregivers and persons with disabilities. We continue to evolve by constantly advocating for better services for our seniors, monitoring and evaluating the effectiveness and efficiency of our service providers, and networking and coordinating with community agencies to facilitate service delivery and access to the elderly.

Our partners include a community of elder-friendly volunteers, service providers, vendors, and organizations (both private and government) dedicated to helping the AAAPP optimize and extend its capabilities to better serve the needs of older adults. Our successes attest to the strong ties and active engagement of our partners and together we continue to refine the delivery of aging services.



# ADVOCACY, COORDINATION AND SERVICE

## Aging and Disability Resource Center (ADRC)

The Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) is an Aging and Disability Resource Center (ADRC) serving seniors, adults with a disability, and caregivers. This is a national model providing access, information, referral, screening, and eligibility assistance. In PSA 5 the ADRC fulfills several roles:

- Helpline - Information and Referral/ Assistance (I&R/A)

As the main entry point for the ADRC, the federally funded Helpline provides information and referral/assistance (I&R/A) and is able to guide individuals to community resources, including government funded programs, non-profit agencies, and for-profit businesses serving Pinellas and Pasco counties. In addition, the Helpline links individuals to other ADRC functions and is the entry point for services

provided by Area Agency staff such as SHINE (Serving Health Insurance Needs of Elders), and the Senior Victim Advocate Program. The AAAPP continues to participate in the state-wide Refer information and referral database. The system contains resources for the entire state and is able to transfer calls to another Area Agency during a disaster. During 2016 the Helpline provided information and assistance/referral 22,267 times via the telephone and in response to e-mail inquiries from the agency's website.

- Intake/Screening - The Helpline links clients to ADRC staff for screening, re-screening and prioritization for programs that range from single services like nutrition and adult day care to case managed programs that provide a continuum of in-home supportive services. The ADRC serves as the central intake point and manages the wait list for state funded programs for seniors, including Community Care for the Elderly and the Alzheimer's Disease Initiative programs. It also serves as an access point for programs funded through the federal Older Americans Act. The ADRC is the entry point for the Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP) and screens seniors and adults with a disability for this Medicaid program. The ADRC also receives referrals for adults with a disability and for at-risk seniors from the Department of Children and Families. During 2016, ADRC staff completed 3,961 screenings for state and





federally funded programs and for the Medicaid Long-Term Care Program. In addition, in the first half of 2016, ADRC staff screened clients in other areas of the state to assist other Planning and Service Areas.

- Medicaid –In addition to screening/re-screening of interested individuals, the ADRC’s role in the Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP) is to provide long-term care education, and to assist clients with the Medicaid eligibility process when funding is available. Medicaid eligibility includes helping clients who lost SMMCLTCP because their Medicaid eligibility was not renewed. The ADRC also documents grievance and complaints from consumers related to this program. This statewide program began in PSA 5 in 2014 and uses Managed Care Organizations to provide a continuum of long-term care services, including in-home, assisted living, and nursing home care. Partnership with the Department of Children and Families (DCF) and the Florida Department of Elder Affairs (DOEA) Comprehensive Assessment Review and Evaluation Services (CARES) Unit is critical to the successful implementation of SMMCLTCP. In 2016, ADRC staff assisted 866 persons with the Medicaid eligibility process, including 820 who were released from the wait list for this program in PSA 5.

## National Family Caregiver Support Program

The National Family Caregiver Support Program (NFCSP), funded by the federal Older Americans Act Title IIIIE, helps unpaid caregivers of any age caring for persons 60 years of age or older. The goal of this program is to relieve the emotional, physical, and financial hardships of providing continual care. During 2016 this program provided support to 158 caregivers of seniors. The Title IIIIE program also serves kinship caregivers who are grandparents over the age of 55 providing primary care to children age 18 or younger or individuals with disabilities. Services include Caregiver Training and Support through multiple support groups and Gerontological Counseling.

## Serving Health Insurance Needs of Elders (SHINE)

The AAAPP administers the DOEA SHINE program at the local level. The mission of the program is to provide free, unbiased health insurance counseling through a dedicated network of SHINE volunteers, empowering individuals to make informed health care choices. During 2016 staff and volunteers provided information to 22,624 Medicare beneficiaries, consumers, and caregivers.

Information regarding access and use of Medicare, plan choices, and subsidies to help reduce Medicare and medication costs. SHINE volunteers



and staff also conducted outreach and education through presentations, health fairs and seminars, in addition to an array of media contacts. SHINE is able to provide phone or face-to-face counseling and outreach at community locations such as libraries, senior centers, and hospitals. During 2016, over 60 volunteers provided SHINE services.

## Senior Victim Advocate/ Senior Safety Phone Project

For over 20 years the Senior Victim Advocate Program, funded by the Florida Office of the Attorney General, has provided assistance to senior victims of crime. Services include crisis counseling, accompaniment to court related activities, criminal justice support, personal advocacy, referral to appropriate community resources, and assistance completing victim compensation forms. During 2016, 287 victims received assistance. With funding through the Florida Department of Elder Affairs, this program also provides public education to prevent elder abuse, neglect and exploitation and identifies and assists victims of abuse. Over 2,067 individuals received information about elder abuse at 38 outreach events and 153 professionals received training through this program during 2016

An outgrowth of the Senior Victim Advocate Program, the Senior Safety Phone Project, was created to enhance the safety and security of senior crime victims, as well as seniors who feel they are at risk. Used cell phones received from donors in the community are refurbished by project volunteers and distributed to seniors for use as emergency (911) cell phones.

## Aging on the Suncoast

The AAAPP's community access television program, *Aging on the Suncoast*, celebrated 28 years of broadcasting in 2016. Produced monthly by Pinellas County Government's PCC-TV, the shows are broadcast over 90 times per month on the Pinellas and Pasco County Government channels: Bright House Channel 643 in both counties, WOW 18 in Pinellas County, and Verizon Channel 42 in Pasco and Channel 44 in Pinellas. Projects and services of interest to seniors are featured on the show. During 2016 topics included: Grandparents/Relative Caregivers for Children, Health and Wellness, Senior Volunteerism, LGBT Seniors, Abuse, Neglect, Exploitation & Elder Consumer Protection, Senior Disaster Preparedness, Legal Assistance for Older Adults, SHINE Medicare Counseling and Financial Assistance Resources for Seniors.





# PROGRAM MANAGEMENT

The AAAPP works diligently to ensure seniors receive quality services in their homes and in our communities.  
The AAAPP administers funding for the following programs.

## Funding Source: Older Americans Act (OAA) January 1, 2016 - December 31, 2016

Title IIIB Supportive Services	Hours/Trips/ Days/Episodes	Persons Served
Adult Day Care	40,722	182
Chore	7,781	785
Counseling	792	78
Emergency Alert Response	35,681	198
Homemaker	15,544	128
Information/Assistance	14,348	14,348
Legal	1,977	1,461
Transportation	38,845	1,048
<b>Total</b>	<b>155,708</b>	<b>18,228</b>

Title IIIC1 & IIIC2 Nutrition Services	Meals/Hours/ Sessions/ Contacts	Persons Served
Congregate Meals	119,930	2,365
Home Delivered Meals	246,418	1,530
Nutrition Education	12,261	2,933
Nutrition Outreach	3,118	3,118
Nutrition Counseling	489	362
<b>Total</b>	<b>382,216</b>	<b>10,308</b>

Title IIID Health and Wellness Services	Classes/ Workshops	Persons Served
Health Promotion Programs	80	943
<b>Total</b>	<b>80</b>	<b>943</b>



## Funding Source: Older Americans Act (OAA) January 1, 2016 - December 31, 2016

Title III E Caregiver Support Services	Hours/ Episodes	Persons Served
Screening	3,279	158
Adult Day Care	5,697	25
Respite	16,522	100
Other Services: Chore, Gerontological Counseling, Home Improvement and Medical Supplies	1,296	120
<b>Total</b>	<b>26,794</b>	<b>403</b>

Title III E G Grandparent Services	Hours/ Episodes	Persons Served
Legal Assistance	434	55
<b>Total</b>	<b>434</b>	<b>55</b>

## Funding Source: State of Florida General Revenue Funds July 1, 2015 - June 30, 2016

Local Service Program (LSP) Funding	Hours/Trips/ Episodes/ Days/Meals	Persons Served
Adult Day Care	7,881	109
Chore	1,711	214
Counseling	390	66
Emergency Alert Response	20,156	169
Homemaker	2,814	111
Legal	515	460
Transportation	13,303	705
Congregate Meals	14,726	382
Home Delivered Meals	54,680	1,400
Respite	7,687	84
Pharmacy	766	47
Information & Referral	4,203	4,203
<b>Total</b>	<b>128,832</b>	<b>7,950</b>

## Funding Source: State of Florida General Revenue Funds July 1, 2015 - June 30, 2016

Community Care for the Elderly (CCE)	Hours/Trips/ Episodes/ Days/Meals	Persons Served
CCE Services include: Case Management, Adult Day Care, Case Aide, Chore, Companion, Counseling, Emergency Alert Response, Escort, Financial Risk Reduction, Homemaker, Home Delivered Meals, Home Nursing, Housing Improvement, Material Aide, Nutrition Counseling, Personal Care, Pest Control, Physical Therapy, Respite, Specialized Medical Equipment and Supplies, and Transportation	357,100	836
<b>Total</b>	<b>357,100</b>	<b>836</b>

Home Care for the Elderly (HCE)	Hours/Trips/ Episodes/ Meals	Persons Served
HCE Services include: Case Management, Adult Day Care, Basic Subsidy, Caregiver Training, Case Aide, Chore, Counseling, Homemaker, Home Delivered Meals, Housing Improvement, Material Aide, Personal Care, Respite, Specialized Medical Equipment and Supplies, and Transportation	28,761	70
<b>Total</b>	<b>28,761</b>	<b>70</b>

Alzheimer's Disease Initiative (ADI)	Hours/ Episodes	Persons Served
ADI Services include: Case Management, Case Aide, Consumable Medical Supplies, Facility Based Respite, Gerontological Counseling and Respite	60,486	172
<b>Total</b>	<b>60,486</b>	<b>172</b>

## Funding Source: Department of Health and Human Services April 1, 2016 - December 31, 2016

Emergency Home Energy Assistance for the Elderly Program (EHEAP)	Applications	Households Assisted
Cooling Season (4/1/16 to 9/30/16)	688	688
Heating Season (10/01/16 to 12/31/16)	160	160
<b>Total</b>	<b>848</b>	<b>848</b>

## Other Programs Offered by the Area Agency on Aging January 1, 2016 - December 31, 2016

Medicaid	Contacts	Persons Served
Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP) services include: Education, Screening, Re-Screening, In-home Screening, Wait List Release, Assistance applying for Medicaid Eligibility, and Grievance and Complaint Assistance		
Screenings/Re-screenings Completed	20,791	3,961
Persons released from wait list to receive assistance with Medicaid Eligibility	13,102	866
Persons served for Grievance and Complaint purposes	37	27
Persons Served for Long-Term Care Education	1,341	1,043
<b>Total</b>	<b>35,271</b>	<b>Not Unduplicated</b>

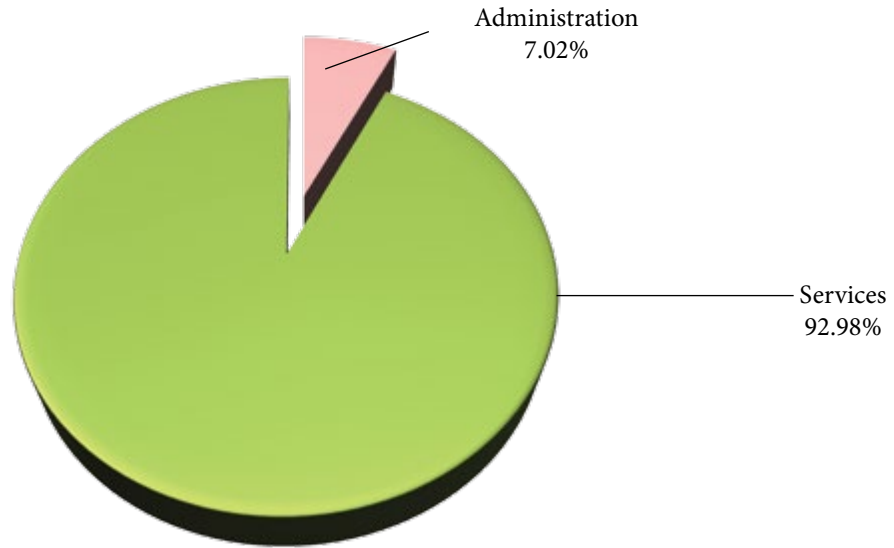
Serving Health Insurance Needs of Elders (SHINE)	Hours/ Services/ Applications	Persons Served
Serving Health Insurance Needs of Elders (SHINE)	10,883	22,624
<b>Total</b>	<b>10,883</b>	<b>22,624</b>

Persons/Households Served in All Programs		
<b>Grand Total</b>		<b>68,332</b>

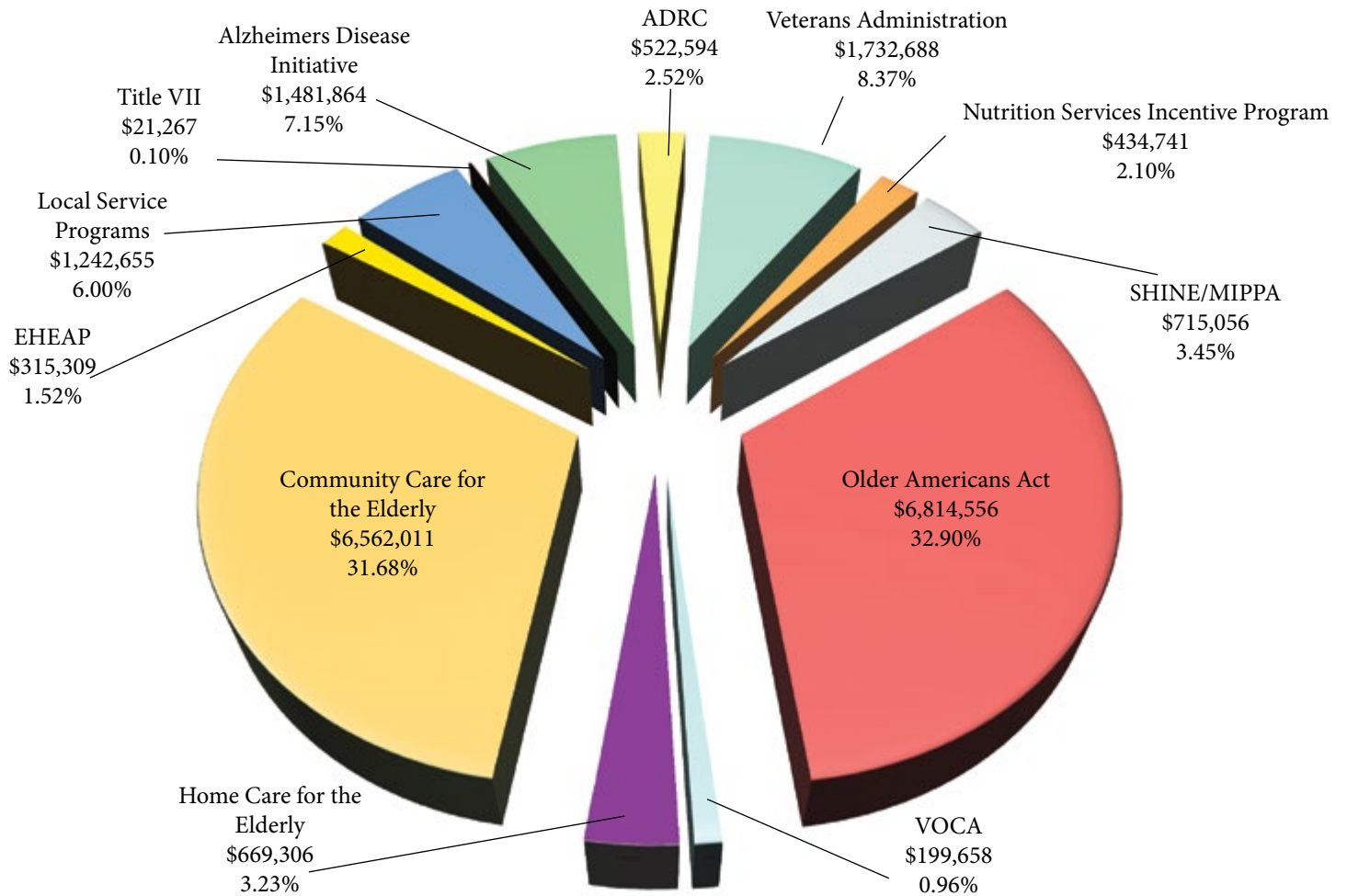
### Acronyms Used in the Annual Report

ADI	Alzheimer's Disease Initiative	NSIP	Nutrition Services Incentive Program
ADRC	Aging and Disability Resource Center	OAA	Older Americans Act, Title III B, C, D, and E and Title VII
CCE	Community Care for the Elderly Program	SHINE	Serving Health Insurance Needs of Elders
EHEAP	Emergency Home Energy Assistance for the Elderly Program	SMMCLTCP	Statewide Medicaid Managed Care Long Term Care Program
HCE	Home Care for the Elderly	VD-HCBS	Veteran-Directed Home and Community Based Services
LSP	Local Service Programs	VOCA	Victims of Crime Act - Senior Victim Advocate Program
MWS	Medicaid Waiver Specialists		

# PSA 5 Funding Distribution Percent of Administration and Service Funding For Fiscal Year 2016



## State and Federal Funding by Program for Fiscal Year 2015





# 2016 BOARD OF DIRECTORS

## Officers

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Linda Lee | *Secretary*

Jan Rauer | *Treasurer*

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Lounell Britt

Harriet Crozier

Robert F. Hatfield

Judge George Jirotko

Commissioner Charlie Justice

Martha Lenderman

Pat Malarkey-Stallard

Sallie Parks

Fire Commissioner Julie Peluso

Charles F. Robinson, Esq.

Elithia Stanfield

Barbara Sheen Todd

Commissioner Mike Wells, Jr.

# 2016 ADVISORY COUNCIL



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Miriam Benitez-Nixon

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Mike Estigo

Commissioner Samantha Fenger

Nancy Giles

Betty Hayward

Kerry Kimball Marsalek

Carole McLeod

Linda Patterson

Cristina Speigel

Lenny Waugh

Rebecca Yackel





# STAFF • 2017

## Administration

Helen King, *Acting Executive Director*  
Brenda Black, *Administrative Secretary*  
Kathy Thomley, *Receptionist/Office Assistant*

## Department of Finance and IT

Katherine Carleton, *Chief Financial Officer*  
Hubert Ayers, *Fiscal Services Coordinator*  
Laura Holder-Hurley, *AP/Payroll Specialist*  
Susan Collacchioni, *Contract Compliance Specialist*  
Margie Stafford, *LAN Administrator*  
Linda Todd, *Data/IT Support Assistant*  
Jelena Zivanovic, *VA Budget Program Analyst*

## Department of Programs and Accountability

Tawnya Martino, *Director of Program Accountability*  
Peggy Herlache, *Program Coordinator*  
Chris Eger, *Service Analyst*  
Sherry Clester, *Victim Advocate Program Manager*  
Kathy Cornwell, *Victim Advocate*  
Gabriela Lopez, *Victim Advocate*  
Shannon Fernandez, *Program Manager*

## Department of Planning and Healthcare Initiatives

Jason Martino, *Director of Planning*  
Sue Samson, *SHINE Program Manager*  
Geraldyn Fortney, *SHINE Program Assistant*  
Sylvia Hill, *SHINE Program Assistant*  
Jody Ferguson Hensler, *Caregiver Specialist Coordinator*  
Nicole Day, *Caregiver Specialist*

## Department of Aging and Disability Access

Beverly Burton, *ADRC Director*  
Tracy Barrows, *ADRC Helpline Manager*  
Cyndi Rennick, *Information and Assistance Specialist*  
Rosaida Rolon, *Information and Assistance Specialist*  
Douangchai Sarivong, *Information and Assistance Specialist*  
Jill Gonzales, *Information and Assistance Specialist*  
Kandice White, *Information and Assistance Specialist*  
Sara Evans, *Intake Specialist Coordinator*  
Corinna Powers, *Intake Specialist*  
Nancy Merica-Kiel, *Intake Specialist*  
Teresa Bobo, *Intake Specialist*  
Celeste Johnson, *Lead Medicaid Waiver Specialist*  
Chrysti Reichert, *Medicaid Benefits Counselor Coordinator*  
Leah Carr, *Medicaid Benefits Counselor*  
Nancy Napolitano, *Medicaid Benefits Counselor*  
Margaret Downey, *Medicaid Benefits Counselor*  
Wendy Garcia, *Medicaid Benefits Counselor*  
Debbie Maulorico, *Medicaid Waiver/Quality Assurance Specialist*  
Camy Hayes, *Medicaid Waiver Specialist/Medicaid Benefits Counselor*



Area Agency on Aging  
of Pasco - Pinellas, Inc.

**Aging and Disability Resource Center**

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The Helpline – 1-800-963-5337  
For inquiries from outside of the area call 727-217-8111

Fax – 727-258-9225

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Facebook: [bit.ly/AreaAgencyFB](https://bit.ly/AreaAgencyFB)  
LinkedIn: [bit.ly/AreaAgencyLI](https://bit.ly/AreaAgencyLI)  
Twitter: [twitter.com/AgingCareFL](https://twitter.com/AgingCareFL)

