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February 7, 2017

Mr. Jeffrey S. Bragg, Secretary
Department of Elder Affairs
4040 Esplanade Way
Tallahassee, Florida 32399-7000

Dear Secretary Bragg:

We are in receipt of the monitoring report for the calendar year ending December 31, 2015 and appreciate the positive feedback. Below is our response to the Suggestions for Improvement identified in the report.

Suggestion Number 1: DOEA suggests AAAPP continue its efforts to increase SHINE publicity activities, and ensure client counseling to low income and disabled clients in all counties throughout the PSA to achieve Health And Human Services objectives, targeted outputs, and PSA needs.

Response: PSA5's SHINE Program will continue to target and outreach hard to reach consumers that are low-income and disabled. Additionally, increases to publicity events will target areas where low-income and residents with disabilities frequent or reside.

Suggestion Number 2: DOEA suggests AAAPP ensure that multiple records for the same clients in REFER are merged into one record for each client.

Response: PSA 5 agrees that duplicate client records in Refer need to be merged. PSA 5 will continue our current practice of merging every set of duplicate records that staff identify into one record. As a result of this recommendation, PSA 5 staff have been reminded to watch for and report duplicate client records so that they can be merged.

Suggestion Number 3: DOEA suggests that AAAPP, its subcontractors, and providers who know or reasonably suspect abuse, neglect, or exploitation of an aged person or disabled adult report it to the Florida Abuse Hotline on the statewide toll-free number (1-800-96ABUSE).

Response: Training conducted on December 7, 2016 included reminders regarding mandatory reporting, the definition and signs of abuse, how to make a report, documentation requirements, and contact information for our AAAPP Victim Advocates and Elder Abuse Coordinator. The AAAPP will continue to stress the importance of reporting suspected abuse, neglect and exploitation to the Florida Abuse Hotline, even if there is an active case open with Adult Protective Services.

We appreciate the opportunity given to respond to each suggestion for improvement.

Sincerely,

A handwritten signature in black ink that reads "Helen D. King".

Helen King
Acting Executive Director

cc: Grant Stoltzfus
Kathy Igou