

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.

Strategies	Progress
With DOEA’s approval, AAAPP will continue to provide evidenced based mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Utilizing secure and encrypted telehealth applications such as Whatsapp and Uniper technology, clients are connected with and educated on these modalities to access mental health support without leaving their home. At least 50 clients in the 2024, 2025,2026, and 2027 contract years will receive mental health counseling with a licensed professional via telehealth services as funding allows.	In the calendar year 2024, the mental health counseling program served 34 seniors through a telehealth platform. In calendar year 2025, the mental health counseling program served 49 seniors through a telehealth platform. Through May 2026, the mental health counseling program has served 35 seniors through a telehealth platform. 47 seniors were served in 2024 across all modalities. In calendar year 2025, the mental health counseling program served 67 seniors across all modalities. From January – May 2026, the mental health counseling program has served 62 seniors across all modalities. In the fall of 2025, the AAAPP introduced an Electronic Health Record system designed for mental health

	counseling called Simple Practice. This streamlined software integrated all aspects of mental health counseling, including all paperwork, forms, and assessments, and offered a robust and HIPAA compliant telehealth option for seniors. This software continued to strengthen AAAPP's use of technology to reach seniors. In 2027, the AAAPP will educate and empower seniors to utilize therapy through telehealth platforms and expect to serve 35 clients in the mental health counseling program using secure telehealth platforms.
With DOE's approval, AAAPP will continue short term case management and technology services under our Senior Community Health program, which receives referrals from medical partners in Pasco and Pinellas counties. Short term case management identifies short term needs and provides service coordination for clients to access services such as technology (TECH). TECH services, including u.connected and robotic pets promote socialization and independence of older adults in their homes. At least 150 clients will receive TECH services in calendar year 2024.	Short term case management and technology services ended with ARP as of 9/30/24. As of June 2024, 25 robotic pets have been provided and 112 clients received services through Uniper. As of 9/30/24, short term case management and technology services ended with the sunset of ARP funding. With the use of ARP funds from 2022-2024, a total of 295 clients participated in the u.connected program and 317 clients received a robotic pet.
The AAAPP will continue to add assistive technology resources to the Refer database in 2024 as they	Refer resources continue to be updated annually. As of 11/25/24

become available. All resources will be updated in Refer annually.	Refer Resources migrated to eCIRTS. The AAAPP continues to work with the ADRC Workgroup, WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be managed in eCIRTS, we have a spreadsheet that is updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.
Using the progress of F4A's exploration and research into available technologies for senior service implementation, the AAAPP will execute a vendor agreement with a viable company by 12/31/24 to offer seniors in PSA5 a 21st Century technological resource to assist with caregiving.	The AAAPP recognizes the growing needs of caregivers in Pasco and Pinellas Counties. Over one in five Americans are unpaid caregivers for a loved one, and many provide over 20 hours of care each week. Without the right support at the right time, caregivers are burning out. They're losing their ability to keep caring for their loved one at home, and their own health suffers, too. In 2024, the AAAPP comprehensively reviewed the evidence-based TCare Program. Through this review we learned that TCARE's goal is to prevent this burnout through better care for the caregiver. TCARE's clinical

	protocol incorporates caregiver insights, advanced data algorithms, and high-touch human support to give caregivers what they need when they need it. In 2024, the AAAPP encountered multiple obstacles of providing the TCare program after needing to transition 3 major OAA programs to new providers and the sunsetting of American Rescue Plan and its related programs. Currently, the additional funding required for the implementation of TCare is not available and as a result AAAPP is not moving forward with this strategy.
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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.	
Strategies	Progress
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to various sectors of the community about the aging network and available resources. Educational events are currently	The AAAPP co-leads the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for

targeted towards dining establishments and community events to disseminate information outside of the familiar community sectors.	Alzheimer's and Memory Loss for Pasco and Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants in 2024. The Task Force, in partnership with the State Health Improvement Plan, set a goal in 2024 to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force reached its goal to provide dementia-sensitivity training to 100 individuals in Pasco and Pinellas Counties in calendar year 2025. Targeted outreach and education sectors of the community in 2026 and 2027 will be to create 5 new partnerships to provide dementia sensitivity training. In 2026 so far, new partners where education was provided were
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	Bay Pines VA, Empath Health, SAGES theatre, The Morean Arts Center, and Eckerd College. In 2025, five local restaurants received training to their staff on dementia and interaction techniques. In 2026 and again in 2027, it is expected to provide training to 5 new restaurants on dementia caring communities. Additionally, one community began Pinellas County's first Memory Cafe to provide support to those in the early stages of memory disorders. Through 2027, it is targeted to start one additional memory cafe in another community modeled after Tarpon Springs' cafe.
The AAAPP will continue to collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to strengthen the bidirectional referral process.	Monthly contact occurs with the Madonna Ptak Center for Alzheimer's and Memory Loss to engage in a collaborative referral process.
The Department of Program Accountability collaborates with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP Providers, and to all General Revenue vendors. This training occurs yearly and includes an overview of resources for older adults.	The Madonna Ptak Center for Alzheimer's Disease and Memory Loss has provided two sessions of training to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on March 13, 2024, and April 10, 2024. The Madonna Ptak Center

	for Alzheimer’s Disease and Memory Loss has provided two sessions of training offered to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on April 16, 2025, and May 21, 2025. The Madonna Ptak Center for Alzheimer’s Disease and Memory Loss has provided two sessions of training offered to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on April 15, 2026, and May 20, 2026.
The AAAPP will pursue partnerships in the PSA through Better Living for Seniors (BLS) and Pasco Aging Network (PAN) to expand marketing; address gaps in services; identify new technologies and trends; and expand resources.	The AAAPP participates in the Pinellas Better Living for Seniors and the Pasco Aging Network monthly meetings. This participation includes the AAAPP participating staff giving a monthly update to the group’s members regarding the programs and services provided through the AAAPP in the respective counties. Promotion of the Helpline occurs through a standard agenda item and printed Helpline brochures are provided monthly to BLS and PAN membership.

Engage in new partnership and collaboration with the Pinellas County Coordinated Access Model to assist in allowing for standardization and increased transparency in how consumers, families, caregivers, and professionals can access the right services among the entire social support system.	In April 2024, the AAAPP leadership team met with Pinellas County to discuss its role in the Coordinated Access Model renamed “Care About Me” or CAM. A Referral Pilot Project was launched to refer Pinellas County residents presenting all intensities of mental health, addiction or co-occurring issues. Training with the AAAPP Helpline provided to make referrals. As of June 2026, 15 clients were referred to CAM after contacting AAAPP Helpline.
As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. In 2024 and will continue through 2027, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	As per the AAAPP Board of Directors’ Strategic Plan 2022-2025, learning more about the lack of affordable senior housing and the rise in first time homelessness among seniors was considered a priority for the AAAPP to address. This was also cited as an area of concern in the AAAPP’s Area Plan 2024 – 2027. The AAAPP Leadership participates in the Continuum of Care/Homeless Leadership Alliance meetings in Pinellas and Pasco Counties. The organization strives to prevent, divert, and end homelessness in Pinellas and Pasco Counties by providing

	leadership to community partners and stakeholders in the planning, implementation, and alignment of the community-wide crisis response system. In June 2024, AAAPP received a grant to specifically address crisis housing needs in 8 designated zip codes in Pinellas County. From June 2024 – December 31, 2025, a total of 87 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits. In 2024, AAAPP received \$1.2 million HUD CPF appropriation to provide initial funding for a Senior Affordable Housing project in Pasco County. Many stakeholders committed to expanding affordable housing options in Pasco are actively working with the AAAPP on this legacy project on behalf of Pasco's seniors. In 2025, seniors were added to the Pinellas Homeless CoC's
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	priority list of vulnerable populations. This designation allows funders to now allocate specific allocations to alleviate senior homelessness in Pinellas County and to prioritize the needs of seniors experiencing homelessness. In 2025, the AAAPP Executive Director was named Co-Chair of the Pinellas Homeless CoC Advocacy Committee to help raise awareness about the lack of affordable housing among seniors and the growing number of first-time homeless individuals who were 60+ in Pinellas County. As Co-Chair she helped draft case studies and data reports to help policy makers better understand the issue and implement policies that can address this issue.
PSA 5 hosts a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.	PSA 5 hosts quarterly virtual meetings with staff from the AAAPP, DCF, and lead agencies. These calls have been instrumental to introduce new staff members to one another and communicate trends and levels of need being seen in the community, especially as the cost of living continues to increase. The most recent meeting

	occurred April 23, 2026, and 4 meetings were held in calendar year 2025. 4 meetings are expected to be held in calendar year 2026 and again in 2027. Topics of these meetings include a high-level overview of the CCE budget status in PSA 5, waitlist releases, staff changes among all parties, and any additional comments or case staffing necessary to ensure high-risk APS referrals are served with services to relieve or remove crisis situations.
PSA 5 hosts quarterly meetings via Microsoft Teams with DCF, PSA 6, PSA 8 and the CARES Unit to enhance our regional relationships, share best practices and develop efficiencies.	Since 2024, the quarterly calls have promoted collaboration with: • Medicaid Unwinding cases. Clients calling the ADRC for lost eligibility. From July 2025 to May 2026, the ADRC has received 20 referrals for lost eligibility assistance, compared to 74 during the same timeframe in 2024-2025; a 73% reduction. • Implementation of new eCIRTS processes when the CARES Unit went live in March 2025.

	• DCFs migration to a statewide Center for Excellence to streamline processes. In 2026 PSA 4 joined this group for quarterly calls and communication. • In late 2025, DCF made this group aware they migrated to a new software system where case notes are stored instead of the FLORIDA system where ADRC staff were used to seeing notes. This key communication raised awareness and advocacy to obtain access to the new DCF system in spring 2026, promoting more efficient ADRC workflows to assist clients through the Medicaid Eligibility process.
The Local ADRC Coalition Workgroup enhances community partnerships through 2 meetings per year. AAAPP hosts these meetings to maintain and promote awareness of the community and long-term care resources for older adults and persons aged 18 and older with a disability. The work group will shares information and focus on continual improvement in access to services.	Meetings include guest presentations to educate the group on available programs and services. Presentations have included: • Metropolitan Ministries overview of programs including hurricane assistance and housing.

	• Homeless Empowerment Programs • Senior Community Health Programs • Title IIID Health and Wellness Programs • At the most recent meeting occurred on 6/11/2026, and the guest presenter was from the Children's Home Network witht he presentation on the Kinship Program.
The Invitation to Negotiate (ITN) issued by the Agency for Health Care Administration (AHCA) in 2023 will result in the selection of approved Managed Care Organizations (MCOs) to serve seniors in PSA5. When the approved MCOs are selected and announced for 2024, the AAAPP will explore collaborations with at least 2 MCOs to expand service opportunities within the rules promulgated by DOEA and/or AHCA.	The final bid awards were announced in July 2024. AAAPP formalized a partnership agreement with ILS/FCC who was the successful respondent to ACHA's ITN, to work together to address caregivers in crisis and care coordination. ILS/FCC has continued to support the AAAPP with luncheon sponsorships that in 2025 and 2026, have helped provide additional services for veterans and their caregivers and clients enrolled in the AAAPP's Title IIIE program.

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.	
Strategies	Progress
AAAPP Staff to attend Kinship Care meetings quarterly to promote community partnerships among agencies working with grandparents or relatives raising grandchildren.	AAAPP staff attend Kinship Care meetings on a quarterly basis to share related resources and learn of other providers programs, insights and emerging trends within the Kinship Care network. Meetings are also attended by PSA 5's Title IIIIEG Legal Service Providers to enhance outreach to caregivers, ages 55 and older, to grandchildren or other relatives. 4 meetings were attended in calendar years 2024 and 2025. 4 meetings are expected to be attended in calendar year 2026 and again in 2027.
As part of the AAAPP strategic plan, partnerships with community stakeholders focusing on senior housing will be established with the goal of preventing homelessness in seniors and advocating for affordable housing. In addition, AAAPP staff will gather data by the end of 2023 to appropriately target those most impacted by the housing crisis in Pasco and Pinellas counties in 2024 and through 2027.	The 2023 housing data from the Refer database reflected a total of 2,692 housing related calls and 224 clients identifying as "homeless" at the time they spoke with the Helpline.

	• 2024 Helpline data reflected housing related calls of 2,261 and callers identifying as homeless 264. • 2025 Helpline data reflected housing related calls of 1,944 and callers identifying as homeless 183. • Based on baseline data to 2025 data, the below action steps successfully moved the AAAPP in a positive direction towards achieving this strategy/goal. • As a result of this significant trend, the AAAPP in November 2023, convened a diverse group of senior housing stakeholders to discuss affordable housing in roundtable meetings held in Pinellas and Pasco counties. The Affordable Housing Roundtable
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	meetings resulted in the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies to address these emergent concerns. This data was shared with local stakeholders and housing roundtable meetings held to address the senior housing crisis in Pasco and Pinellas counties. • The AAAPP are members of the Continuum of Care in Pinellas and Pasco Counties. The AAAPP Executive Director served on the Pinellas Homeless Coc Board of Directors from 2024 to 2026. • In June 2024, the AAAPP received a grant to specifically address
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	crisis housing needs in 8 designated zip codes in Pinellas County. From June 2024 – December 31, 2025, a total of 87 clients received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits.
The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer’s disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.	AAAPP requires providers to provide routine updates on their outreach efforts targeting individuals with greatest social need, at risk of institutional placement, and older individuals with limited English proficiency. Provider’s outreach efforts are reviewed at each provider’s annual monitoring. In calendar years 2024 and 2025, all Providers were found to have engaged in some form of outreach to Older Americans Act targeted populations. The same results are expected in calendar years 2026 and 2027.

The AAAPP COO, Programs Director and Outreach Manager are responsible for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan's Targeted Outreach Plan section. Maps and targeting data provided by DOEA are utilized to identify potential underserved areas to increase outreach efforts.	Review of the DOEA Targeting Dashboard in June 2026 for CY 2024, Pasco Rural reflected "Does Not Meet". All other targeting indicators reflected "Meets or Exceeds". Through AAAPP provider monitoring and outreach/targeting quarterly reports, the AAAPP provides technical assistance regarding where there are underserved areas. The 2025 OAA Provider Outreach/Targeting report reflected achievement of targeting indicators except for Greatest Social Need, Rural and Limited English Proficiency. This data is being utilized to increase outreach efforts in 2026 and 2027 to those underserved areas.
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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.	
Strategies	Progress
The AAAPP Helpline will continue to serve as the entry point for the Aging and Disability Resource Center by providing access to long term care services for seniors, caregivers, and adults with disabilities. The Helpline will serve clients 8 am to 5 pm Monday through Friday providing information and referral to clients to the most appropriate entity to address their need. Resources provided will include those	The AAAPP Helpline is the entry point for the ADRC. Based on phone system reports, incoming calls to the Helpline for the period:

funded through DOEA (CCE, ADI, HCE, OAA, SMMCLTCP, SHINE) as well as non-profit organizations and private for-profit businesses in the community. For calls outside the 8 am to 5 pm hours, the Helpline's voice mail will continue to provide callers with the 9-1-1 number for police, fire and medical emergencies and with the 2-1-1 number for after-hours assistance with other human service needs.	2024: 45,046 2025: 43,974 Jan – May 2026: 19,109.
The Helpline will link individuals by scheduling a 701S Screening for funded programs to determine priority ranking for services. The Helpline also connects callers with staff providing other Medicaid functions, including long-term care education, grievance/complaint, and assistance with lost Medicaid.	The Helpline assists callers by scheduling appointments through Timetap to connect individuals to screening, long term care education, grievance/complaint and lost Medicaid.

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.	
Strategies	Progress
With DOEA's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Clients served include those who identify as primary caregivers who seek counseling services to reduce their risk of or alleviate current symptoms of burnout.	Outreach efforts will continue to be provided through DCCI and with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide information on available mental health services for primary caregivers, over the age of 60. In calendar year 2024, 6 seniors, who identifies as primary caregivers, received mental health counseling services. In calendar year 2025, 8 seniors, who identified as primary caregivers, received mental health counseling services. In calendar year 2026, through May 2026, 5 seniors, who

	identified as primary caregivers have received mental health counseling services. Outreach efforts are provided during DCCI and with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide information on available mental health services for primary caregivers, over the age of 60. It is expected to serve 6 seniors who identify as primary caregivers in 2027 with mental health counseling services.
The AAAPP will contract with Lead Agencies to provide support to caregivers of elders through the Home Care for the Elderly and Alzheimer's Disease Initiative Programs.	The AAAPP contracts with Pasco County Senior Services and Gulf Coast Jewish Family and Community Services, Inc. for HCE and ADI case management. In the 2024-2025 state fiscal year, approximately 281 caregivers received in-home or facility-based respite and other support services in ADI. 257 clients and their primary caregivers were assisted with case management services in HCE in the 2024-2025 state fiscal year. In the 2025-2026 state fiscal year, through May 2026, 399 caregivers received in-home or facility-based respite and other support services in ADI. 408 clients and their primary caregivers were assisted with case management and subsidy services in HCE in the

	2025-2026 state fiscal year. In the 2026-2027 state fiscal year, it is expected to serve 415 caregivers in the HCE program and 415 caregivers in the ADI program.
The AAAPP will contract with Lead Agencies for Community Care for the Elderly to provide services to clients and their caregivers if applicable. Services allowable under Community Care for the Elderly include respite, home delivered meals, companionship, home repair, adult day care, and emergency alert response.	The AAAPP contracts with Pasco County Senior Services and Gulf Coast Jewish Family and Community Services, Inc. 781 seniors have received case management and other supportive services in the 2024-2025 state fiscal year. Approximately 122 caregivers have received respite and other support services through CCE funding in the 2024-2025 state-fiscal year. 956 seniors have received case management and other supportive services in the 2025-2026 state fiscal year, through May 2026. Approximately 118 caregivers have received respite and other support services through CCE funding in the 2025-2026 state-fiscal year, through May 2026. It is expected to serve approximately 120 caregivers with respite and other support services through CCE funding in the 2026-2027 state fiscal year.
The AAAPP will ensure case managers complete the on-line assessment training, prior to conducting any assessment interviews. This training will provide the necessary tools to adequately assess the needs of caregivers and address the needs in the care plan.	All case managers are required to complete the DOEA online 701B training prior to completing any assessments. This standard is

	monitored during annual lead agency monitoring. During 2025 monitoring activities, all case managers had taken this required training prior to completing any assessments. During 2026 monitoring activities, all case managers completed required training prior to completing any assessments. It is expected that all new case managers in PSA 5 will achieve this measure in 2027.
Once available in eCIRTS, data will be generated by providers and lead agencies indicating barriers to achieving the “caregiver ability” outcome measure. AAAPP staff and providers will review this information regularly to identify trends within the PSA that may be addressed to assist caregivers in continuing to provide care.	Outcome measures continue to be unavailable in eCIRTS as of June 2026. Case managers work one-on-one with caregivers to address any unmet needs as they are communicated as evidenced by monthly file monitoring.
AAAPP will conduct annual outcome measure training with all contracted providers, which includes discussion on resources and recognizing caregiver needs.	AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2026. Outcome Measure trainings were held November 13, 2024, and November 13, 2025. Topics during these past trainings and future trainings include review of 701 assessment requirements, review of eCIRTS reports, including Outcome Measures, community resources, and eCIRTS reminders. This training will also be provided in calendar year 2027.

The AAAPP will ensure all providers are addressing the needs of caregivers as reviewed during review of client files and assessments on an annual and quarterly basis for clients enrolled in all General Revenue Programs, including the Alzheimer’s Disease Initiative Program.	During annual monitoring and regular file monitoring, AAAPP ensures that caregiver needs, as documented, are routinely and thoroughly followed up on by case managers.
The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.	The AAAPP provided semi-annual case manager training on December 11, 2024, July 30, 2025, and December 10, 2025. The next semi-annual case manager training will be held in June 2026 and again in December 2026. All aspects of inclusive care planning are discussed at all trainings. 2 semi-annual case manager trainings will be held in calendar year 2027.
The AAAPP will continue to contract with Lead Agency providers to administer the Alzheimer’s Disease Initiative program. 300 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.	In calendar year 2024, approximately 343 caregivers received in-home or facility-based respite services with Alzheimer’s Disease Initiative funding. In calendar year 2025, 262 caregivers received in-home or facility-based respite services with Alzheimer’s Disease Initiative funding. In calendar year 2026, through May 2026, 260 caregivers have received in-home or facility-based respite services with Alzheimer’s Disease Initiative Funding. It is expected to serve 275 total caregivers in the ADI program in calendar year 2026 and again in 2027. The AAAPP

	releases clients and their caregivers from the pre-enrollment list for respite services using ADI funding. With increased funding, more caregivers will be served in ADI.
The AAAPP will continue to contract with Lead Agency providers to administer the Community Care for the Elderly program. 100 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.	In calendar year 2024, approximately 113 caregivers received in-home or facility-based respite services through CCE funding. In calendar year 2025, approximately 125 caregivers received in-home or facility-based respite services through CCE funding. In calendar year 2026, through May 2026, approximately 100 caregivers have received in-home or facility-based respite services through CCE funding. It is expected to continue to serve more than the set goal of 100 caregivers in the CCE program in calendar year 2026 and again in 2027.
The AAAPP will continue to contract with Lead Agency providers to administer the Home Care for the Elderly program. 150 clients who have a primary caregiver will be served in this program in the 2024 calendar year. Case Managers will arrange for caregivers to receive a monthly basic subsidy service to offset some of the expenses for providing support and maintenance of care recipients.	In calendar year 2024, approximately 310 caregivers have been served in the HCE program. In calendar year 2025, approximately 315 caregivers have been served in the HCE program. In calendar year 2026, through May 2026, approximately 378 caregivers have been served in the HCE program. It is expected to

	continue to serve more than the set goal of 150 clients and caregivers in the HCE program in calendar year 2026 and again in 2027.
The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer's disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.	AAAPP requires providers to provide routine updates on their outreach efforts targeting individuals with greatest social need, at risk of institutional placement, and older individuals with limited English proficiency. Provider's outreach efforts are reviewed at each provider's annual monitoring. In calendar years 2024 and 2025, all Providers were found to have engaged in some form of outreach to Older Americans Act targeted populations. The same results are expected in calendar years 2026 and 2027.
The AAAPP Helpline provides information on caregiver resources. This includes providing information on non-profit and for-profit resources in addition to government funded programs. Resources may include adult day care, nutrition services, transportation options, PACE, respite services, caregiver support groups, kinship care and screening for funded programs that provide a range of in-home services. ADRC staff will add new resource information in Refer as new caregiver options become available and ensure existing resources are updated annually.	The AAAPP continues to work with the ADRC Workgroup, WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be managed in eCIRTS, we have a spreadsheet that is updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.

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.	
Strategies	Progress
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.	The AAAPP co-leads the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not

	only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants in 2024. The Task Force, in partnership with the State Health Improvement Plan, set a goal in 2024 to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force reached its goal to provide dementia-sensitivity training to 100 individuals in Pasco and Pinellas Counties in calendar year 2025. Targeted outreach and education sectors of the community in 2026 and 2027 will be to create 5 new partnerships to provide dementia sensitivity training. In 2026 so far, new partners where education was provided
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	were Bay Pines VA, Empath Health, SAGES theatre, The Morean Arts Center, and Eckert College. In 2025, five local restaurants received training to their staff on dementia and interaction techniques. In 2026 and again in 2027, it is expected to provide training to 5 new restaurants on dementia caring communities. Additionally, one community began Pinellas County's first Memory Cafe to provide support to those in the early stages of memory disorders. Through 2027, it is targeted to start one additional memory cafe in another community modeled after Tarpon Springs' cafe.
In collaboration with the Morean Arts Center, those living with memory disorder and their care partners may access a free program called Memory Mornings. On Sundays and Wednesdays, participants will receive a 30-minute private tour of the museum before opening hours, followed by a 30-minute guided art activity inspired by the art displayed at the museum.	Memory Mornings is an accessibility program that the Morean Arts Center provides for seniors living with dementia or other memory disorders. The program offers them

	and a care partner an art experience through a Chihuly Collection tour and facilitated artmaking activity that results in both tangible and memorable experiences. With a \$2,000 grant from Better Living for Seniors through the AAAPP and a leadership change in the Morean Education Department that occurred in late 2025, the program opted to focus on 2 Memory Mornings programs per month to occur between February and May 2026. The program reached out to 16 different senior facilities in Pinellas County to market the program as well as generate interest through social media, flyers, the Morean website, Better Living for Seniors, senior service providers such as speech therapists, and previous attendees. However, there were no registrants for February 1, and the one
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	registrant for February 15 did not attend. With continuing efforts, the program found opportunities to also provide the program on a Monday morning. We offered the program again on Sunday, March 1 with 6 attendees (3 participants and 3 partners), and again a second time on Monday, March 2 for 5 registrants. No registrants signed up for the March 15 program, and we canceled the planned April 5 program due to Easter. A March 30 program has been added to accommodate a group of 8 (4 care givers and 4 memory-challenged individuals). 2026-2027 grant information from community group Better Living for Seniors are currently under review to determine if this program will continue.
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The AAAPP will provide semi-annual case manager training for lead agency case managers who are providing case management services to clients enrolled in the Alzheimer's Disease Initiative. This training will include information on appropriate care planning to reflect the client's and caregiver's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.	The AAAPP provided semi-annual case manager training on December 11, 2024, July 30, 2025, and December 10, 2025. The next semi-annual case manager training will be held in June 2026 and again in December 2026. 2 semi-annual case manager trainings will be held in calendar year 2027. All aspects of inclusive care planning are discussed at all trainings.
The Local ADRC Workgroup meetings, held twice a year, will include discussion of the Dementia Care and Cure Initiative to promote awareness and participation to increase community support of people living with dementia and their caregivers.	DCCI is a standing agenda item on the Local ADRC Workgroup meetings. During the meetings announcements include times and locations of upcoming meetings as well as how to become involved in DCCI. The AAAPP co-leads the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas

	communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants in 2024. The Task Force, in partnership with the State Health Improvement Plan, set a goal in 2024 to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force reached its goal to provide dementia-sensitivity training to 100 individuals in Pasco and Pinellas Counties in calendar year 2025. Targeted outreach and education sectors of the community in 2026 and 2027 will be to create 5 new partnerships to provide dementia sensitivity training. In 2026 so far, new partners where education was provided were Bay Pines VA, Empath
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	Health, SAGES theatre, The Morean Arts Center, and Eckert College. In 2025, five local restaurants received training to their staff on dementia and interaction techniques. In 2026 and again in 2027, it is expected to provide training to 5 new restaurants on dementia caring communities. Additionally, one community began Pinellas County's first Memory Cafe to provide support to those in the early stages of memory disorders. Through 2027, it is targeted to start one additional memory cafe in another community modeled after Tarpon Springs' cafe.
Based on DOEA approval for the AAAPP to continue to provide OAA Title IIID Savvy Caregiver, the AAAPP will serve 60 caregivers, caring for an individual with Alzheimer's Disease or a related disorder, per year.	In calendar year 2024, 95 primary caregivers caring for an individual with Alzheimer's disease or related memory disorder have participated in Savvy Caregiver. In calendar year 2025, 51 primary caregivers caring for an individual with Alzheimer's disease or related disorder

	participated in the Savvy Caregiver Program. Through May 2026, 38 primary caregivers caring for an individual with Alzheimer's disease or related disorder participated in the Savvy Caregiver program thus far in calendar year 2026. The AAAPP began to offer this class through virtual means in 2025, in accordance with the program's fidelity. This revised format allowed more caregivers to take this class without having to leave their loved one or worry about respite options. The AAAPP expects to serve 60 caregivers with the Savvy Caregiver program in 2026 and again in 2027.
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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.	
Strategies	Progress

The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.

The AAAPP co-leads the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants in 2024. The Task Force, in partnership with the State Health Improvement Plan, set a goal in 2024 to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force reached its goal to provide dementia-sensitivity training to 100 individuals in Pasco and Pinellas Counties in calendar year 2025. Targeted outreach and education sectors of the

	community in 2026 and 2027 will be to create 5 new partnerships to provide dementia sensitivity training. In 2026 so far, new partners where education was provided were Bay Pines VA, Empath Health, SAGES theatre, The Morean Arts Center, and Eckert College. In 2025, five local restaurants received training to their staff on dementia and interaction techniques. In 2026 and again in 2027, it is expected to provide training to 5 new restaurants on dementia caring communities. Additionally, one community began Pinellas County's first Memory Cafe to provide support to those in the early stages of memory disorders. Through 2027, it is targeted to start one additional memory cafe in another community modeled after Tarpon Springs' cafe.
The Department of Program Accountability will collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP	The Madonna Ptak Center for Alzheimer's Disease and

Providers, and to all General Revenue direct service vendors. This training occurs yearly and includes an overview of resources for older adults.	Memory Loss has provided two sessions of training to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on March 13, 2024, and April 10, 2024. The Madonna Ptak Center for Alzheimer's Disease and Memory Loss has provided two sessions of training offered to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on April 16, 2025, and May 21, 2025. The Madonna Ptak Center for Alzheimer's Disease and Memory Loss has provided two sessions of training offered to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on April 15, 2026, and May 20, 2026.
The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.	The AAAPP provided semi-annual case manager training on December 11, 2024, July 30, 2025, and December 10, 2025. The next semi-annual case manager training will be held

	in June 2026 and again in December 2026. 2 semi-annual case manager trainings will be held in calendar year 2027. All aspects of inclusive care planning are discussed at all trainings.
Provided that the State of Florida continues to provide funding for this initiative, the AAAPP will continue to contract with the Alzheimer's Association Brain Bus to provide education and resources to community members throughout the state. PSA 5 providers will be made aware of Brain Bus activity in Pasco and Pinellas counties as events are announced by the Alzheimer's Association.	In 2024, the Department of Elder Affairs notified the AAAPP that they will no longer administer the Alzheimer's Association Brain Bus program after June 30, 2024. To ensure a smooth transition to the new AAA that will administer the Brain Bus Program, PSA 5 coordinated multiple meetings in 2024 to provide adequate guidance to the new AAA regarding knowledge gained through our multi-year oversight of the program. PSA 5 will continue to assist with program promotion when upcoming stops and events by the Brain Bus program are scheduled within PSA 5. In 2025, the AAAPP was available to the new AAA that is administering the Brain Bus Program if guidance was needed.
The AAAPP SHINE Program will increase Education and Training opportunities from levels achieved in CY2023.	The AAAPP SHINE Program has conducted all contractual

	deliverables for Education and Training opportunities for the SHINE program.
The AAAPP staff will promote World Elder Abuse Day activities in June annually.	The AAAPP collaborated with the statewide initiative promoting World Elder Abuse Day in June 2025. Kathryn Bursch, AAAPP Outreach Manager hosted the live, virtual statewide events in 2025 and 2026 which raised awareness about this important topic. The initiative resulted in an online multi-discipline educational offer for seniors that raised awareness among older adults, their loved ones, advocates and stakeholders of abuse, neglect and exploitation.
One in four Americans over the age of 65 will experience a fall each year. Falls are the leading cause of fatal and non-fatal injury among seniors. The AAAPP will expand education and evidence-based programs addressing falls prevention and other chronic conditions that can increase a senior's risk of falls.	In calendar year 2024, the AAAPP provided the following Health and Wellness services under Title IIID: • A Matter of Balance – 22 Courses • Chronic Disease Self-Management – 4 Courses • Chronic Pain Self-Management – 2 Courses • Diabetes Self-Management – 1 Courses

	The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 12 classes of Enhance Fitness were completed in calendar year 2024. In calendar year 2025, the AAAPP provided the following Health and Wellness services under Title IIID: • A Matter of Balance – 25 Courses • Chronic Disease Self-Management – 4 Courses • Diabetes Self-Management – 2 Courses • Bingocize – 4 Courses The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 12 classes of Enhance Fitness were completed in calendar year 2025. Through May 2026, the AAAPP has provided the following Health and Wellness services under Title IIID:
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	• A Matter of Balance – 12 Courses • Bingocize – 4 Courses The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 5 classes of Enhance Fitness have been completed in calendar year 2026, through May 2026. In 2027, AAAPP expects to complete the following number of classes: • A Matter of Balance – 30 Courses • Chronic Disease Self-Management – 2 Courses • Chronic Pain Self-Management – 2 Courses • Diabetes Self-Management – 2 Courses • Bingocize – 10 courses • Enhance Fitness: 12 courses AAAPP works with a variety of new community partners to identify students of these classes as well as diverse locations to provide these
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	classes. In 2025, relationships with 12 new partner sites to hold classes were established. Through May 2026, 10 new sites have been established to hold classes. The AAAPP expects to establish 10 new sites in 2027. The self-management programs have been found to be a more difficult class to fill and provide in the community. At the end of 2025 and through 2026, the AAAPP began working with Live Tampa Bay and hold membership in Live Tampa Bay's Serving Seniors Advisory Council which aims to reduce opioid-related deaths in seniors. This partnership is being used to leverage additional outreach for Chronic Disease and Chronic Pain Self-Management Program Classes in PSA 5.
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.	
Strategies	Progress
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a	The AAAPP co-leads the Dementia Care and Cure

multitude of partners in the aging network, monthly meetings will continue to occur where three areas of work at reviewed that promote widespread support: education/training, awareness/outreach, and engagement.

Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants in 2024. The Task Force, in partnership with the State Health Improvement Plan, set a goal in 2024 to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force reached its goal to provide dementia-sensitivity training to 100 individuals in Pasco and Pinellas Counties in

	calendar year 2025. Targeted outreach and education sectors of the community in 2026 and 2027 will be to create 5 new partnerships to provide dementia sensitivity training. In 2026 so far, new partners where education was provided were Bay Pines VA, Empath Health, SAGES theatre, The Morean Arts Center, and Eckert College. In 2025, five local restaurants received training to their staff on dementia and interaction techniques. In 2026 and again in 2027, it is expected to provide training to 5 new restaurants on dementia caring communities. Additionally, one community began Pinellas County's first Memory Cafe to provide support to those in the early stages of memory disorders. Through 2027, it is
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	targeted to start one additional memory cafe in another community modeled after Tarpon Springs' cafe.
AAAPP will meet with Lead Agencies monthly to discuss unmet needs and share best practices in meeting the needs of both clients and caregivers experiencing a memory disorder.	AAAPP holds monthly meetings with Lead Agency leadership to discuss budgeting and projections, program releases, share best practices, and explore any unmet needs. 12 of these types of meetings occurred in calendar year 2024 and 2025. The AAAPP will complete 12 of these meetings in calendar year 2026 and again in calendar year 2027. The last meeting occurred on June 24, 2026. Additionally, PSA 5 hosted a best practices meeting on grant funding management and service expenditures with all PSA 5 Lead Agencies on April 30, 2025.
AAAPP will conduct annual outcome measure training with all contracted providers. This training addresses eCIRTS related issues and workflow information for increased efficiency, information on community resources, and review of the legislatively required outcome measures. Previous years' outcome measures are reviewed along with how providers can continue to meet clients' needs to improve measures.	AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2026. Outcome Measure training was held November 13, 2024, and November 13,

	2025. Topics during these past trainings and future trainings include review of 701 assessment requirements, review of eCIRTS reports, including Outcome Measures, community resources, and eCIRTS reminders. This training will also be provided in calendar year 2027.
Utilizing our partnership with both Pinellas and Pasco County Communications departments, the AAAPP will host and produce one “Aging on the Suncoast” television episode, airing throughout PSA5, covering Alzheimer’s Disease or a Related Disorder (ADRD), the issues surrounding ADRD, as well as the resources that are available.	In 2024, the AAAPP in conjunction with Pinellas County and Pasco County Communication Departments produced multiple OAA focused Aging on the Suncoast television shows for area seniors, caregivers and adults with disabilities. These shows include such topics as Emergency Preparedness, Caregiving, Mental Health Counseling; and Elder Abuse. In 2025, Kathryn Bursch, an accomplished, journalist, producer and reporter joined the AAAPP. Kathryn has demonstrated her impressive journalism experience to update and

	enhance the Aging on the Suncoast television show. All Aging on the Suncoast shows that are produced, and broadcast highlight the programs funded through the Older Americans Act. In 2026, an Aging on the Suncoast episode aired regarding Adult Day Care services and talked about clients who have dementia and how the service benefits both clients and caregivers to those who live with dementia.
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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.	
Strategies	Progress
As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout CYs 2024-2027, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	The AAAPP Board of Directors and Agency leadership determined that they must strategically address the lack of affordable senior housing in the

	counties we serve. The AAAPP demonstrated their commitment to this complex issue in many strategic ways which prioritized affordable senior housing as a goal in the Board of Directors' Strategic Plan 2022-2025. Affordable senior housing was also cited as an area of concern in the AAAPP's Area Plan 2024 – 2027. • In November 2023, this commitment was further demonstrated when the AAAPP convened a diverse group of senior housing stakeholders to discuss affordable housing in roundtable meetings held in Pinellas and Pasco counties. The
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	Affordable Housing Roundtable meetings resulted in the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies to address these emergent concerns in key affordable housing issues for seniors which are: Homeless Prevention, Eviction Prevention, Multiple Use Zoning, Properties for Redevelopment, Public / Private Partnerships, Development Barriers Removal, and Home Share Expansion. • The AAAPP is a member of Continuum of the Pinellas and Pasco
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	Care/Homeless The organization strives to prevent, divert, and end homelessness in Pinellas and Pasco Counties by providing leadership to community partners and stakeholders in the planning, implementation, and alignment of the community-wide response system. The AAAPP Executive Director • Served on the Pinellas Homeless CoC Board of Directors from 2024 to 2026. • In June 2024, AAAPP received a grant to specifically address crisis housing needs in 8 designated zip codes in Pinellas County. From June 2024 – December 31, 2025, a total of
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	87 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits. • The AAAPP received HUD CPF funding to assist with the development of an 80-unit Senior Affordable Housing community in Pasco County and continues to work with Pasco County to build this project over the next 4 years The AAAPP is partnering with Pasco County to build this project. The project will include a state of the art senior center open to all
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	eligible community members along with a housing development that will incorporate universal design elements to ensure seniors can age in place.
Data will be captured monthly by ADRC staff to identify the number of callers identifying as “homeless” along with number of “housing related calls”. This information will be tracked to identify trends. The data will be shared with the Services Workgroup to facilitate discussion with stakeholders.	“Housing related calls” and callers identifying as “homeless” tracked monthly and provided to Executive Director monthly. . Data compiled utilized at 2024 housing roundtable discussions with community stakeholders. • 2024 Helpline data reflected housing related calls of 2,261 and callers identifying as homeless 264. • 2025 Helpline data reflected housing related calls of 1,944 and callers identifying as homeless 183.

The AAAPP will identify one new funding source in 2024 to assist its efforts to advocate for additional safe and affordable housing for limited income seniors in our PSA.	A grant was received from the Pinellas Community Foundation in June 2024 to support senior housing needs and mitigate loss of housing. 18 seniors have received funding so far which has ensured that they would have safe housing and prevented eviction. From June 2024 – December 31, 2025, a total of 87 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits. The AAAPP received HUD CPF funding to assist with the development of an 80-unit Senior Affordable Housing community in Pasco County. The AAAPP is partnering with Pasco County to build this project.
The AAAPP will raise this issue at a minimum of 2 municipal meetings in our PSA each year and seek to present data and the need for additional safe and affordable housing for seniors.	The AAAPP Executive Director presented to the Largo City Commission in

	Pinellas County on December 10, 2024, and to the New Port Richey City Council on August 18, 2025, regarding the topic of the AAAPP programs, services and the need for more affordable housing options for seniors. Additional presentations are pending to local municipalities and other senior forums. AAAPP has presented to individual Pasco County CDBG and DR staff throughout 2026 advocating for the need of additional affordable housing to be built in the County..
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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.

Strategies

Progress

As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	In November 2023, the AAAPP convened a diverse group of senior housing stakeholders to discuss senior affordable housing and senior homelessness in roundtable meetings held in Pinellas and Pasco counties. In 2024, the Senior Affordable Housing Roundtable meetings reconvened to develop the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies in key affordable housing issues for seniors which are: Homeless Prevention, Eviction Prevention, Multiple Use Zoning, Properties for Redevelopment, Public / Private Partnerships, Development Barriers Removal, and Home Share Expansion. The AAAPP is working with Pasco County to build affordable housing for seniors in Pasco County. The AAAPP has met with Pinellas County Housing Authority to discuss partnerships as
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	PCHA continues to build more affordable senior housing in the County. These discussions have resulted in IID classes being facilitated at housing sites, hurricane kits being distributed to their most at risk residents and additional congregate dining sites being explored.
Increase new partnerships with local housing authorities in Pasco and Pinellas County by at least 2 per year. These partnerships will support collaboration on how housing needs may be met through potential financial assistance with down payments or referrals to outside resources the Helpline is aware of.	In late 2023 and 2024, the AAAPP cultivated new partnerships with the Pinellas County Housing Authority, St. Petersburg Housing Authority, Tarpon Springs Housing Authority/Home Share Program and the Pasco County Housing Authority. These new collaborations resulted in new OAA IID evidence-based wellness sites at Housing Authority locations, Hurricane Supplies distribution, and extensive Outreach related to AAAPP related programs and services.

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.	
Strategies	Progress
With DOEA's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community, and through a telehealth modality. At least 50 clients will receive mental health services with a licensed counselor in the calendar year 2024.	The AAAPP offers and educates on the ease of seeking therapy through telehealth modalities as well as offering in-person sessions at local senior centers. In the calendar year 2024, the mental health counseling program served 34 seniors through a telehealth platform. In calendar year 2025, the mental health counseling program served 49 seniors through a telehealth platform. Through May 2026, the mental health counseling program has served 35 seniors through a telehealth platform. 47 seniors were served in 2024 across all modalities.

	In calendar year 2025, the mental health counseling program served 67 seniors across all modalities. From January – May 2026, the mental health counseling program has served 62 seniors across all modalities. In the fall of 2025, the AAAPP introduced an Electronic Health Record system designed for mental health counseling called Simple Practice. This streamlined software integrated all aspects of mental health counseling, including all paperwork, forms, and assessments, and offered a robust and HIPAA compliant telehealth option for seniors. This software strengthens AAAPP's use of technology to reach seniors. In 2027, the AAAPP will educate and empower seniors to utilize therapy through telehealth platforms and expect to serve 35 clients
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	in the mental health counseling program using secure telehealth platforms.
The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on appropriate care planning to reflect the client's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.	The AAAPP provided semi-annual case manager training on December 11, 2024, July 30, 2025, and December 10, 2025. The next semi-annual case manager training will be held in June 2026 and again in December 2026. All aspects of inclusive care planning are discussed at all trainings. 2 semi-annual case manager trainings will be held in calendar year 2027.
The AAAPP will continue to contract for the provision of home delivered meals, congregate meals, nutrition education, and nutrition counseling in Pasco and Pinellas counties under the Older Americans Act. In addition to promoting better health among elders through improved nutrition, these services' focus will be to reduce isolation of aging, educate on options and methods for improving nutritional status and physical activity choices, and offer the opportunity to live with dignity. At least 3,500 unique clients will be provided with a nutrition service in PSA 5 in the 2024 calendar year.	AAAPP contracts for the provision of home delivered meals, congregate meals, nutrition education, and nutrition counseling in Pasco and Pinellas counties. In calendar year 2024, approximately 4,435 Seniors have received a nutrition service in PSA 5. In calendar year 2025, approximately 5,327 seniors have received a

	nutrition service in PSA 5. AAAPP expects to exceed the set goal of at least 3,500 unique clients being served with a nutrition service in 2026 and again in 2027.
With DOEA approval, Technology services will continue at AAAPP, including the use of Uniper software for the u.connected program. At least 150 clients in 2024 will receive access to the “virtual senior center” that includes socialization, wellness, and mental health programming.	Technology services did sunset with ARP as of 9/30/24. As of June 2024, 25 robotic pets have been provided and 112 clients received service through Uniper. As of 9/30/24, technology services, including Uniper/u.connected, ended with the sunset of ARP funding. With the use of ARP funds from 2022-2024, a total of 295 clients participated in the u.connected program
With DOEA approval, Pet Support services will continue. During 2024, 125 clients will receive Pet Support services. Pet Support services allow clients to adequately care for their pets, promoting overall wellness and improved mental health.	The AAAPP continues to explore ways to continue the Pet Support program after ARP ended on 9/30/24. In 2024, 150 clients received Pet Support services. The Pet Support program ended on 9/30/24. A total of 185 clients received pet

	support services from 2022-2024.
Based on DOEA approval for the AAAPP to continue to provide OAA Title IIID Evidenced Based services directly, the AAAPP will provide the following Health and Wellness services: • Savvy Caregiver – 8 Courses in CY2024 • A Matter of Balance – 8 Courses in CY2024 • Chronic Disease Self-Management – 4 Courses in CY2024 • Chronic Pain Self-Management – 3 Courses in CY2024 • Diabetes Self-Management – 4 Courses in CY2024 The AAAPP will continue to sub-contract with the YMCA of the Suncoast for provision of the evidenced based service, “Enhanced Fitness” equaling 12 courses in CY2024. The AAAPP continues to provide OAA Title IIID Evidence Based services in 2025. The AAAPP was approved to add the OAA IIID Evidence Based health and wellness training, “Bingocize” to its evidence based class offerings funded through OAA IIID.	In calendar year 2024, the AAAPP provided the following Health and Wellness services under Title IIID: • Savvy Caregiver – 9 Courses • A Matter of Balance – 22 Courses • Chronic Disease Self-Management – 4 Courses • Chronic Pain Self-Management – 2 Courses • Diabetes Self-Management – 1 Courses The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 12 classes of Enhance Fitness were completed in calendar year 2024. In calendar year 2025, the AAAPP provided the following Health and

	Wellness services under Title IIID: • Savvy Caregiver – 5 Course • A Matter of Balance – 25 Courses • Chronic Disease Self-Management – 4 Courses • Diabetes Self-Management – 2 Courses • Bingocize – 4 Courses The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 12 classes of Enhance Fitness were completed in calendar year 2025. Through May 2026, the AAAPP has provided the following Health and Wellness services under Title IIID: • Savvy Caregiver – 2 Course
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	• A Matter of Balance – 12 Courses • Bingocize – 4 Courses The AAAPP subcontracts with the YMCA of the Suncoast to provide Enhance Fitness in PSA 5. 5 classes of Enhance Fitness have been completed in calendar year 2026, through May 2026. In 2027, AAAPP expects to complete the following number of classes: • Savvy Caregiver – 8 Courses • A Matter of Balance – 30 Courses • Chronic Disease Self-Management – 2 Courses • Chronic Pain Self-Management – 2 Courses • Diabetes Self-Management – 2 Courses • Bingocize – 10 courses
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	• Enhance Fitness: 12 courses AAAPP works with a variety of new community partners to identify students of these classes as well as diverse locations to provide these classes. In 2025, relationships with 12 new partner sites to hold classes were established. Through May 2026, 10 new sites have been established to hold classes. The AAAPP expects to establish 10 new sites in 2027. The self-management programs have been found to be a more difficult class to fill and provide in the community. At the end of 2025 and through 2026, the AAAPP began working with Live Tampa Bay and hold membership in Live Tampa Bay's Serving Seniors Advisory Council which aims to reduce opioid-related deaths in seniors. This partnership is
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	being used to leverage additional outreach for Chronic Disease and Chronic Pain Self-Management Program Classes in PSA 5.
The SHINE Program will increase targeting and outreach to vulnerable groups of eligible individuals to receive unbiased counseling covering Medicare health insurance coverage and health care navigation, education on prevention of healthcare fraud and abuse under the Senior Medicare Patrol Program, and access to the Low-Income Subsidy (LIS) and Medicare Savings Plan (MSP) programs under MIPPA to assist low-income seniors.	The AAAPP's SHINE Program has increased targeting and outreach to vulnerable groups that are eligible for SHINE related counseling, health care navigation, education on prevention of healthcare fraud and abuse under the Senior Medicare Patrol Program and access to the Low-Income Subsidy and Medicare Savings Plan programs under MIPPA. The AAAPP SHINE SMP program has worked stridently to expand awareness of the Senior Medicare Patrol Project through targeted outreach and education, collaborating with the local news media, highlighting the SMP program on the AAAPP's Aging on the Suncoast television show and by replicating the SMP

	Bingo educational activity at local Senior Centers and Senior Communities.
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.	
Strategies	Progress
The AAAPP Helpline will continue as the entry point for the ADRC and the first step in receiving information, referrals to resources, and access to waitlists including the Statewide Medicaid Managed Long Term Care Program. Helpline staff link callers to screening and other Medicaid functions including Long Term Care Education, grievance/complaint, and assistance with lost Medicaid. Helpline staff schedule screenings through Timetap while they have the client on the phone to streamline access to government funded programs. The Helpline may also provide information to Active Statewide Medicaid Managed Long Term Care clients on how to reach their managed care organization. Incoming calls will be tracked monthly to capture call volume and needs.	The AAAPP Helpline continues to be the entry point for the ADRC. Due to increase in call volume, an additional I&R FTE was added in 2024. Based on phone system reports, incoming calls to the Helpline for the period: 2024: 45,046 2025: 43,974 Jan – May 2026: 19,109. The ADRC Department continuously pivots to promote workflow efficiency. In late 2025, 2 new Intake Specialist positions were created. 1 position handles a mix of scheduling screening appointments for incoming callers and conducts screenings. The 2nd position schedules

	screening appointments for social worker referrals and conducts screenings.
ADRC Medicaid staff will continue to assist clients when they are released for funding into the Statewide Medicaid Managed Long Term Care program. Medicaid staff will work with clients and health care providers to obtain a properly completed 3008 form and assist with the eligibility determination process as outlined in the ADRC contract and EMS Release Procedures. Each case will be tracked through the eligibility process by utilizing the eCIRTS MW Timeline and the ADRC's internal Sharepoint tracking tool. Progress on the EMS release will be reported to the DOEA ADRC Contract Manager monthly.	Progress on the EMS Release provided to DOEA ADRC Contract Manager, every 1 st Thursday of each month
AAAPP will coordinates quarterly calls with DCF, CARES Unit, PSA 6 and PSA 8 to facilitate communication and collaboration on assisting clients efficiently through the Medicaid Eligibility Process.	Since 2024, the quarterly calls have promoted collaboration with: • Medicaid Unwinding cases; clients calling the ADRC for lost eligibility. From July 2025 to May 2026, the ADRC received 20 referrals for lost eligibility assistance, compared to 74 during the same timeframe in 2024-2025; a 73% reduction. • Implementation of new eCIRTS processes when the CARES Unit went live in March 2025.

	• DCFs migration to a statewide Center for Excellence to streamline processes. In 2026 PSA 4 joined this group for quarterly calls and communication. • In late 2025, DCF made this group aware they migrated to a new software system where case notes are stored instead of the FLORIDA system where ADRC staff were used to seeing notes. This key communication raised awareness and advocacy to obtain access to the new DCF system in spring 2026, promoting more efficient ADRC workflows to assist clients through the Medicaid Eligibility process.
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ADRC Director will include information on Semi-Annual Local ADRC Workgroup calls regarding the EMS Release process and number of releases. The CARES Unit and DCF will continue to participate in these workgroup meetings to provide feedback to the ADRC. In addition, feedback will be requested from the Local ADRC Workgroup regarding AAAPP's Annual Improvement Plan.	• Information shared at the 6/26/24 Local ADRC Workgroup Call: EMS release numbers for the 2023-2024 SFY totaled 2,350. 70 Lost Eligibility cases assisted. CARES and DCF are in attendance. Feedback for AIP discussed, and request sent to group to finalize 2025 AIP. • During the June 18, 2025 call, the following information was shared: 2024-2025 SFY EMS releases totaled 2,498. 74 lost eligibility cases also assisted. 2026 AIP updated and sent to workgroup for feedback. • On 6/11/2026 information shared with the workgroup: July 2025 – May 2026
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	2,378 releases, 20 lost eligibility cases assisted. APIP updated and sent to the workgroup for feedback.
AAAPP staff will continue regular participation in eCIRTS weekly meetings to discuss issues and raise awareness of potential challenges as Phase II rolls out. Phase II includes the migration of Refer resources and contact data to eCIRTS which is essential to accessing services.	AAAPP staff participate in the weekly DOEA SCTF and Super User calls and actively participate in workflow, data clean-up and other essential discussions surrounding successful implementation of the I&R function in eCIRTS.
PSA 5 will continue to lead the Statewide ADRC Workgroup through June 2024. Communication and collaboration with all ADRC's will facilitate best practices and consistency statewide.	AAAPP Executive Director and ADRC Director co-chaired the ADRC Workgroup through 6/30/24. The AAAPP continues to actively participate and advocate for streamlined and consistent processes statewide.
In 2026, the COO, Director of Programs, and the Outreach Manager are responsible for the for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan's Targeted Outreach Plan section. This section describes actions to implement as well as goals covering CY2024-2027. Outreach to all communities including those that have been historically vulnerable will promote streamlined access to available resources either directly to the aging network sub-contracted partner or via the Aging and Disability Center Helpline.	The AAAPP Outreach Manager completed the Outreach activities as per the 2024-2025 Outreach Plans. In 2024 outreach was conducted with the Pasco County Housing Authority. In 2025

	hurricane bags were distributed to a low-income senior housing complex in one of our rural areas in Pasco county outside of Dade City. In 2026 the AAAPP plans to reach out to Pasco Housing Authority to identify outreach opportunities. This collaboration was with the Pasco County Housing Authority resulted in expanded Hurricane Preparedness, Abuse, Neglect and Exploitation outreach as well as Helpline resources and educational materials were distributed in this targeted rural area within Pasco County.
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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.

Strategies	Progress
The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.	The AAAPP provided semi-annual case manager training on December 11, 2024, July 30, 2025, and December 10, 2025. The next semi-annual case manager training will be held in June 2026 and again in December 2026. All aspects of inclusive care planning are discussed at all trainings. 2 semi-annual case manager trainings will be held in calendar year 2027. Training covers information on abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.
AAAPP will conduct annual outcome measure training with all contracted providers. This training includes information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.	AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2026. Outcome Measure trainings were held November 13, 2024, and November 13, 2025. This training will be held in 2027. Information on recognizing elder abuse,

	neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse Hotline will be included.
PSA 5 will continue to host a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.	PSA 5 hosts quarterly virtual meetings with staff from the AAAPP, DCF, and lead agencies. These calls have been instrumental to introduce new staff members to one another and communicate trends and levels of need being seen in the community, especially as the cost of living continues to increase. The most recent meeting occurred April 23, 2026 and 4 meetings were held in calendar year 2025. 4 meetings are expected to be held in calendar year 2026 and again in 2027. Topics of these meetings include a high-level overview of the CCE budget status in PSA 5, waitlist releases, staff changes among all parties, and any additional comments or case staffing necessary to ensure high-

	risk APS referrals are served with services to relieve or remove crisis situations.
Lead Agencies will ensure High Risk referrals from Adult Protective Services (APS) will receive crisis-resolving services within 72 hours of the referral being made. AAAPP will monitor this measure on a monthly basis utilizing eCIRTS data and during vendor invoice processing.	PSA 5 Lead Agencies ensure High Risk referrals from APS receive crisis-resolving services within 72 hours of the referral being made. The AAAPP monitors this measure on a monthly basis during routine file monitoring and during vendor invoice processing. PSA 5 received and accepted 93 high-risk APS referrals in 2024. In 2025, PSA 5 received and accepted 85 high-risk APS referrals. Through May 2026, PSA 5 received and accepted 49 high-risk APS referrals.
The AAAPP will offer the DOEA approved F4A abuse, neglect, and exploitation training to all contracted providers at least once a quarter. Providers must demonstrate all staff, and any subcontractors have received training on elder abuse, neglect, and exploitation at least once a year. The AAAPP will monitor the completion of this training during annual programmatic monitoring.	All providers are monitored for successful completion of approved training on elder abuse, neglect, and exploitation prevention and reporting. All providers are made aware of upcoming virtual training opportunities and completion of training is reviewed at annual

	monitoring. Of annual programmatic monitoring completed in 2025, no concerns, findings, or issues were identified with any PSA 5 subcontractors or internal direct-service programs.
The ADRC will continue to receive APS to ALF referrals from DCF when DCF determines placement in an assisted living facility is needed for an individual not currently enrolled in the Statewide Medicaid Managed Long Term Care Program. ADRC staff will work with the client to navigate the Medicaid eligibility process. These cases will be tracked in the eCIRTS MW Timeline.	In SFY 2024-2025 (July to May), the AAAPP/ADRC assisted 93 APS to ALF referrals from DCF. All cases are tracked in eCIRTS, through the eligibility process. For the period July 2025 to May 2026 – 96 APS to ALF referrals were assisted by the ADRC.
ADRC Intake staff will continue to receive Intermediate and Low Risk APS referrals from DCF through the ARTT system. The ADRC will ensure these referrals are screened and placed on all appropriate waitlists. ARTT will be updated regarding status on all referrals received.	In SFY 2024-2025, the AAAPP/ADRC received 220 Intermediate/Low Risk referrals from DCF. AAAPP continues ensure referrals are screened and placed on appropriate referrals. ARTT is updated to reflect status of referral. For the period July 1, 2025 to May 31, 2026 the ADRC received 208 intermediate/low risk referrals.

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.	
Strategies	Progress
Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.	The AAAPP is compliant with all contractually required OAA Title VII deliverables which includes: 1) Six completed education in-person outreach events per quarter (re. January – March 2025/2026; April – June 2025/2026; July – September 2025. The Outreach events conducted provided information on the special needs of elders regarding abuse, neglect and exploitation. All training was conducted in-person at diverse locations in Pinellas and Pasco Counties.
Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.	The Outreach Manager conducts at minimum two training sessions each quarter for professionals or paraprofessionals working

	with older adults using the DOEA approved curriculum.
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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.	
Strategies	Progress
Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.	The AAAPP is compliant with all contractually required OAA Title VII deliverables which includes: 1) Six completed education in-person outreach events per quarter (re. January – March 2025/2026; April – June 2025/2026; July – September 2025. The Outreach events conducted provided information on the special needs of elders regarding abuse, neglect and exploitation. All training was conducted in-person at diverse locations in

	Pinellas and Pasco Counties.
Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.	The Outreach Manager conducts at minimum two training sessions each quarter for professionals or paraprofessionals working with older adults using the DOEA approved curriculum.
The AAAPP website, I.E., will provide one section regarding information to the public on the identification and reporting of abuse and community resources for assistance. The section will be reviewed and updated twice annually as needed.	The AAAPP website includes information to the public on the identification and reporting of abuse and community resources for assistance. The section was reviewed on 1/12/2025 and 7/26/2025, 6/18/2026 to ensure compliance.
The AAAPP Facebook social media platform will provide 3 postings annually regarding information to identify and prevent abuse, neglect and exploitation, and community resources in a socially responsible and accessible approach.	The AAAPP Facebook social media platform has provided 3 posts regarding identifying and preventing abuse, neglect and exploitation and community resources.
The AAAPP will support existing relationships (e.g., District Adult Protective Services (APS), local law enforcement, State Attorney, SHINE and Long-Term Care Ombudsman Program, Pinellas and Pasco County Consumer Protection Agencies) and cultivate new relationships with related stakeholders (e.g., Financial Institutions, etc.) to strengthen elder abuse prevention.	The AAAPP supports existing collaborations with APS, local Law Enforcement, State Attorney, SHINE and the

	Long-Term Care Ombudsman Program through collaboration through the ADRC workgroup and other established meetings.
The AAAPP will distribute Department approved elder abuse prevention and crime prevention materials at two health fairs, festivals, exhibits, and other forums annually.	The AAAPP consistently distributes the Departments approved elder abuse prevention and crime prevention materials at multiple health fairs, community events and forums in 2025 and 2026.
The AAAPP will prepare and/or distribute one Public Service Announcement or other media contact per quarter to raise awareness of elder abuse.	The AAAPP has fulfilled all OAA Title VII requirements of distributing Public Service Announcements related to raising awareness of elder abuse through social media and the Aging on the Suncoast television show.
The AAAPP will support and/or cultivate two innovative approaches to raise awareness among older adults, their loved ones, advocates, and stakeholders of abuse, neglect and exploitation, and support them in their ability to exercise their full rights annually.	In 2025 and 2026, the AAAPP conducted multiple ANE Outreach events during multiple Hurricane Preparedness events conducted by Pinellas County Emergency Management in Pinellas County. The AAAPP is replicating its 2024 ANE

	and Hurricane Preparedness efforts in September 2025 with the Pasco County Housing Authority and their rural housing locations in Lacoochee and Trilby. These approaches are innovative because it is vital that the ANE information is provided in these prioritized areas.
The AAAPP staff will promote World Elder Abuse Day activities in June annually.	The AAAPP collaborated with the statewide initiative promoting World Elder Abuse Day in June 2025. Kathryn Bursch, AAAPP Outreach Manager hosted the live, virtual statewide events in 2025 and 2026 which raised awareness about this important topic. The initiative resulted in an online multi-discipline educational offer for seniors that raised awareness among older adults, their loved ones, advocates and stakeholders of abuse, neglect and exploitation.

The AAAPP staff will participate in two crime forums, joining with other service providers, to educate elders about consumer protection and to identify victims of crimes and/ or elder abuse.	The AAAPP collaborated with Bay Area Legal Services, and the Pinellas County Consumer Protection to produce and broadcast the Elder Abuse Aging on the Suncoast Show. In 2026, 1 Aging on the Suncoast episode will highlight Bay Area Legal's new disaster van and highlight hurricane preparedness. These episodes highlighted the ongoing need for disaster recovery legal support to address exploitation issues resulting from the 2024 hurricanes that impacted Pinellas and Pasco Counties. In 2025 and 2026 the AAAPP participated in the statewide collaboration of the World Elder Abuse Online forum which Kathryn Bursch, AAAPP Outreach Manager hosted.
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.	

Strategies	Progress
The AAAPP will provide information to the public on legal resources including OAA legal service providers, one of whom serves as the statewide Senior Legal Helpline. Information in the form of fliers or brochures will be distributed during events where AAAPP staff will be attending for reasons of Outreach.	The AAAPP Outreach staff and other AAAPP staff members regularly and strategically distribute the OAA legal providers resources which include the statewide Senior Legal Helpline at all Outreach events conducted in Pasco and Pinellas Counties. The AAAPP staff fulfilled its requirement to staff the Disaster Recovery Centers (DRC) after the 2024 Hurricanes in Pinellas and Pasco Counties. These efforts involved collaborating with the Legal Providers who were also providing resources post storm at the DRCs.
Legal services will be maintained in the Helpline database, which AAAPP staff access to make appropriate referrals.	AAAPP continues to work with the ADRC Workgroup, WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be managed in eCIRTS, we have a spreadsheet that is

	updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.
Raise awareness through outreach, training, community events, and partnership with Legal and Case Management providers to refer individuals to the statewide website www.FloridaElderLaw.org for housing important legal information, legal related resources for seniors, including the Florida Senior Legal Helpline and the Florida Elder Law Risk Detector. All providers will receive information on these resources during annual Outcome Measure training conducted by the AAAPP.	Outreach staff and other AAAPP staff members consistently raise awareness through various methods which include outreach, training, community events and partnership with the legal and case management providers to review individuals to the statewide legal website for housing related legal information, legal resources, etc. Additionally, this requirement is fulfilled when the AAAPP Staff complete the Outcome Measure training.
The AAAPP will require Older Americans Act legal services providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act	AAAPP requires legal providers to provide outreach to targeted senior populations. Legal providers submit routine updates on their outreach efforts. During annual monitoring activities performed in 2024, 2025,

Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.	and 2026, PSA 5 Legal Providers were found to be compliant with outreach requirements.
The AAAPP will hold an annual Legal Joint Planning meeting including OAA Title IIIB legal providers and the aging network in order to identify senior legal priority issues and strategize effective legal service delivery.	The AAAPP will hold an annual Legal Joint Planning meeting in the Fall of 2026. The last Legal Joint Planning meetings occurred November 8, 2024 and October 23, 2025. Topics during these Planning meetings include disaster recovery/preparation, outreach activities and planning, ADRC referral and call data overview, and OAAAPS targeting legal issues overview.
The OAA Title IIIB legal service providers will remain a part of the ADRC workgroup that facilitates communication and coordination within the PSA network. The ADRC workgroup meets twice each year.	Legal providers are invited and attend the local ADRC workgroup meetings. AAAPP hosts 2 meetings per year. The most recent meeting occurred on 6/11/2026.
As part of the AAAPP Strategic Plan, the AAAPP will invite the OAA Title IIIB legal service providers to participate in at least one stakeholder meeting regarding housing related issues.	OAA Title IIIB legal service provider representatives have participated in stakeholder housing workgroups occurring on February 27, 2024, March

	28, 2024, and May 9, 2024. OAA Legal providers also presented several legal issues faced by seniors, including housing related concerns, to the AAAPP advisory council on March 11, 2024.
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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.	
Strategies	Progress
The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.	Tawnya Martino , assumed the responsibilities of the ECO beginning April 2026 The Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan were updated to reflect all necessary plan changes for PSA 5 and were submitted to DOEA for review and comment.

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.	
Strategies	Progress
The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.	The Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan were updated to reflect all necessary plan changes for PSA 5 and were submitted to DOEA for review and comment. As of 6/2026, no comments were received, and the plans were effectively referenced and utilized during the preparation, impact and post storm Hurricanes Helene and Milton in 2024. The AAAPP participates in the respective County VOAD meetings to ensure continued communication and partnership.
The AAAPP Emergency Coordinating Officer meets regularly with both Pinellas and Pasco Emergency Management offices as well as the Pinellas County Long Term Recovery groups.	The AAAPP ECO meets with the Pinellas and Pasco Emergency Management

	Offices to ensure adequate communication occurs. Additionally, the AAAPP featured Emergency Management and Hurricane Preparedness as one of its produced and broadcast Aging on the Suncoast Television shows. This show was broadcast in both Pinellas and Pasco Counties. In 2026, 1 Aging on the Suncoast episode will highlight Bay Area Legal's new disaster van and highlight hurricane preparedness
The AAAPP meets annually with the PSA5 Aging Network provider emergency coordinators for purposes of understanding disaster coordination and expectations.	The AAAPP held an emergency coordinator meeting with all contracted providers on June 25, 2024. The AAAPP held an emergency coordinator meeting with all contracted providers on August 29, 2025. The AAAPP 2026 annual emergency coordinator meeting is being held 6/30/2026.
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.	
Strategies	Progress
The AAAPP advocates for senior needs when applicable during joint Emergency Management coordination meetings. Additionally, the AAAPP has a working relationship with both Department of Health entities in PSA5 where Special Needs Sheltering is a topic of importance regarding accommodation and registration.	The AAAPP ECO consistently advocates for senior needs in respective Emergency Management coordination meetings. The ECO effectively collaborated with the Pinellas County Emergency Management post event when Hurricanes Helene and Milton impacted our two counties. Multiple senior related issues were referred to us through the DOEA Emergency Management staff which were then referred to our Helpline and Pinellas County Emergency Management.
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.	
Strategies	Progress

The AAAPP and the PSA5 Aging Network provide education to seniors regarding tools to staying safe during severe weather and/or other emergency events. This includes distribution of county sponsored All Hazards Guides as well as access to the digital DOEA Disaster Resource Guide for Older Adults. All three publications stress making preparedness plans that include sheltering options and what disaster kits to include for evacuation purposes.	The AAAPP and the PSA 5 Aging Network provide education to seniors regarding tools to adequate hurricane preparedness through the distribution of the Hurricane Guides, Hurricane Preparedness Kits, Aging on the Suncoast and other targeted Outreach events. The Duke Energy Foundation provided funding to the AAAPP to compile hurricane preparedness kits for seniors in PSA 5.
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