



# 2021 ANNUAL REPORT



Area Agency on Aging  
of Pasco - Pinellas, Inc.

# Dear Friends

We have been deeply focused on our essential work of educating, empowering and advocating for seniors, caregivers and adults with disabilities during this unprecedented time. Among the heartache and loneliness of the pandemic, we've seen the resilience of the human spirit at its best. Those on our front lines and behind the scenes made sure resources continued to be available to seniors, caregivers and adults with disabilities with the most need. The pandemic affirmed the needs of older Floridians and has forever changed the landscape of services and supports the aging network provides to help seniors stay healthy, safe and independent in the community they call home.

The pandemic also brought new opportunities. When vaccines became available, AAAPP was there to ensure seniors and caregivers had information and access to the vaccine close by or at home. Because seniors were still isolating, we began using technology to help relieve some of their loneliness with our u.connected program. They can access live and curated programs and talk to loved ones far away and meet new people using a device that is hooked up to their televisions. Additional funding from our key partner, the Florida Department of Elder Affairs, helped us serve even more seniors than we did in 2020 with all our home and community-based programs. You'll read about those programs and their impact in the pages of our 2021 Annual Report.

Our annual luncheon pivoted to a virtual format and was a great success in terms of the people who participated and the amount of money raised for our Unmet Needs Program which is donor funded and helps seniors and caregivers with emergency crisis needs that none of our other programs can provide.

Ann Marie Winter, our Executive Director, and I are so thankful to our donors, funders, staff and volunteers – all of whom make our work possible. As always, our staff showed ingenuity and dedication as they embraced the challenges of delivering services within the limitations of the pandemic. We look forward to an even better 2022 and all the ways we can continue to make Pinellas and Pasco Counties a wonderful home for seniors, adults with disabilities and caregivers.

With our sincerest thanks,



Charlie Robinson  
*President of the AAAPP  
Board of Directors*



Ann Marie Winter  
*AAAPP Executive Director*

# 2021 DIRECT SERVICES, ADVOCACY & EDUCATION

## Senior Victim Advocate (VOCA)/Senior Safety Phone Project

**3,653**  
individuals were  
educated about  
elder abuse



**379**  
victims received  
assistance and  
safety cell  
phones

Senior victims of crime rely on us to accompany them to court related activities, providing criminal justice support, personal advocacy, referral to community resources, assistance completing victim compensation forms, and/or receive a donated cell phone to enhance a victim's safety.

## Aging and Disability Resource Center (ADRC)

Our Helpline received **24,615** calls for information on getting help to remain in their homes.

**5,186** telephone screenings were conducted to assess clients' needs and place on the appropriate waitlist for services to keep them in their homes.

**1,576** people were released into the Statewide Medicaid Long-Term Care Program with staff assisting them through the Medicaid eligibility process.



## National Family Caregiver Support Program (NFCSP)

**166**  
caregivers  
were served

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



*"Your program is great! I don't know what I would do if I didn't have the help of your program."*

# 2021 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

## Senior Community Health Program



**210**  
seniors benefitted  
from the  
**U.Connected**  
program

**177**  
older adults were  
referred  
to appropriate  
services

This program provides help when there is no other community resource to address short term needs. Assistance can include medical equipment not available through insurance, pest control services, appliances, home delivered meals, as well as services to prevent eviction and/or secure new housing. Funding is provided by the Well Med Charitable Foundation, the Florida Blue Foundation, ADRC No Wrong Door funding and the AAAPP Unmet Needs fund.

*"Sincerely thank you for the opportunity to have this Uniper system installed in my home. It has helped me a lot in such a short time! I showed my primary care doctor and she was very impressed. Thank you so much!"*

## Diapers for Dignity

Diapers for Dignity, an adult incontinence supply bank, provides incontinence supplies to seniors and adults with a disability who cannot afford to purchase these necessary supplies. The program is solely donation based and continues to grow. Incontinence products are made available throughout a network of partners in Pasco and Pinellas Counties.

*"Many caregivers expressed relief at getting diapers, pads and chucks because it means they can take the person they are caring for out of the home with dignity and fear of embarrassment due to leaks and odors. This program is literally a life-saving measure to improve the lives of our seniors." Sally Marvin - Sunshine Center*



**9**  
distribution  
sites

Distributed  
**75,559**  
items

# 2021 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Veterans Directed  
Home and  
Community  
Based Services

**93**  
veterans were  
assisted

Veterans are empowered to decide for themselves what mix of goods and services will best meet their needs, hiring and supervising their own workers, and purchasing items or services that will promote independence

## Serving Health Insurance Needs of Elders (SHINE)

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

Over **45** volunteers helped  
**4,930** Medicare beneficiaries,  
consumers, and  
caregivers

*“John was very well informed. We contacted several other Medicare brokers and didn't really get very much info from them. John was very honest and straight forward. We had a Zoom*



*meeting and he shared his screen with all kinds of web information. I would highly recommend SHINE and John to anyone. We have made our decision about insurance thanks to John.”*

## Medicare Improvements for Patients and Providers Act (MIPPA) Program

The AAAPP SHINE  
Volunteer Corps assisted  
**456** low-income seniors

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



## Senior Medicare Patrol (SMP)

SHINE Volunteers provide local outreach, education, and assistance to Medicare beneficiaries to protect them from economic and health related consequences associated with Medicare fraud, errors, and abuse.

**4,000** Medicare beneficiaries,  
consumers and caregivers were served

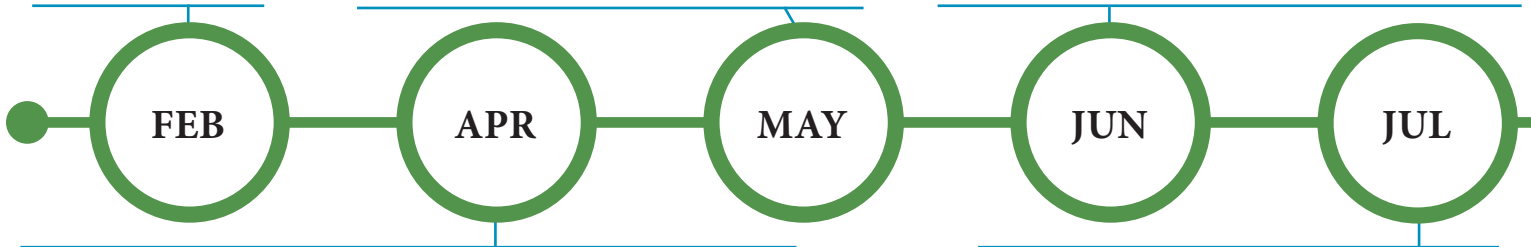
# 2021 HIGHLIGHTS

The AAAPP participated in Community Tampa Bay's cultural sensitivity listening sessions which focused on inclusivity and diversity.

AAAPP's Kristina Jalazo and Michelle Tavares attended Neighborly Care Network's Evergreen Adult Day Center Open House. The move from Clearwater to St. Petersburg offers better access to at risk seniors in South Pinellas County.



AAAPP's annual World Elder Abuse Awareness Day (WEAAD) event at the Sunshine Center in St. Petersburg focused on financial exploitation with tools to help seniors who are at a higher risk of fraud and financial scams. An AAAPP SHINE volunteer, AAAPP Victim Advocates and a senior victim of fraud presented.



AAAPP's Jason Martino and Kristina Jalazo attended the City of St. Petersburg's First Annual Volunteer Appreciation event and were recognized for serving as

members of the city's Commission on Aging. After 17 years of volunteer service, Jason Martino stepped down as the Commission's chair.

Expanding access to COVID-19 vaccines, the AAAPP began providing information, telephone reassurance, outreach and education to older adults and their caregivers.

Area Agency on Aging of Pasco-Pinellas presents

**Coffee Conversations**  
WITH THE EXPERTS

WHAT'S NEXT?  
COVID-19 BOOSTER SHOTS & BUILDING CONFIDENCE

October 29, 2021  
10 a.m. - 11 a.m. EST  
Webinar link provided upon registration



**SHARLENE EDWARDS**  
MPH, RN, CIC  
DISEASE CONTROL DIRECTOR,  
DEPARTMENT OF HEALTH IN  
PINELLAS COUNTY



**DR. KEVIN SNEED**  
SENIOR ASSOCIATE VICE  
PRESIDENT, USF HEALTH  
DEAN, USF HEALTH TANEEA  
COLLEGE OF PHARMACY

Area Agency on Aging  
of Pasco - Pinellas, Inc.

The AAAPP participated in LGBTQ Sensitivity Training hosted by Empath Health to help our staff improve interactions and service delivery to clients identifying as LGBTQ.



Neighborly Care Network's Adult Day Care program in Largo, Florida offered seniors an opportunity to meet with staff, volunteers, and to learn more about the services Neighborly offers to Pinellas County seniors.

For the 13th consecutive year, the AAAPP met all standards of DOEA's annual quality assurance monitoring visit. DOEA Secretary noted "the AAAPP's management and staff work as a unified team providing excellent services to seniors in Pasco and Pinellas counties.

AUG

OCT

NOV

DEC

The Gulfport Senior Center hosted a Scam Jam event. AAAPP's Stacie Bolen provided outreach about all the services the AAAPP offers.



AAAPP and Congressman Gus Bilirakis celebrated the launch of the partnership with Ring, providing 1,000 free Ring devices to Pinellas and Pasco County seniors. The AAAPP also received a \$20,000 donation to help seniors with their unmet needs.



Neighborly Care Network celebrated the reopening of their senior cafes where daily hot meals are served to seniors through Pinellas County.



# 2021 SERVICES PROVIDED THROUGH PARTNERSHIPS



**67,500**

Seniors served through internal & external programs

**9,769**

Seniors Received



**598,220**

Congregate Meals and/or Home Delivered Meals

**242** Seniors Participated in 28 Different Health Promotion and Disease Prevention Classes



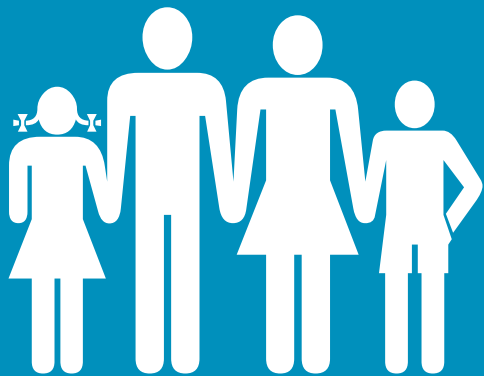
**5,155**

Seniors Received

**36,931**

Transportation Trips to Life Sustaining Destinations

*"It saved my life, sometimes it's the only food I get. I am on limited income and need more food than I can afford. Without meals on wheels, I don't know what I would do."*



**142** Grandparents or Relative Caregivers Raising Children Received Specialized Legal Assistance

**745** Seniors Received Emergency Home Energy Assistance for the Elderly Program (EHEAP) Benefits

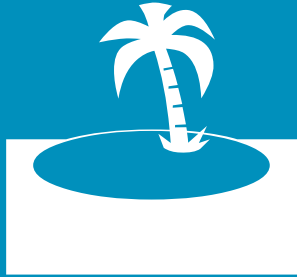


**1,574** Seniors Received Case Management Services

*"I honestly don't know what I would do without the services and care I receive from the amazing people at Gulf Coast! They have improved my quality of life 150%!"*



# 2021 SERVICES PROVIDED THROUGH PARTNERSHIPS



**305**

Participants Received Socialization while Caregivers Received Respite through Adult Day Care

**1,721**  
Seniors Received Heavy Cleaning CHORE Services



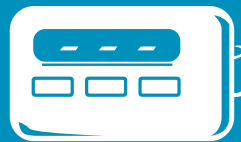
**660**  
Seniors Received Legal Assistance



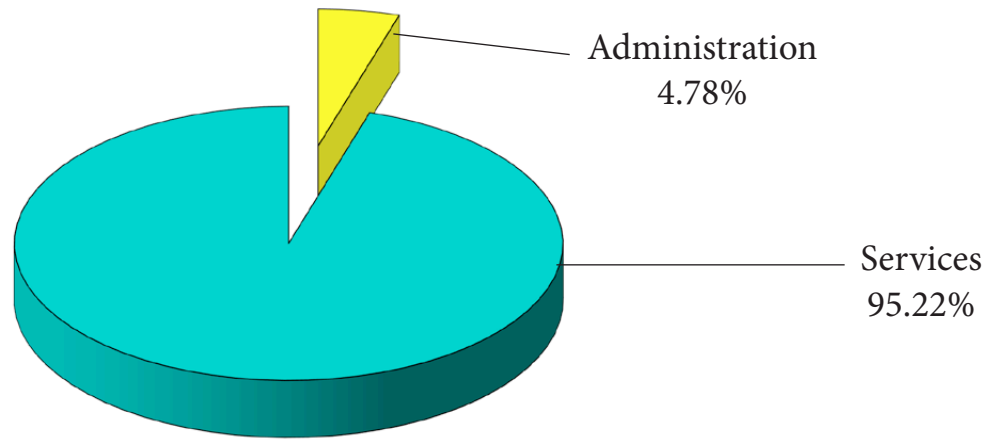
**1,328** Seniors had Assistance with Activities of Daily Living through Homemaker Services



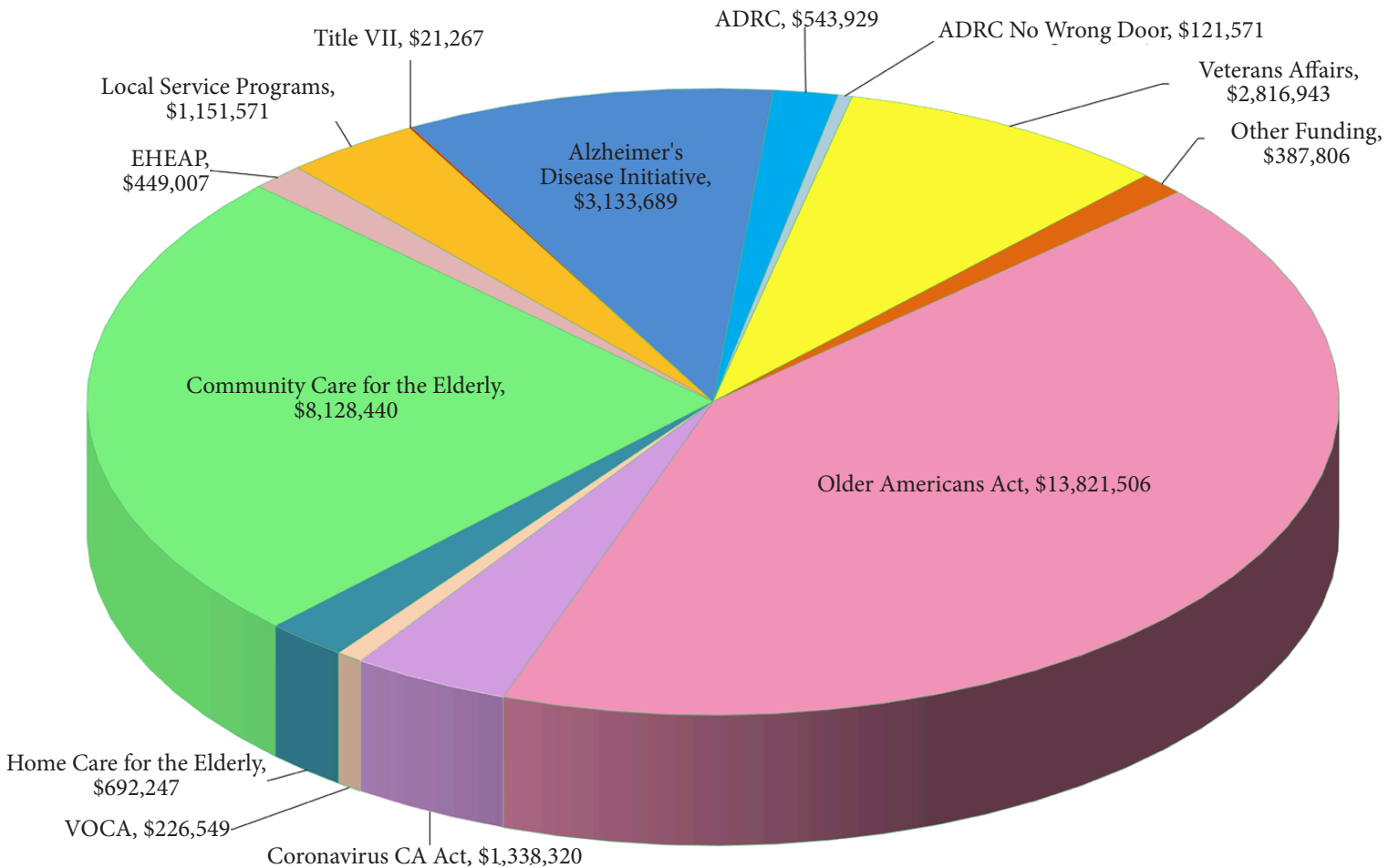
**1,095**  
Seniors had an Extra Level of Security through Emergency Alert Response Services



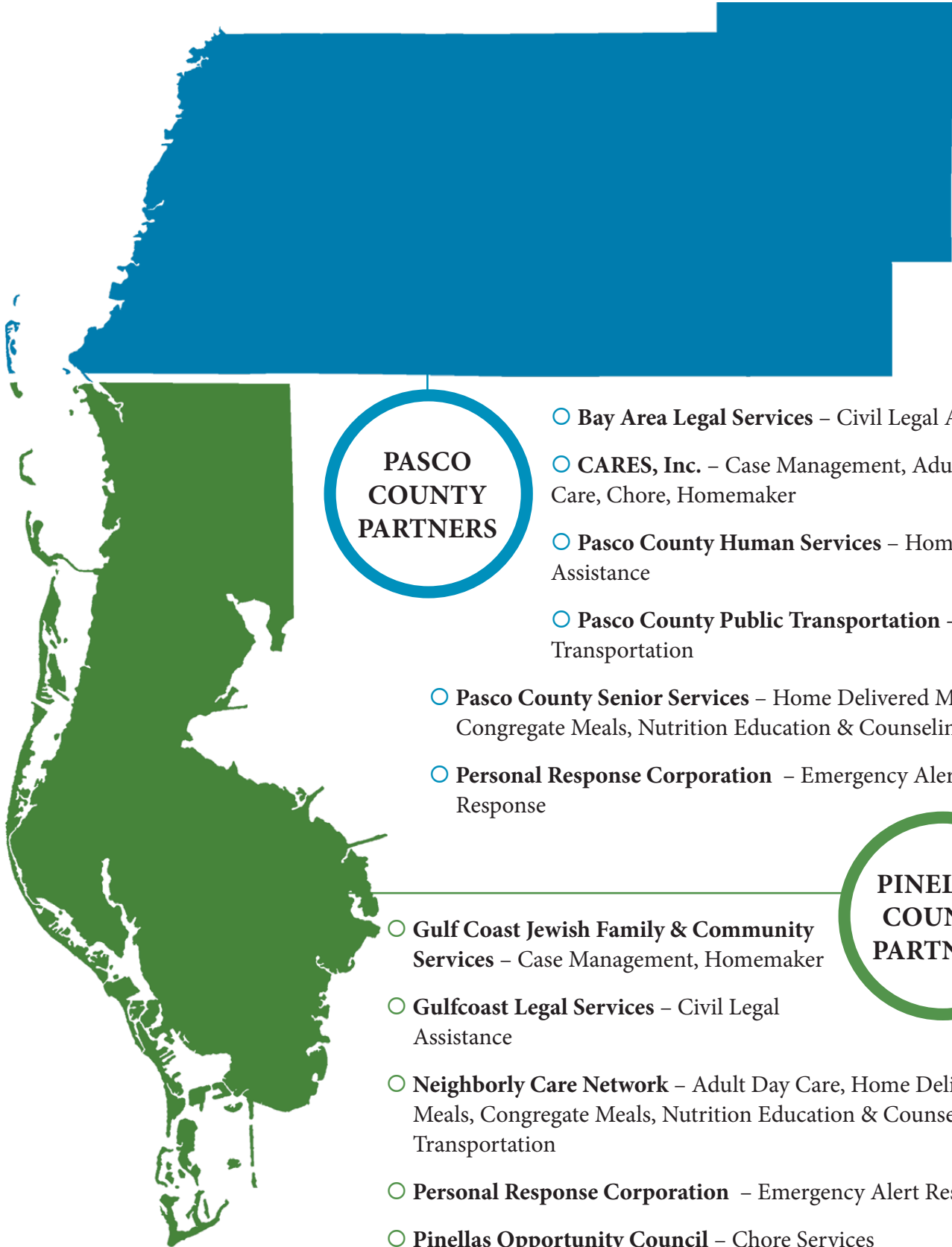
# Funding Distribution for Administration and Service Funding



## State, Federal and Other Funding for Fiscal Year 2021



# PSA 5 PARTNERS & SERVICES



## PASCO COUNTY PARTNERS

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

## PINELLAS COUNTY PARTNERS

- Gulf Coast Jewish Family & Community Services – Case Management, Homemaker
- Gulfcoast Legal Services – Civil Legal Assistance
- Neighborly Care Network – Adult Day Care, Home Delivered Meals, Congregate Meals, Nutrition Education & Counseling, Transportation
- Personal Response Corporation – Emergency Alert Response
- Pinellas Opportunity Council – Chore Services

# BOARD OF DIRECTORS 2021

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Dr. Stuart Strikowsky | *Vice-President*  
Anne Corona | *Secretary*  
Mayor Camille S. Hernandez | *Treasurer and  
Immediate Past President*

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Pasco County Commissioner Christina Fitzpatrick  
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Lena Wilfalk  
Mai Vu, Esq.  
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## ADVISORY COUNCIL 2021

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Jodi Vosburgh  
John Prendergast  
Lenny Waugh  
Mary Haddon  
Michael Estigo  
Nancy Giles  
Stephanie Doran  
Seminole Councilor Thomas Barnhorn

# STAFF 2022

## Department of Aging and Disability Services

Tawnya Martino | *ADRC Director*  
Tracy Barrows | *ADRC Helpline Manager*  
Cynthia Rennick | *Information & Assistance Specialist*  
Douangchai Sarivong | *Information & Assistance Specialist*  
Ashley Bigby | *Information & Assistance Specialist*  
Jeanette Arce | *Information & Assistance Specialist*  
Socrates Sakolevidis | *Information & Assistance Specialist*  
Tracy Ghanem | *Information & Assistance Specialist*  
Corinna Powers | *Vaccine Helpline Care Coordinator*  
Arlene Sanchez | *Intake Specialist Coordinator*  
Jennifer Elliott | *Intake Specialist*  
Melissha Montgomery | *Intake Specialist*  
Elizabeth DeLand | *Intake Specialist*  
Amanda Miller | *Intake Specialist*  
Margaret Herlache | *Community Health Coordinator*  
Holly Giovengo | *Community Health Specialist*  
Chrysti Reichert | *Lead Medicaid Waiver Specialist*  
Leah Carr | *Medicaid Benefits Counselor*  
Nancy Napolitano | *Medicaid Benefits Counselor*  
Luz Josephina Guerra | *Medicaid Benefits Counselor*  
Elizabeth Landon | *Medicaid Benefits Counselor*  
Jessica Butakov | *Medicaid Benefits Counselor*  
Rita Johnson | *Medicaid Waiver Specialist*  
Debra Maulorico | *Medicaid Waiver/Quality Assurance Specialist*

## Department of Planning and Healthcare Initiatives

Jason Martino | *Director of Planning*  
Jody Ferguson-Hensler | *Caregiver Specialist Coordinator*  
Nicole Day | *Caregiver Specialist*  
Geraldyn Fortney | *SHINE Program Manager*  
Nora Portanenko | *SHINE Program Assistant*  
Theresa Lemoine-Toner | *Health & Wellness Coordinator*

## Department of Programs and Accountability

Kristina Jalazo | *Director of Program Accountability*  
Christine Didion | *Program Manager*  
Michelle Tavares | *Program Manager*  
Kandice White | *Service Analyst/Intake Specialist*  
Edita Aly | *Service Analyst*  
Sara Jones | *Program Assistant*  
Celine Daniel | *Mental Health Counselor*  
Eva Oros | *Mental Health Counselor*  
Sierra Pennington | *Victim Advocate Program Manager*  
Michelle Arias | *Victim Advocate*  
Barbara Bawgus | *Victim Advocate*

## Department of Outreach

Charity Dera | *Vaccine Outreach Coordinator*

## Department of Finance and IT

Paula Moore | *Chief Financial Officer*  
LaShanna Young | *Controller*  
Hubert Ayers | *Finance Manager*  
Laura Hurley | *A/P Payroll Specialist*  
Zakiya Waller | *Grant Accountant*  
Parul Handa | *Grant Accountant*  
Dijana Radak | *VA Program Manager*  
Carol Burns | *VA Case Manager*  
Matthew McKenna | *Data/IT Support Assistant*

## Administration

Ann Marie Winter | *Executive Director*  
Virginia Cruz | *Executive Assistant*  
Wendy Arroyo | *HR Administrator*



Area Agency on Aging  
*of Pasco - Pinellas, Inc.*

Aging and Disability Resource Center

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

Administrative Offices  
727-570-9696

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

Fax | 727-258-9225

[www.agingcarefl.org](http://www.agingcarefl.org)

 [bit.ly/AreaAgencyFB](https://bit.ly/AreaAgencyFB)

 [bit.ly/AreaAgencyLI](https://bit.ly/AreaAgencyLI)

 [twitter.com/AgingCareFL](https://twitter.com/AgingCareFL)

 [www.youtube.com/c/AreaAgencyonAgingofPascoPinellasInc1974](https://www.youtube.com/c/AreaAgencyonAgingofPascoPinellasInc1974)

Department of  
**ELDER AFFAIRS**  
STATE OF FLORIDA



*This document was prepared with financial assistance from the State of Florida Department of Elder Affairs and the U.S. Administration for Community Living using funds appropriated under the Older Americans Act.*

# OUR MISSION

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

# OUR VISION

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

# OUR VALUES

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

# WHO WE ARE

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

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



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of Pasco - Pinellas, Inc.