2019 ANNUAL REPORT
What Seniors are Saying

SHINE Senior
"I want you to know how kind, patient, caring, diligent, knowledgeable and attentive your SHINE Volunteer was while helping me with signing up for Medicare. I became brain injured in 2016 and without your SHINE Volunteers help, I would not have made it through... SHINE were lifelines at the time."

Diapers for Dignity
"I would like to thank the Shepherd Center for being a part of the adult diaper program. I live in New Port Richey and diapers are so expensive. Without this help I would not be able to afford them in order to have proper care. Again, thank you very much."

Alzheimer’s Disease Initiative Program Senior
"There is not one word that can define what you mean to me and my Mom, especially my Mom. All of you have made my life easier many times."

Home Delivered Meal Senior
"The visits are energizing and courteous. It has given me a reason to wake up and set my schedule. Recent weight gain and regular meals prepared to be eaten helps."

Caregiver Support Program
"AAA is without a doubt the most helpful thing that has happened to us over seven years of caregiving."

Congregate Meal Senior
"This program has enlivened me. I am now healthier, I get more exercise, and I meet new people."
We are honored to share our 2019 Annual Report with you. This report highlights the programs, projects and accomplishments of the Area Agency on Aging of Pasco-Pinellas and its partner organizations for the past year.

A significant focus in 2019 has been the implementation of our Strategic Plan with particular emphasis on identifying the needs of seniors. Working with a number of Pasco and Pinellas based partners, we conducted a needs assessment using CASOA (Community Assessment Survey of Older Adults), an evidence-based tool that surveyed 10,000 randomly selected seniors to complete assessments. CASOA results have been shared in public forums with the hopes that the data will be used by PSA 5 aging network providers, local governments, foundations and businesses to influence policies and implement programs that will make PSA 5 an even better place for seniors to grow up and grow old.

Did you Know….

• 88% of seniors in Pinellas and Pasco Counties rate their quality of life as excellent or good
• 86% of seniors in Pinellas and Pasco Counties vote in local elections
• 81% of seniors in Pinellas and Pasco Counties rate their community as an excellent or good place to retire
• 61% of seniors in Pinellas and Pasco Counties rate the availability of affordable housing as fair or poor

In July 2019, the Area Agency on Aging of Pasco-Pinellas, Inc. was recognized by N4A, our association of 622 AAAs across the country, at our national conference for our work with Better Living for Seniors, an initiative of the AAAPP.

We are certain the year ahead will present its share of new opportunities and challenges. We are confident that together with our Board of Directors, Advisory Council, incredible staff, volunteers and partners, we are well positioned to address them. Thank you for your support and dedication to improving the lives of older adults, persons with disabilities and family caregivers.

Sincerely,

Camille Hernandez  Ann Marie Winter
AAAPP Board President  AAAPP Executive Director

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

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

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

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

As a designated Aging and Disability Resource Center (ADRC) our service delivery system has expanded and has improved access to information for all persons seeking long-term support in Pasco and Pinellas counties. We currently provide services directly to seniors and through our partners. Services include case management, home and personal care, meals, transportation, adult day care, legal assistance, chore, caregiver support, emergency alert response, health and wellness classes, emergency energy utility assistance, information and assistance, referral and gerontological and mental health counseling.
2019 DIRECT SERVICES, ADVOCACY & EDUCATION

Senior Victim Advocate (VOCA)/Senior Safety Phone Project

- **268** victims received assistance
- **1,102** individuals were educated about elder abuse.

Aging and Disability Resource Center (ADRC)

- **18,966** requests for information were received
- **5,659** screenings were conducted
- **1,789** people received Medicaid eligibility assistance

Serving Health Insurance Needs of Elders (SHINE)

- **Over 55** volunteers provided SHINE services
- **to 6,572** Medicare beneficiaries, consumers, and caregivers
2019 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Aging on the Suncoast TV Show

8 new shows were produced and aired.

National Family Caregiver Support Program (NFCSP)

167 caregivers of seniors were served.

Senior Community Health Program

25 seniors received a THRIVE Index screening and referred to appropriate services.

14 seniors assisted
2019 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Diapers for Dignity

- Provided 1,702 packages of unisex pull-ups
- 7 partner distribution sites

Veterans Directed Home and Community Bases Services

- 98 veterans were assisted

Medicare Improvements for Patients and Providers Act Program

- The AAAPP SHINE Volunteer Corps assisted 885 low-income seniors

Senior Medicare Patrol

- 3,255 Medicare beneficiaries, consumers and caregivers were served
Our new website was launched and designed to provide basic resources & referrals for services for those who may not want to call the helpline directly.

After 27 years of employment, our dear friend, Beverly Burton, retired from the AAAPP.

The AAAPP launched four “Caregiver Connect” Facebook live video streams covering topics of interest to caregivers. 1900 views across the 4 sessions were recorded.

The 2019 Annual Luncheon drew a record number 247 guests and 33 sponsors and raised $33,500.

AAAPP & BLS won a national award for Denying Gravity & fall prevention collaborative work.

Long time Board of Director, Sallie Parks, received the Outstanding Humanitarian Award for her dedication to serving seniors within the community.
With pilot funding from the Florida Blue Foundation, the AAAPP launched the first of two Savvy Caregiver evidenced based classes.

The AAAPP in conjunction with the Baycare Morton Plant Memory Disorder Clinic launched the inaugural Dementia Care and Cure Initiative (DCCI) Mtg in PSA5.

1,014 older adults at 66 different community events were reached in our first full year of outreach.

For the 11th consecutive year, the AAAPP met all standards of the DOEAs annual quality assurance review. The DOEAs Secretary noted the AAAPPs no findings as an “exemplary achievement”.

Based on the data obtained from the Community Assessment of Older Adults (CASOA) the AAAPP and the Pinellas Community Foundation released the survey report to the public.
2019 SERVICES PROVIDED THROUGH PARTNERSHIPS

53,500 Services Provided

4,485 Seniors Received

383,049 Congregate Meals and/or Home Delivered Meals and also Nutrition Counseling & Education

1,482 Seniors Received

38,939 Transportation Trips to Life Sustaining Destinations

928 Seniors Participated in 86 Different Health Promotion and Disease Prevention Classes

1,029 Seniors Received Emergency Home Energy Assistance for the Elderly Program (E HEAP) Benefits

1,225 Seniors Received Case Management Services

34 Grandparents or Relative Caregivers Raising Children Received Specialized Legal Assistance
2019 SERVICES PROVIDED THROUGH PARTNERSHIPS

- 223 Participants Received Socialization While Caregivers Received Respite through Adult Day Care
- 898 Seniors Received Heavy Cleaning CHORE Services
- 612 Seniors Received Legal Assistance
- 431 Seniors had Assistance with Activities of Daily Living through Homemaker Services
- 470 Seniors had an Extra Level of Security through Emergency Alert Response Services
Funding Distribution for Administration and Service Funding

Services 93.13%
Administration 6.87%

State, Federal and Other Funding for Fiscal Year 2019

- Older Americans Act $8,778,983 36.67%
- VOCA $226,548 0.95%
- SHINE/MIPPA/SMP $523,578 2.19%
- Veterans Administration $1,550,294 6.48%
- Other Funding $592,215 2.47%
- Community Care for the Elderly $7,036,254 29.39%
- Home Care for the Elderly $682,827 2.85%
- Title VII $21,267 0.09%
- Local Service Programs $1,259,008 5.26%
- EHEAP $415,486 1.74%
- Alzheimers Disease Initiative $2,320,444 9.69%
- ADRC $530,661 2.22%
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- ADRC $530,661 2.22%
PSA 5 PARTNERS & SERVICES

- Bay Area Legal Services – Civil Legal Assistance
- CARES, Inc. – Case Management, Adult Day Care, Chore, Homemaker
- Critical Signal Technologies – Emergency Alert Response
  - Gulf Coast Jewish Family & Community Services – Counseling
  - Pasco County Human Services – Home Energy Assistance
  - Pasco County Senior Services – Home Delivered Meals, Congregate Meals, Nutrition Education
  - Pasco County Public Transportation - Transportation
- Critical Signal Technologies – Emergency Alert Response
- Gulf Coast Jewish Family & Community Services – Case Management, Homemaker, Counseling
- Gulfcoast Legal Services – Civil Legal Assistance
- Neighborly Care Network – Adult Day Care, Home Delivered Meals, Congregate Meals, Nutrition Education, Transportation
- Pinellas Opportunity Council – Chore Services
BOARD OF DIRECTORS 2019

Officers
Mayor Camille S. Hernandez | President
Charles F. Robinson | Vice-President
Harriet K. Crozier | Treasurer
Virginia W. Rowell | Secretary
C. Christopher Comstock | Immediate Past President

Directors
Audrey Baria
Anne Corona
Julie Hale
Robert Hatfield
Judge George M. Jirotka
Commissioner Charlie Justice
Linda Y. Lee
Martha Lenderman
Paul W. McClintock
Sallie Parks
Elithia V. Stanfield
Barbara Sheen Todd
Stuart Strikowsky
Commissioner Mike Wells

ADVISORY COUNCIL 2019

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Beth Aker | Vice Chair
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Councilor Thomas Barnhorn
Betty Beeler
Miriam Benitez-Nixon
Suzanne Castonguay
Stephanie Doran
Barbara Epstein
Lori Felber
Nancy Giles
Mary Haddon Doyle
Kerry Kimball Marsalek
Jodi Vosburgh
Lenny Waugh
Lena Wilfalk
Kathleen Winters
Rebecca Yackel
STAFF 2020

Department of Aging and Disability Services
Tawnya Martino | ADRC Director
Tracy Barrows | ADRC Helpline Manager
Lisa Burgos | Information & Assistance Specialist
Elizabeth Deland | Information & Assistance Specialist
Ashley Bigby | Information & Assistance Specialist
Cynthia Rennick | Information & Assistance Specialist
Ana Rodriguez | Information & Assistance Specialist
Douangchai Sarivong | Information & Assistance Specialist
Arlene Sanchez | Intake Specialist Coordinator
Melissa Montgomery | Intake Specialist
Rita Johnson | Intake Specialist
Jennifer Elliott | Intake Specialist
Margaret Herlache | Community Health Coordinator
Shannon Lensing | Community Health Coordinator
Chrystie Reichert | Lead Medicaid Waiver Specialist
Leah Carr | Medicaid Benefits Counselor
Jessica Butakov | Medicaid Benefits Counselor
Nancy Napolitano | Medicaid Benefits Counselor
Luz Josephina Guerra | Medicaid Benefits Counselor
Elizabeth Landon | Medicaid Benefits Counselor
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
Susan Samson | SHINE Program Manager
Geralyn Fortney | SHINE Program Assistant
Nora Portanenko | SHINE Program Assistant

Department of Outreach
Bonnie Hough | Director of Outreach
Stacie Bolen | Victim Advocate Program Manager
Michelle Arias | Victim Advocate
Sierra Pennington | Victim Advocate

Department of Finance and IT
Katherine Carleton | Chief Financial Officer
Hubert Ayers | Fiscal Services Coordinator
Susan Collacchioni | Contract Compliance Specialist
Laura Hurley | A/P Payroll Specialist
Dijana Radak | VA Program Coordinator
Jeffrey Mejeras | LAN Administrator
Gavin Labue | Data/IT Support Assistant

Department of Programs and Accountability
Rebecca MacKenzie | Director of Program Accountability
Donald Hill | Program Manager
Corinna Powers | Program Manager
Kandice White | Service Analyst/Intake Specialist
Christine Eger | Service Analyst

Administration
Ann Marie Winter | Executive Director
Virginia Cruz | Executive Assistant
Sylvia Hill | Receptionist/Office Assistant
Wendy Arroyo | HR Administrator