



# 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."*

## 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."*

## 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."*

## 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....



Camille Hernandez  
*AAAPP Board President*

- 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.



Ann Marie Winter  
*AAAPP Executive Director*

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  
*AAAPP Board President*

Ann Marie Winter  
*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.

**14**  
seniors  
assisted

Senior Community  
Health Program

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



# 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

# 2019 HIGHLIGHTS

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.

Our own SHINE Volunteer, Bill Ferrari was nominated and inducted into the City of St. Petersburg's "Senior Hall of Fame".



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

JAN

APR

MAY

JUL

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



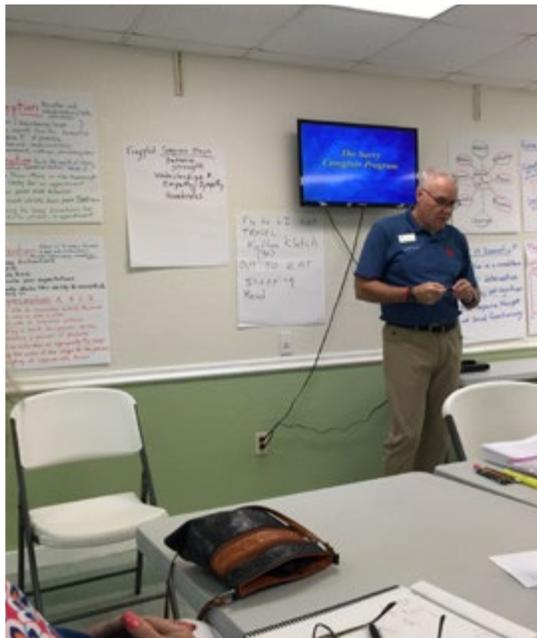
AAAPP & BLS won a national award for Denying Gravity & fall prevention collaborative work.



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.



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

AUG

NOV

DEC

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



For the 11th consecutive year, the AAAPP met all standards of the DOEAs annual quality assurance review. The DOEAs Secretary noted the AAAPP's 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

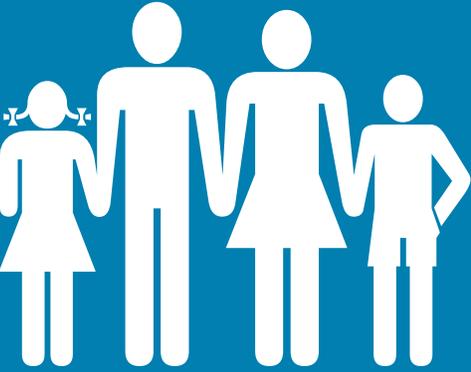
**928 Seniors**  
Participated in **86**  
Different Health Promotion and Disease Prevention Classes



**1,482**  
Seniors Received

**38,939**  
Transportation Trips to Life Sustaining Destinations

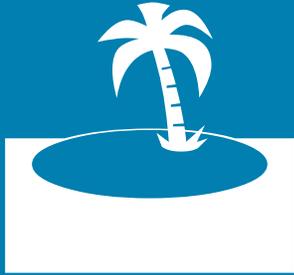
**1,029** Seniors Received Emergency Home Energy Assistance for the Elderly Program (EHEAP) Benefits



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

**1,225** Seniors Received Case Management Services

# 2019 SERVICES PROVIDED THROUGH PARTNERSHIPS

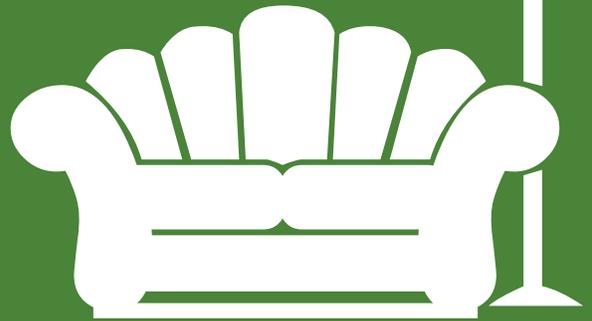


**223**

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

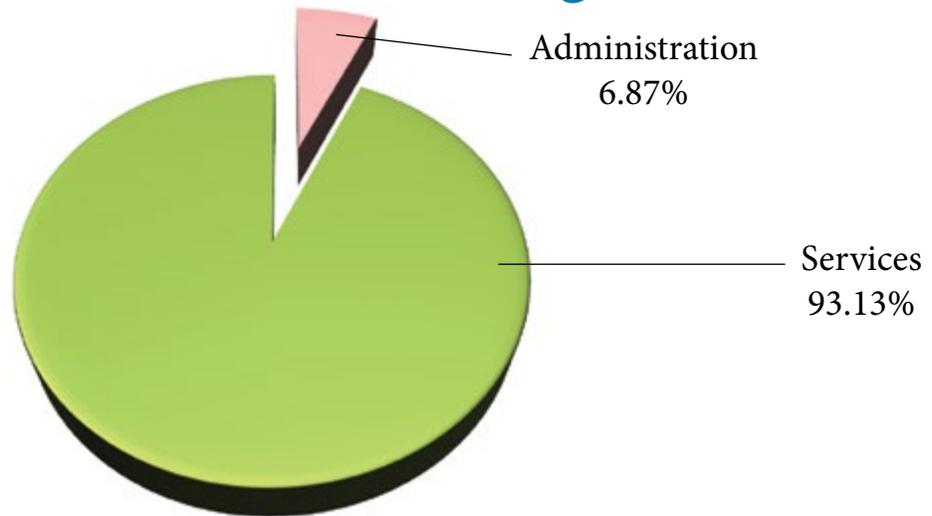


**470**

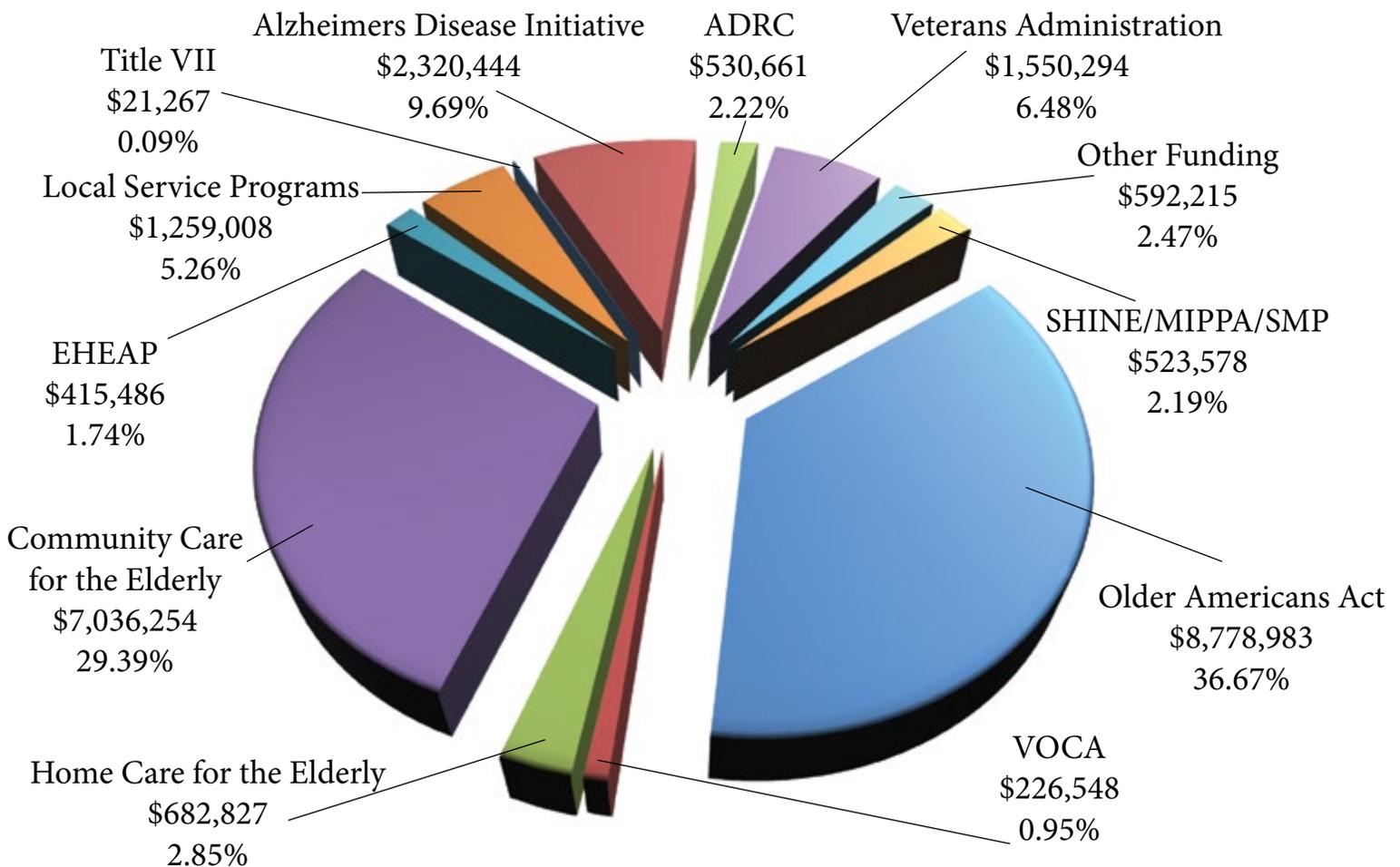
Seniors had an Extra Level of Security through Emergency Alert Response Services



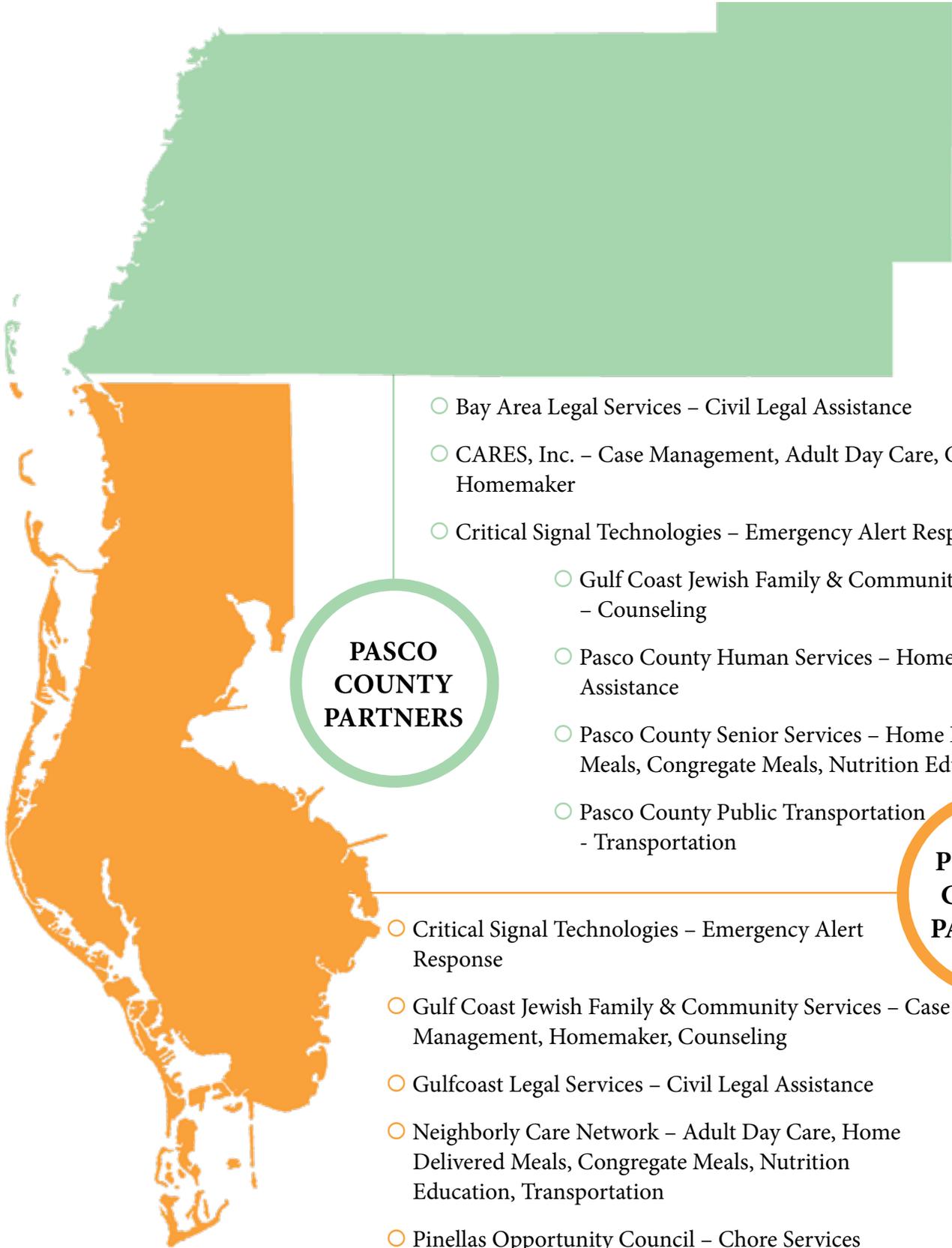
# Funding Distribution for Administration and Service Funding



## State, Federal and Other Funding for Fiscal Year 2019



# PSA 5 PARTNERS & SERVICES



**PASCO  
COUNTY  
PARTNERS**

- 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

**PINELLAS  
COUNTY  
PARTNERS**

- 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. Jirotko  
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

Mike Estigo | *Chair*  
Beth Aker | *Vice Chair*  
Valerie Anderson  
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*  
Melissha Montgomery | *Intake Specialist*  
Rita Johnson | *Intake Specialist*  
Jennifer Elliott | *Intake Specialist*  
Margaret Herlache | *Community Health Coordinator*  
Shannon Lensing | *Community Health Coordinator*  
Chrysti 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 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*

## 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*  
Geraldyn 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*

## Administration

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

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



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

Aging and Disability Resource Center

[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)

