SHINE Program
“Thank you for helping my husband with his Medicare. He doesn’t walk without assistance but was dancing when I got home.”

Caregiver Support Program
“We are thankful for this program and everyone who works to help us out. It has been a true blessing.”

Diapers for Dignity
“Thank you to the Area Agency on Aging for providing this important program.”

Victims of Crime Advocate Program
“Thank you for being so friendly and helpful. It makes a big difference when things are difficult. We appreciate you.”

Congregate Meal Senior
“We have been members of Pasco Nutrition for a long time. The meals have helped us so much with the virus. Keep up the great work with the hot meals. We also enjoy Bingo on the go when we go through the Drive Thru to pick up our meals.”

Home Delivered Meal (DOAH) Senior
“I do not drive, and I enjoy the complete lunches, especially like getting the veggies with the meals. Happy to have one good hot lunch then just have something small the rest of the day. I like that I don’t have to cook since my husband died, and I get a great lunch.”
Dear Friends

As we began to think about what we wanted to say in our 2020 Annual Report, we thumbed through the pages of the 2019 Annual Report. In that Annual Letter, our final paragraph starts with 'we are certain that the year ahead will present its share of new opportunities and challenges'. Little did we know that 2020 would be a year like no other in recent memory and that the challenges or opportunities would be so great.

The pandemic catapulted us into emergency coordination mode as we learned very quickly how to work remotely while still serving many thousands of seniors who were now homebound and socially isolating. You will see in the pages ahead, that our team of staff and providers did not miss a beat and delivered more meals, more incontinence supplies, protective gear than ever before. We created new programs by partnering with restaurants to become our own economic engine helping those establishments stay afloat while providing fresh and healthy food to our seniors, partnering with Cities in our planning and service area to implement a telephone reassurance program providing seniors with someone to talk to about whatever they wanted or needed to, contracting with our providers to provide shopping assistance so that seniors could get whatever they needed from the comfort of their own home. This year's annual report is dedicated to all those essential workers at the AAAPP and at our partner, provider and vendor agencies, who continued to work long hours to ensure that seniors and adults with disabilities received the services they needed to stay healthy, safe and independent.

In a year filled with many challenges, we received tremendous support from our funders, donors and volunteers. Thank you for entrusting us to coordinate and plan services based on the needs of our growing senior population. We are committed to our mission of educating, empowering, and advocating for seniors in Pinellas and Pasco counties while pivoting as needed to address any challenges that lie ahead. We could not do this without you.

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.
2020 DIRECT SERVICES, ADVOCACY & EDUCATION

Senior Victim Advocate (VOCA)/Senior Safety Phone Project

VOCA provides assistance to senior victims of crime by accompanying them to court related activities, providing criminal justice support, personal advocacy, referral to community resources, assistance completing victim compensation forms, and/or providing a used cell phone to enhance a victim’s safety.

379 victims received assistance
1,400 individuals were educated about elder abuse

Aging and Disability Resource Center (ADRC)

The Helpline is a trusted place to find community resources for seniors and adults with disabilities.

19,127 requests for information were received
5,219 screenings were conducted
1,487 people received Medicaid eligibility assistance

The ADRC screens, re-screens and prioritizes individuals who are seeking help from federal and state funded programs in order to remain independent in the community.

The ADRC assists clients who need community based long-term care through the Statewide Medicaid Managed Care Long-term Care Program (SMMCLTCP). The ADRC provides long-term care education and assists with Medicaid eligibility.

National Family Caregiver Support Program (NFCSP)

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.

134 caregivers of seniors were served
2020 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Senior Community Health Program

157 older adults received a THRIVE Index screening and follow-up assessments with referrals to appropriate services

126 Referrals made to the program

68 older adults enrolled

With continued funding provided by the Well Med Charitable Foundation, a Legislative Appropriation, and the AAAPP Unmet Needs fund, this program provides help when there is no other community resource to address short term needs as assessed using the AAAPP developed Thrive Index. 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.

Diapers for Dignity

Diapers for Dignity, an adult incontinence supply bank, provides incontinent supplies to seniors and adults with a disability who cannot afford to purchase these necessary supplies.

Provided 1,419 distribution episodes

7 partner distribution sites

Distributed 50,671 items
2020 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Veterans Directed Home and Community Based Services

101 veterans were assisted

Using an approach called, Participant Direction, veterans of any age who are determined to be at risk of institutional placement by the Veterans Administration, are empowered to decide for themselves what mix of goods and services will best meet their needs, hiring and supervising their own workers, including family and friends, and purchasing items or services that will promote independence.

Serving Health Insurance Needs of Elders (SHINE)

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

Over 50 volunteers provided SHINE services to 4,815 Medicare beneficiaries, consumers, and caregivers were served

Medicare Improvements for Patients and Providers Act (MIPPA) Program

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.

The AAAPP SHINE Volunteer Corps assisted 593 low-income seniors

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.

3,431 Medicare beneficiaries, consumers and caregivers were served
2020 HIGHLIGHTS

The AAAPP Chief Financial Officer, Kathy Carleton, retired after 21 years of service.

Recognizing the need for social interaction while seniors in Pasco & Pinellas counties socially distanced, the AAAPP launched a Telephone Reassurance initiative to provide socialization and ascertain any unmet needs. In addition to the PSA5 aging provider network, the AAAPP coordinated efforts with the City of Clearwater and the University of South Florida. Overall, 883 seniors were called.

The Florida Blue Foundation donated a $25,000 COVID 19 Relief grant to AAAPP. This grant helped 1,294 seniors stay healthy and safe.

The Dining Out at Home (DOAH) program was initiated throughout PSA5 expanding meal choices to food insecure older adults by utilizing 16 local restaurants. This nine-month initiative also served to keep these restaurants in business due to economic hardships experienced during the pandemic. In total, 163,777 restaurant meals were served in CY2020.

During the Pandemic, the AAAPP partnered with Well Med Medical Management to coordinate the delivery of 8,000 20lb fresh food boxes to agencies or facilities serving food insecure seniors due to their inability to shop safely.

The AAAPP held a Virtual Elder Abuse Awareness Event, “Protecting Seniors and Their Caregivers.” Over 1,000 individuals observed the presentation.
At the start of hurricane season, the AAAPP coordinated with the Disability Achievement Center (DAC) to help protect seniors and individuals with disabilities prepare for a hurricane season in the middle of a pandemic.

DOEA provided CARES ACT funding to promote remote work enhancements and a social connection component to link seniors to integrated social engagement through virtual curated content to combat social isolation resulting from COVID.

The American House Foundation donated $5,000 to the AAAPP for unmet needs. One client, a victim of crime, received security cameras.

AUG

OCT

NOV

DEC

Using social distancing principles, AAAPP staff participated in a large-scale drive thru Outreach event to three aged 55+ communities providing resources and information to over 500 Seniors.

At the start of hurricane season, the AAAPP coordinated with the Disability Achievement Center (DAC) to help protect seniors and individuals with disabilities prepare for a hurricane season in the middle of a pandemic.

After 26 years of service, Sue Samson, SHINE Program Manager, retired.
2020 SERVICES PROVIDED THROUGH PARTNERSHIPS

61,400 Services Provided

10,036 Seniors Received

666,994 Congregate Meals and/or Home Delivered Meals Utilizing a Myriad of New and Existing Funding

3,022 Seniors Received

32,822 Transportation Trips to Life Sustaining Destinations

341 Seniors Participated in 33 Different Health Promotion and Disease Prevention Classes

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

60 Grandparents or Relative Caregivers Raising Children Received Specialized Legal Assistance

1,401 Seniors Received Case Management Services
2020 SERVICES PROVIDED THROUGH PARTNERSHIPS

- **Participants Received Socialization while Caregivers Received Respite through Adult Day Care:** 171
- **Seniors Received Heavy Cleaning CHORE Services:** 1,163
- **Seniors had Assistance with Activities of Daily Living through Homemaker Services:** 731
- **Seniors had an Extra Level of Security through Emergency Alert Response Services:** 1,044
Funding Distribution for Administration and Service Funding

Administration 8.82%
Services 91.18%

State, Federal and Other Funding for Fiscal Year 2020

- Older Americans Act, $10,056,689
- Community Care for the Elderly, $7,036,254
- Home Care for the Elderly, $682,827
- VOCA, $226,548
- *Covid-19 Funding, $4,921,778
- ADRC, $543,928
- SHINE/MIPPA/SMP, $515,840
- Veterans Affairs, $2,563,258
- EHEAP, $447,994
- Local Service Programs, $1,159,008
- Title VII, $21,267

* *Covid-19 Funding includes Family First Act, Older Americans Care Act, EHEAP Cares Act and ADRC No Wrong Door
PSA 5 PARTNERS & SERVICES

PASCO COUNTY PARTNERS

- Bay Area Legal Services – Civil Legal Assistance
- Best Buy Health, Inc. – Emergency Alert Response
- CARES, Inc. – Case Management, Adult Day Care, Chore, Homemaker
- Gulf Coast Jewish Family & Community Services – Counseling
- Pasco County Human Services – Home Energy Assistance
- Pasco County Public Transportation - Transportation
- Pasco County Senior Services – Home Delivered Meals, Congregate Meals, Nutrition Education

PINELLAS COUNTY PARTNERS

- Best Buy Health, Inc. – 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
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Miriam Benitez-Nixon
Jodi Vosburgh
Carole Ware
Lenny Waugh
Rebecca Yackel
STAFF 2021

Department of Aging and Disability Services
Tawnya Martino | ADRC Director
Tracy Barrows | ADRC Helpline Manager
Jeanette Arce | Information & Assistance Specialist
Ashley Bigby | Information & Assistance Specialist
Elizabeth Deland | Information & Assistance Specialist
Alexander Gillette | Information & Assistance Specialist
Cynthia Rennick | Information & Assistance Specialist
Douangchasi Sarivong | Information & Assistance Specialist
Arlene Sanchez | Intake Specialist Coordinator
Alaina Bohn | Intake Specialist
Melissah Montgomery | Intake Specialist
Jennifer Elliott | Intake Specialist
Margaret Herlache | 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
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
Shannon Lensing | Caregiver Specialist
Geralyn Fortney | SHINE Program Manager
Nora Portanenko | SHINE Program Assistant

Department of Outreach
Stacie Bolen | Director of Outreach
Sierra Pennington | Victim Advocate Program Manager
Michelle Arias | Victim Advocate
Amiya Ivey | Victim Advocate

Department of Finance and IT
LaShanna Young | Controller
Hubert Ayers | Finance Manager
Laura Hurley | A/P Payroll Specialist
Dijana Radak | VA Program Manager
Jeffrey Mejeras | LAN Administrator
Charles Hood | Data/IT Support Assistant

Department of Programs and Accountability
Kristina Jalazo | Director of Program Accountability
Donald Hill | Program Manager
Christine Didion | Program Manager
Kandice White | Service Analyst/Intake Specialist
Chris Eger | Service Analyst

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