



2020 ANNUAL REPORT



SHINE Program

"I am writing to 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."

WHAT SENIORS ARE SAYING

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."

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."

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."

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

379
victims received
assistance

1,400
individuals were
educated about
elder abuse

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.

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

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.

5,219
screenings were
conducted

1,487
people received
Medicaid eligibility
assistance

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

126 Referrals
made to the
program

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

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.



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.

MAR

APR

MAY

JUN

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.



The AAAPP held a Virtual Elder Abuse Awareness Event, "Protecting Seniors and Their Caregivers." Over 1,000 individuals observed the presentation.



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.



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.

AUG

OCT

NOV

DEC

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



44,082
Services Provided

10,036
Seniors Received



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

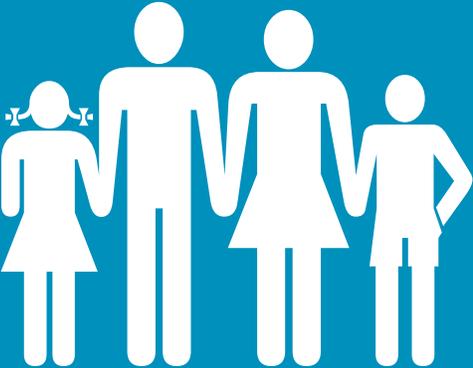
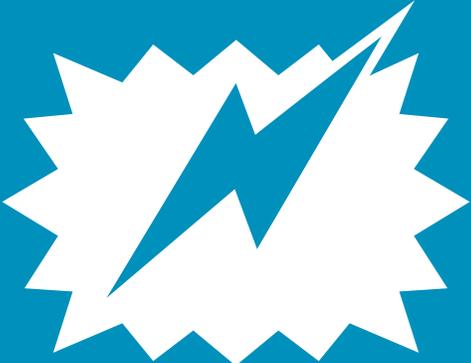
341 Seniors
Participated in **33**
Different Health Promotion and Disease Prevention Classes



3,022
Seniors Received

32,822
Transportation Trips to Life Sustaining Destinations

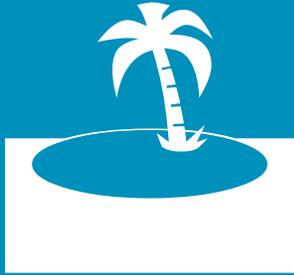
610 Seniors
Received Emergency Home Energy Assistance for the Elderly Program (EHEAP) Benefits



60 Grandparents or Relative Caregivers Raising Children Received Specialized Legal Assistance

1,401 Seniors Received Case Management Services

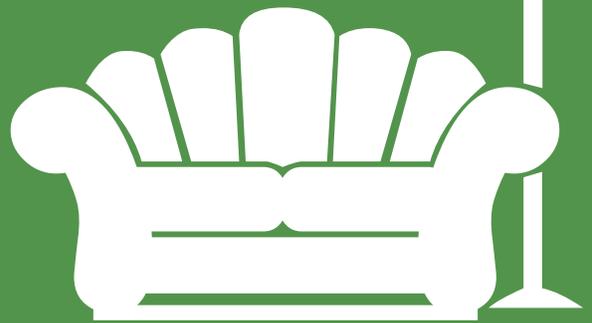
2020 SERVICES PROVIDED THROUGH PARTNERSHIPS



171

Participants Received Socialization while Caregivers Received Respite through Adult Day Care

1,163
Seniors Received Heavy Cleaning CHORE Services



474
Seniors Received Legal Assistance



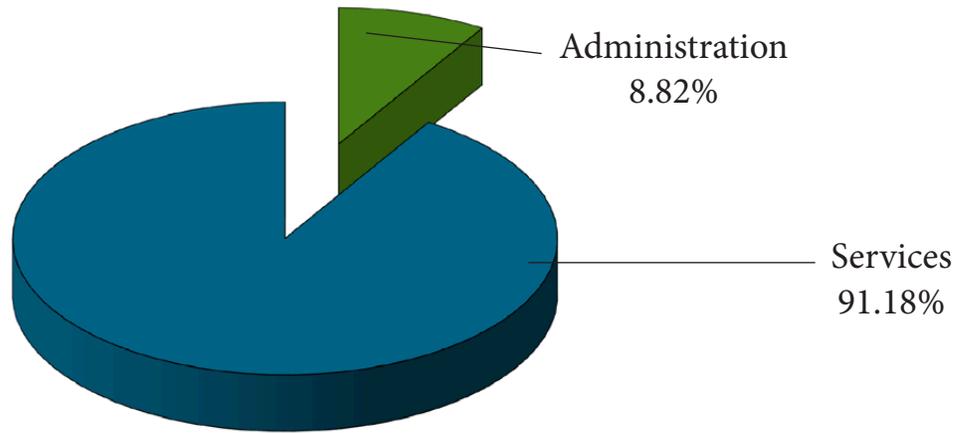
731 Seniors had Assistance with Activities of Daily Living through Homemaker Services



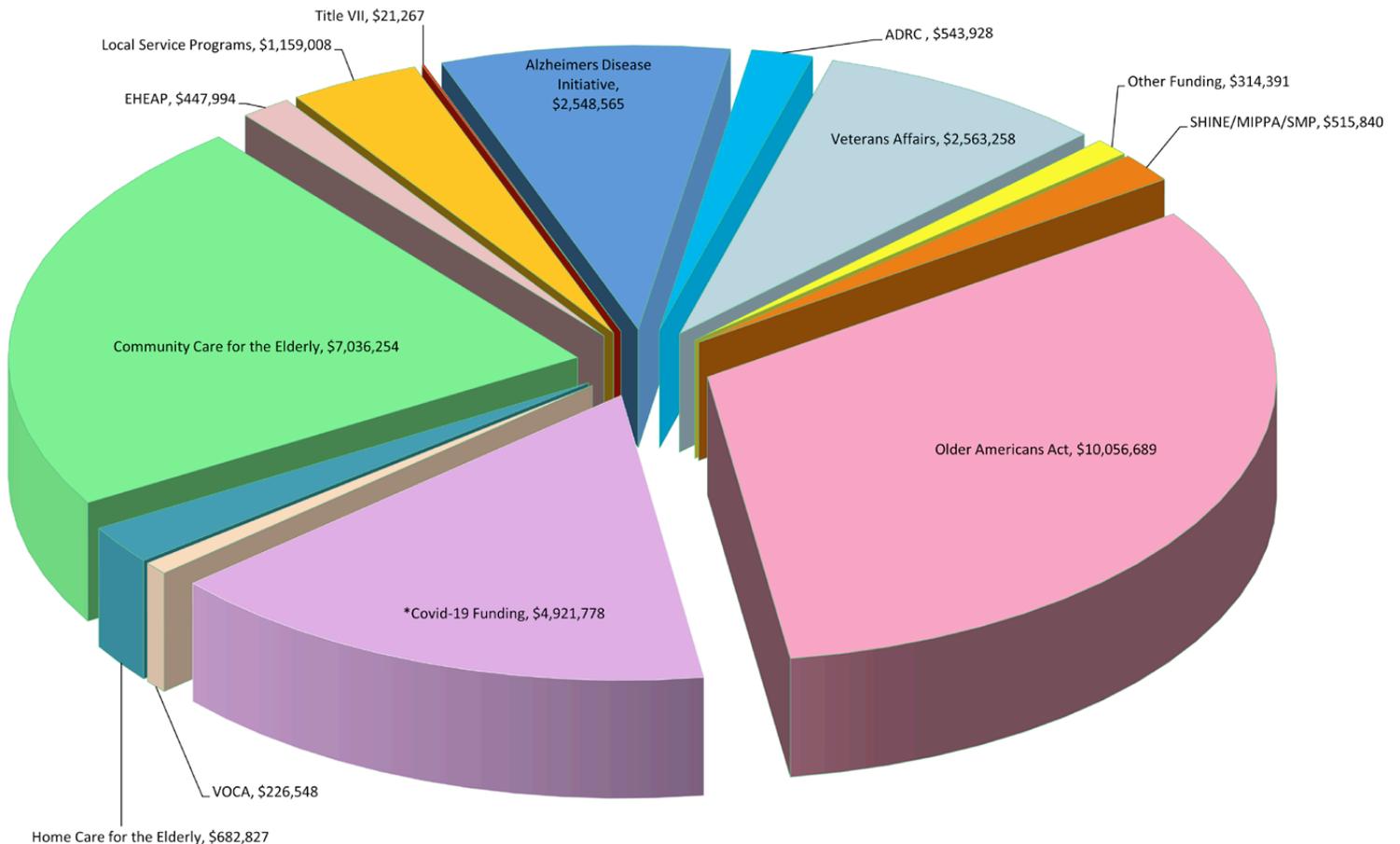
1,044
Seniors had an Extra Level of Security through Emergency Alert Response Services



Funding Distribution for Administration and Service Funding

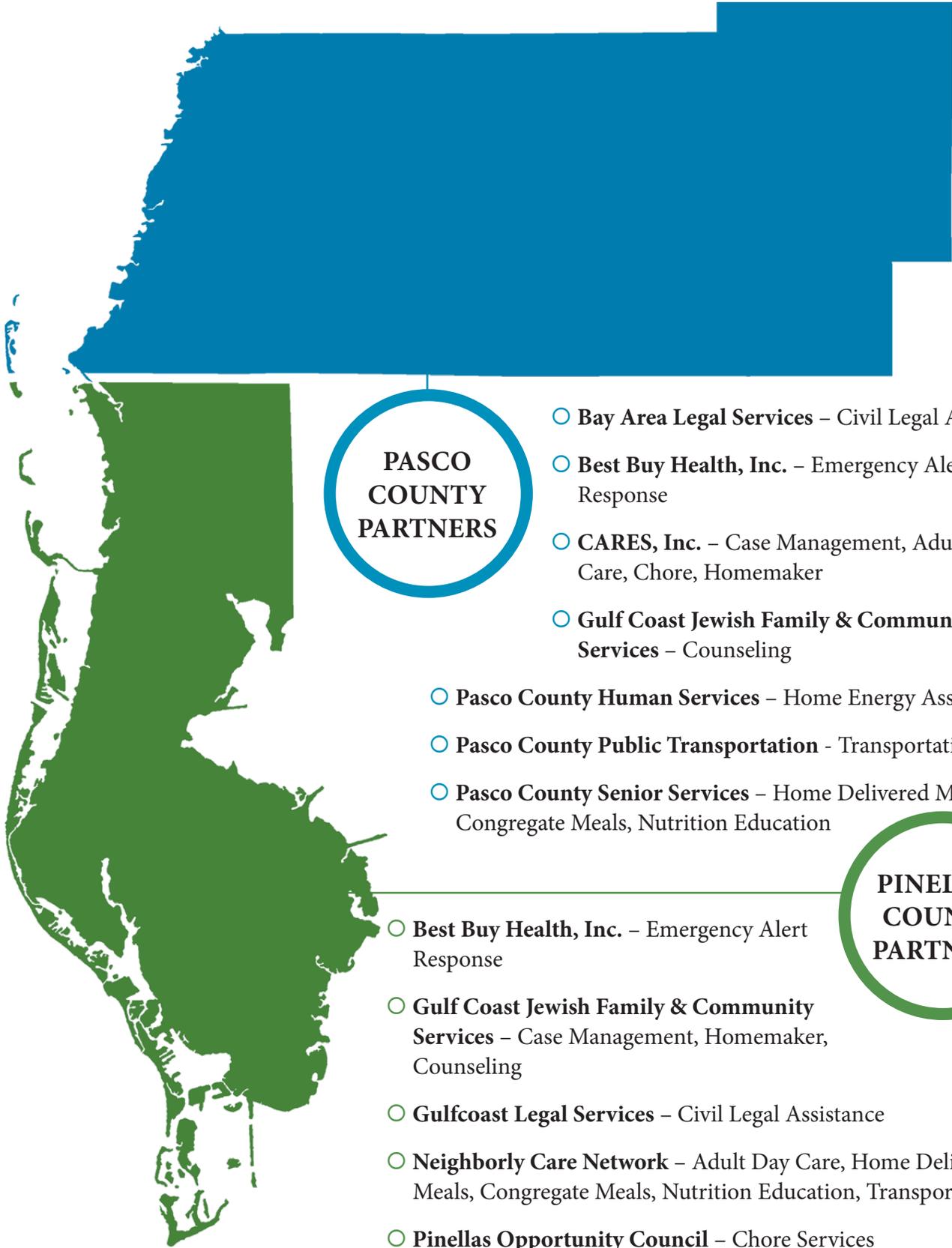


State, Federal and Other Funding for Fiscal Year 2020



*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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Charles F. Robinson | *Vice-President*
Harriet K. Crozier | *Treasurer*
Virginia W. Rowell | *Secretary*
C. Christopher Comstock | *Immediate Past President*

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Stephanie Doran
Mary Haddon Doyle
Barbara Epstein
Michael Estigo
Nancy Giles
Kerry Kimball Marsalek
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*
Douangchai Sarivong | *Information & Assistance Specialist*
Arlene Sanchez | *Intake Specialist Coordinator*
Alaina Bohn | *Intake Specialist*
Melissha 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 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*

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*
Geraldyn 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*

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

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