

## Goals, Objectives, and Strategies

**Goal 1** Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.

**Objective 1.1** Expand the availability, integration, and access to assistive technology for older adults.

**Explanation** The primary intent of this objective is to increase elder Floridians ability to independently perform daily activities through a promotion of access to assistive technology for older adults.

Strategies	Progress
With DOEA's approval, AAAPP will continue to provide evidence based mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Utilizing secure and encrypted telehealth applications such as Whatsapp and Uniper technology, clients are connected with and educated on these modalities to access mental health support without leaving their home. At least 50 clients in the 2024 contract year will receive mental health counseling with a licensed professional via telehealth services.	
With DOEA's approval, AAAPP will continue short term case management and technology services under our Senior Community Health program, which receives referrals from medical partners in Pasco and Pinellas counties. Short term case management identifies short term needs and provides service coordination for clients to access services such as technology (TECH). TECH services, including u.connected and robotic pets promote socialization and independence of older adults in their homes. At least 150 clients will receive TECH services in calendar year 2024.	
The AAAPP will continue to add assistive technology resources to the Refer database in 2024 as they become available. All resources will be updated in Refer annually.	
Using the progress of F4A's exploration and research into available technologies for senior	

service implementation, the AAAPP will execute a vendor agreement with a viable company by 12/31/24 to offer seniors in PSA5 a 21 <sup>st</sup> Century technological resource to assist with caregiving.	
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<b>Objective 1.2</b> Increase the AAA's functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.	
<b>Explanation</b> The primary intent of this objective is to encourage the development of partnerships between AAAs and local actors in the elder services sector which will directly lead to increases in the services that AAAs are able to provide older adults residing in their areas.	
<b>Strategies</b>	<b>Progress</b>
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to various sectors of the community about the aging network and available resources. Educational events are currently targeted towards dining establishments and community events to disseminate information outside of the familiar community sectors.	
The AAAPP will continue to collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to strengthen the bidirectional referral process.	
The Department of Program Accountability collaborates with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP Providers, and to all General Revenue vendors. This training occurs yearly and includes an overview of resources for older adults.	
The AAAPP will pursue partnerships in the PSA through Better Living for Seniors (BLS) and Pasco Aging Network (PAN) to expand marketing; address gaps in services; identify new technologies and trends; and expand resources.	
Engage in new partnership and collaboration with the Pinellas County Coordinated Access Model to assist in allowing for standardization and increased transparency in how consumers, families, caregivers, and professionals can access the right services among the entire social support system.	



As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	
PSA 5 will continue to host a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.	
PSA 5 will continue to host a quarterly meeting via Microsoft Teams with DCF, PSA 6, PSA 8 and the CARES Unit to enhance our regional relationships, share best practices and develop efficiencies.	
The Local ADRC Coalition Workgroup will continue to enhance community partnerships through 2 meetings per year. AAAPP will continue to host these meetings to maintain and promote awareness of the community and long-term care resources for older adults and persons aged 18 and older with a disability. The workgroup will share information and focus on continual improvement in access to services.	
The Invitation to Negotiate (ITN) issued by the Agency for Health Care Administration (AHCA) in 2023 will result in the selection of approved Managed Care Organizations (MCOs) to serve seniors in PSA5. When the approved MCOs are selected and announced for 2024, the AAAPP will explore collaborations with at least 2 MCOs to expand service opportunities within the rules promulgated by DOEA and/or AHCA.	

<b>Objective 1.3</b> Explore new opportunities to reach previously underserved and emerging communities across all programs and services.	
<b>Explanation</b> The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed.	
<b>Strategies</b>	<b>Progress</b>

AAAPP Staff to attend Kinship Care meetings quarterly to promote community partnerships among agencies working with grandparents or relatives raising grandchildren.	
As part of the AAAPP strategic plan, partnerships with community stakeholders focusing on senior housing will be established with the goal of preventing homelessness in seniors and advocating for affordable housing. In addition, AAAPP staff will gather data by the end of 2023 to appropriately target those most impacted by the housing crisis in Pasco and Pinellas counties in 2024.	
The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer's disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.	
The AAAPP Director of Outreach is responsible for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan's Targeted Outreach Plan section. This section describes actions to implement as well as goals covering CY2024-2027.	

<b>Objective 1.4</b> Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.	
<b>Explanation</b> The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.	
<b>Strategies</b>	<b>Progress</b>



The AAAPP Helpline will continue to serve as the entry point for the Aging and Disability Resource Center by providing access to long term care services for seniors, caregivers, and adults with disabilities. The Helpline will serve clients 8 am to 5 pm Monday through Friday providing information and referral to clients to the most appropriate entity to address their need. Resources provided will include those funded through DOEA (CCE, ADI, HCE, OAA, SMMCLTCP, SHINE) as well as non-profit organizations and private for-profit businesses in the community. For calls outside the 8 am to 5 pm hours, the Helpline's voice mail will continue to provide callers with the 9-1-1 number for police, fire and medical emergencies and with the 2-1-1 number for after-hours assistance with other human service needs.	
The Helpline will link individuals by scheduling a 701S Screening for funded programs to determine priority ranking for services. The Helpline also connects callers with staff providing other Medicaid functions, including long-term care education, grievance/complaint, and assistance with lost Medicaid.	

<b>Objective 1.5</b> Bring attention and support to caregivers, enabling them to thrive in this fundamental role.	
<b>Explanation</b> The primary intent of this objective is to strengthen caregiver services to meet individual needs.	
<b>Strategies</b>	<b>Progress</b>
With DOEA's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Clients served include those who identify as primary caregivers who seek counseling services to reduce their risk of or alleviate current symptoms of burnout.	
The AAAPP will contract with Lead Agencies to provide support to caregivers of elders through the Home Care for the Elderly and Alzheimer's Disease Initiative Programs.	
The AAAPP will contract with Lead Agencies for Community Care for the Elderly to provide services to clients and their caregivers if applicable. Services allowable under Community Care for the Elderly include respite, home delivered meals, companionship, home repair, adult day care, and emergency alert response.	
The AAAPP will ensure case managers complete the on-line assessment training, prior to conducting any assessment interviews. This training will provide the necessary tools to adequately assess the needs of caregivers and address the needs in the care plan.	

Once available in eCIRTS, data will be generated by providers and lead agencies indicating barriers to achieving the “caregiver ability” outcome measure. AAAPP staff and providers will review this information regularly to identify trends within the PSA that may be addressed to assist caregivers in continuing to provide care.	
AAAPP will conduct annual outcome measure training with all contracted providers, which includes discussion on resources and recognizing caregiver needs.	
The AAAPP will ensure all providers are addressing the needs of caregivers as reviewed during review of client files and assessments on an annual and quarterly basis for clients enrolled in all General Revenue Programs, including the Alzheimers Disease Initiative Program.	
The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.	
The AAAPP will continue to contract with Lead Agency providers to administer the Alzheimer’s Disease Initiative program. 300 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.	
The AAAPP will continue to contract with Lead Agency providers to administer the Community Care for the Elderly program. 100 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.	
The AAAPP will continue to contract with Lead Agency providers to administer the Home Care for the Elderly program. 150 clients who have a primary caregiver will be served in this program in the 2024 calendar year. Case Managers will arrange for caregivers to receive a monthly basic subsidy service to offset some of the expenses for providing support and maintenance of care recipients.	
The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older	



<p>Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer's disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.</p>	
<p>The AAAPP Helpline will continue providing information on caregiver resources. This includes providing information on non-profit and for-profit resources in addition to government funded programs. Resources may include adult day care, nutrition services, transportation options, PACE, respite services, caregiver support groups, kinship care and screening for funded programs that provide a range of in-home services. ADRC staff will add new resource information in Refer as new caregiver options become available and ensure existing resources are updated annually.</p>	

**Goal 2** Ensure that Florida is the nation's most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.

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<b>Objective 2.1</b> Directly support communities in becoming dementia friendly.	
<b>Explanation</b> The primary intent of this objective is for the AAA to engage in activities which help to increase their community's support of people living with dementia and their caregivers. The ultimate aim is for people living with dementia to remain in their community, while engaging and thriving, in day to day living.	
<b>Strategies</b>	<b>Progress</b>
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.	
In collaboration with the Morean Arts Center, those living with a memory disorder and their care partners may access a free program called Memory Mornings. On Sundays and Wednesdays, participants will receive a 30-minute private tour of the museum before opening hours, followed by a 30-minute guided art activity inspired by the art displayed at the museum.	
The AAAPP will provide semi-annual case manager training for lead agency case managers who are providing case management services to clients enrolled in the Alzheimer's Disease Initiative. This training will include information on appropriate care planning to reflect the client's and caregiver's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.	
The Local ADRC Workgroup meetings, held twice a year, will include discussion of the Dementia Care and Cure Initiative to promote awareness and participation to increase community support of people living with dementia and their caregivers.	



Based on DOEA approval for the AAAPP to continue to provide OAA Title IIID Savvy Caregiver, the AAAPP will serve 60 caregivers, caring for an individual with Alzheimer's Disease or a related disorder, per year.	
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<b>Objective 2.2</b> Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.	
<b>Explanation</b> The primary intent of this objective is to encourage the AAA to expand education and training opportunities across the spectrum of aging related issues.	
<b>Strategies</b>	<b>Progress</b>
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.	
The Department of Program Accountability will collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP Providers, and to all General Revenue direct service vendors. This training occurs yearly and includes an overview of resources for older adults.	
The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.	
Provided that the State of Florida continues to provide funding for this initiative, the AAAPP will continue to contract with the Alzheimer's Association Brain Bus to provide education and resources to community members throughout the state. PSA 5 providers will be made aware of Brain Bus activity in Pasco and Pinellas counties as events are announced by the Alzheimer's Association.	

The AAAPP SHINE Program will increase Education and Training opportunities from levels achieved in CY2023.	
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**Objective 2.3** Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.

**Explanation** The primary intent of this objective is for the AAA to foster increased collaboration with external organizations and stakeholders in order to identify best practices and effective methodologies.

**Strategies**

**Progress**

The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, monthly meetings will continue to occur where three areas of work at reviewed that promote widespread support: education/training, awareness/outreach, and engagement.

AAAPP will meet with Lead Agencies monthly to discuss unmet needs and share best practices in meeting the needs of both clients and caregivers experiencing a memory disorder.

AAAPP will conduct annual outcome measure training with all contracted providers. This training addresses eCIRTS related issues and workflow information for increased efficiency, information on community resources, and review of the legislatively required outcome measures. Previous years' outcome measures are reviewed along with how providers can continue to meet clients' needs to improve measures.

Utilizing our partnership with both Pinellas and Pasco County Communications departments, the AAAPP will host and produce one "Aging on the Suncoast" television episode, airing throughout PSA5, covering Alzheimer's Disease or a Related Disorder (ADRD), the issues surrounding ADRD, as well as the resources that are available.

**Objective 2.4** Increase access to supportive housing with services and increase supports for older adults at risk of experiencing residential insecurity.



**Explanation** The primary intent of this objective is the exploration of policies to specifically address shortages of supportive housing options in the AAA's area and encouraging targeting of elders that have been identified as facing residential insecurity.

Strategies	Progress
As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	
Data will be captured monthly by ADRC staff to identify the number of callers identifying as "homeless" along with number of "housing related calls". This information will be tracked to identify trends. The data will be shared with the Services Workgroup to facilitate discussion with stakeholders.	
The AAAPP will identify one new funding source in 2024 to assist its efforts to advocate for additional safe and affordable housing for limited income seniors in our PSA.	
The AAAPP will raise this issue at a minimum of 2 municipal meetings in our PSA each year and seek to present data and the need for additional safe and affordable housing for seniors.	

**Goal 3** Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.

**Objective 3.1** Advocate with housing service providers, affordable housing developers, homeless programs, and other stakeholders to establish affordable housing options for older adults.

**Explanation** The primary intent of this objective is to increase collaboration with other area organizations and stakeholders on the specific subject of elder housing and other associated residential issues.

Strategies	Progress
As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.	
Increase new partnerships with local housing authorities in Pasco and Pinellas County by at least 2 per year. These partnerships will support collaboration on how housing needs may be met through potential financial assistance with down payments or referrals to outside resources the Helpline is aware of.	

**Objective 3.2** Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.

**Explanation** The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.

Strategies	Progress
With DOE's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community, and through a telehealth modality. At least 50 clients will receive mental health services with a licensed counselor in the calendar year 2024.	



<p>The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on appropriate care planning to reflect the client's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.</p>	
<p>The AAAPP will continue to contract for the provision of home delivered meals, congregate meals, nutrition education, and nutrition counseling in Pasco and Pinellas counties under the Older Americans Act. In addition to promoting better health among elders through improved nutrition, these services' focus will be to reduce isolation of aging, educate on options and methods for improving on nutritional status and physical activity choices, and offer the opportunity to live with dignity. At least 3,500 unique clients will be provided with a nutrition service in PSA 5 in the 2024 calendar year.</p>	
<p>With DOEA approval, Technology services will continue at the AAAPP, including the use of Uniper software for the u.connected program. At least 150 clients in 2024 will receive access to the "virtual senior center" that includes socialization, wellness, and mental health programming.</p>	
<p>With DOEA approval, Pet Support services will continue. During 2024, 125 clients will receive Pet Support services. Pet Support services allow clients to adequately care for their pets, promoting overall wellness and improved mental health.</p>	
<p>Based on DOEA approval for the AAAPP to continue to provide OAA Title IIID Evidenced Based services directly, the AAAPP will provide the following Health and Wellness services:  Savvy Caregiver – 8 Courses in CY2024  A Matter of Balance – 8 Courses in CY2024  Chronic Disease Self-Management – 4 Courses in CY2024  Chronic Pain Self-Management – 3 Courses in CY2024  Diabetes Self-Management – 4 Courses in CY2024</p> <p>The AAAPP will continue to sub-contract with the YMCA of the Suncoast for provision of the evidenced based service, "Enhanced Fitness" equaling 12 courses in CY2024.  The SHINE Program will increase targeting and outreach to vulnerable groups of eligible individuals to receive unbiased counseling covering Medicare health insurance coverage and health care navigation, education on prevention of healthcare fraud and abuse under the Senior Medicare Patrol Program, and access to the Low-Income Subsidy (LIS) and Medicare Savings Plan (MSP) programs under MIPPA to assist low-income seniors.</p>	

**Objective 3.3** Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.

**Explanation** The primary intent of this objective is to promote seamless access to available services.

Strategies	Progress
<p>The AAAPP Helpline will continue as the entry point for the ADRC and the first step in receiving information, referrals to resources, and access to waitlists including the Statewide Medicaid Managed Long Term Care Program. Helpline staff link callers to screening and other Medicaid functions including Long Term Care Education, grievance/complaint, and assistance with lost Medicaid. Helpline staff schedule screenings through Timetap while they have the client on the phone to streamline access to government funded programs. The Helpline may also provide information to Active Statewide Medicaid Managed Long Term Care clients on how to reach their managed care organization. Incoming calls will be tracked monthly to capture call volume and needs.</p>	
<p>ADRC Medicaid staff will continue to assist clients when they are released for funding into the Statewide Medicaid Managed Long Term Care program. Medicaid staff will work with clients and health care providers to obtain a properly completed 3008 form and assist with the eligibility determination process as outlined in the ADRC contract and EMS Release Procedures. Each case will be tracked through the eligibility process by utilizing the eCIRTS MW Timeline and the ADRC's internal Sharepoint tracking tool. Progress on the EMS release will be reported to the DOEA ADRC Contract Manager monthly.</p>	
<p>AAAPP will continue to coordinate quarterly calls with DCF, CARES Unit, PSA 6 and PSA 8 to facilitate communication and collaboration on assisting clients efficiently through the Medicaid Eligibility Process.</p>	
<p>ADRC Director will include information on Semi-Annual Local ADRC Workgroup calls regarding the EMS Release process and number of releases. The CARES Unit and DCF will continue to participate in these workgroup meetings to provide feedback to the ADRC. In addition, feedback will be requested from the Local ADRC Workgroup regarding the AAAPP's Annual Improvement Plan.</p>	



AAAPP staff will continue regular participation in eCIRTS weekly meetings to discuss issues and raise awareness of potential challenges as Phase II rolls out. Phase II includes the migration of Refer resources and contact data to eCIRTS which is essential to accessing services.	
PSA 5 will continue to lead the Statewide ADRC Workgroup through June 2024. Communication and collaboration with all ADRC's will facilitate best practices and consistency statewide.	
The AAAPP Director of Outreach is responsible for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan's Targeted Outreach Plan section. This section describes actions to implement as well as goals covering CY2024-2027. Outreach to all communities including those that have been historically vulnerable will promote streamlined access to available resources either directly to the aging network sub-contracted partner or via the Aging and Disability Center Helpline.	

**Goal 4** Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.

**Objective 4.1** Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices, and strategic collaborations.

**Explanation** The primary intent of this objective is for the AAA to use existing mechanisms to increase public awareness, expand learning opportunities, and work with community stakeholders to both respond to instances of elder abuse and promote increased prevention.

Strategies	Progress
The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.	
AAAPP will conduct annual outcome measure training with all contracted providers. This training includes information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.	
PSA 5 will continue to host a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.	
Lead Agencies will ensure High Risk referrals from Adult Protective Services (APS) will receive crisis-resolving services within 72 hours of the referral being made. The AAAPP will monitor this measure on a monthly basis utilizing eCIRTS data and during vendor invoice processing.	
The AAAPP will offer the DOEA approved F4A abuse, neglect, and exploitation training to all contracted providers at least once a quarter. Providers must demonstrate all staff and any subcontractors have received training on elder abuse, neglect, and exploitation at least once a year. The AAAPP will monitor the completion of this training during annual programmatic monitoring.	
The ADRC will continue to receive APS to ALF referrals from DCF when DCF determines placement in an assisted living facility is needed for an individual not currently enrolled in the Statewide Medicaid Managed Long Term Care Program. ADRC staff will work with the client to navigate the Medicaid eligibility process. These cases will be tracked in the eCIRTS MW Timeline.	



ADRC Intake staff will continue to receive Intermediate and Low Risk APS referrals from DCF through the ARTT system. The ADRC will ensure these referrals are screened and placed on all appropriate waitlists. ARTT will be updated regarding status on all referrals received.	
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<b>Objective 4.2</b> Increase capacity and expertise regarding the Department's ability to lead in efforts to stop abuse, neglect, and exploitation (ANE) of older adults and vulnerable populations.	
<b>Explanation</b> The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.	
<b>Strategies</b>	<b>Progress</b>
Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.	
Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.	

<b>Objective 4.3</b> Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.	
<b>Explanation</b> The primary intent of this objective is for the AAA to expand existing education/outreach/awareness efforts such as websites, newsletters, presentations, and/or other community outreach activities to include prevention of abuse, neglect, and exploitation.	
<b>Strategies</b>	<b>Progress</b>
Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.	

Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.	
The AAAPP website, I.E., will provide one section regarding information to the public on the identification and reporting of abuse and community resources for assistance. The section will be reviewed and updated twice annually as needed.	
The AAAPP Facebook social media platform will provide 3 postings annually regarding information to identify and prevent abuse, neglect and exploitation, and community resources in a socially responsible and accessible approach.	
The AAAPP will support existing relationships (e.g., District Adult Protective Services (APS), local law enforcement, State Attorney, SHINE and Long-Term Care Ombudsman Program, Pinellas and Pasco County Consumer Protection Agencies) and cultivate new relationships with related stakeholders (e.g., Financial Institutions, etc.) to strengthen elder abuse prevention.	
The AAAPP will distribute Department approved elder abuse prevention and crime prevention materials at two health fairs, festivals, exhibits, and other forums annually.	
The AAAPP will prepare and/or distribute one Public Service Announcement or other media contact per quarter to raise awareness of elder abuse.	
The AAAPP will support and/or cultivate two innovative approaches to raise awareness among older adults, their loved ones, advocates, and stakeholders of abuse, neglect and exploitation, and support them in their ability to exercise their full rights annually.	
The AAAPP staff will promote World Elder Abuse Day activities in June annually.	
The AAAPP staff will participate in two crime forums, joining with other service providers, to educate elders about consumer protection and to identify victims of crimes and/ or elder abuse.	

**Objective 4.4** Continue to improve older Floridian's access to legal services which have a direct positive impact on their ability to stay independent in their homes and communities, and most importantly, exercise their legal rights.



**Explanation** The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors, particularly those seniors in greatest economic or social need, as well as to improve the breadth and quality of legal services available.

### Strategies

### Progress

The AAAPP will provide information to the public on legal resources including OAA legal service providers, one of whom serves as the statewide Senior Legal Helpline. Information in the form of fliers or brochures will be distributed during events where AAAPP staff will be attending for reasons of Outreach.

Legal services will be maintained in the Helpline database, which AAAPP staff access to make appropriate referrals.

Raise awareness through outreach, training, community events, and partnership with Legal and Case Management providers to refer individuals to the statewide website [www.FloridaElderLaw.org](http://www.FloridaElderLaw.org) for housing important legal information, legal related resources for seniors, including the Florida Senior Legal Helpline and the Florida Elder Law Risk Detector. All providers will receive information on these resources during annual Outcome Measure training conducted by the AAAPP.

The AAAPP will require Older Americans Act legal services providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.

The AAAPP will hold an annual Legal Joint Planning meeting including OAA Title IIIB legal providers and the aging network in order to identify senior legal priority issues and strategize effective legal service delivery.	
The OAA Title IIIB legal service providers will remain a part of the ADRC workgroup that facilitates communication and coordination within the PSA network. The ADRC workgroup meets twice each year.	
As part of the AAAPP Strategic Plan, the AAAPP will invite the OAA Title IIIB legal service providers to participate in at least one stakeholder meeting regarding housing related issues.	

<b>Goal 5</b> Increase Disaster Preparation and Resiliency
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<b>Objective 5.1</b> Strengthen emergency preparedness through comprehensive planning, partnerships, and education.	
<b>Explanation</b> The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.	
<b>Strategies</b>	<b>Progress</b>
The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.	

<b>Objective 5.2</b> Ensure communication and collaboration between the Department, emergency partners, and the Aging Network, before, during, and after severe weather, public health, and other emergency events.	
<b>Explanation</b> The primary intent of this objective is to focus attention on the importance of interagency communication and collaboration in disaster preparedness and response activities.	
<b>Strategies</b>	<b>Progress</b>
The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.	
The AAAPP Emergency Coordinating Officer meets regularly with both Pinellas and Pasco Emergency Management offices as well as the Pinellas County Long Term Recovery groups.	
The AAAPP meets annually with the PSA5 Aging Network provider emergency coordinators for purposes of understanding disaster coordination and expectations.	

**Objective 5.3** Explore and support efforts to make community disaster shelters more responsive to elder needs in general, with specific emphasis on providing appropriate emergency shelter to elders with dementia related concerns.

**Explanation** The primary intent of this objective is to explore ways in which the AAA can support and extend emergency shelter options available to older adults residing within the PSA.

#### Strategies

#### Progress

The AAAPP advocates for senior needs when applicable during joint Emergency Management coordination meetings. Additionally, the AAAPP has a working relationship with both Department of Health entities in PSA5 where Special Needs Sheltering is a topic of importance regarding accommodation and registration.

**Objective 5.4** Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.

**Explanation** The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.

#### Strategies

#### Progress

The AAAPP and the PSA5 Aging Network provide education to seniors regarding tools to staying safe during severe weather and/or other emergency events. This includes distribution of county sponsored All Hazards Guides as well as access to the digital DOEA Disaster Resource Guide for Older Adults. All three publications stress making preparedness plans that include sheltering options and what disaster kits to include for evacuation purposes.