



# 2022 ANNUAL REPORT



Area Agency on Aging  
of Pasco - Pinellas, Inc.





# Dear Friends of the AAAPP

Thank you for your continued support of the work we do at the Area Agency on Aging of Pasco-Pinellas. As we began to feel more comfortable venturing out, we enjoyed seeing you in person again this past year. In 2022, our Board of Directors, Advisory Council and staff focused on a new Strategic Plan to help guide our work through 2025. The goals of this plan are:

- **Brand Awareness – Build brand awareness for targeted audiences**
- **Increase & Diversify Funding – Increase sustainable funding to respond to emerging needs**
- **Workforce & Volunteers – Support and recognize staff and volunteers**
- **Services – Lean into housing and mental health needs post covid**

While these goals are ambitious, we have a robust plan of action in place with measurable strategies that we are all committed to being held accountable for. Our primary responsibility continues to be the coordination, planning and funding of home and community-based services in Pinellas and Pasco counties in partnership with the Florida Department of Elder Affairs. We are laser focused on ensuring that our most vulnerable seniors and adults with disabilities have the services they need to live out their golden years in the comfort of their own home.

In 2022, through the support of our Board of Directors, Advisory Council, dedicated staff and volunteers, funders and donors, the AAAPP has:

- ❖ Started providing **evidence-based health and wellness classes** for caregivers providing care to seniors living with dementia and classes for seniors on how to promote balance and reduce fall risks. More classes are planned for 2023 with even more partners throughout Pasco and Pinellas counties.
- ❖ Started providing **mental health counseling services** in person and virtually to those seniors who need to talk to a mental health professional.
- ❖ Enhanced **Strategic outreach** to communities of color, LGBTQ older adults, Latino Americans and Asian Americans
- ❖ Implemented **Covid 19 outreach** with access and assistance to testing and vaccines
- ❖ **Partnered with 12 provider agencies and 57 vendors** to provide home and community-based services

We hope you enjoy reading all about what we have accomplished together. Thank you again for believing in and supporting the Area Agency on Aging of Pasco-Pinellas.

Sincerely,



Charlie Robinson  
*President*



Ann Marie Winter  
*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 evidenced based courses, emergency energy crisis assistance, information and assistance, referral mental health counseling, pet support, and virtual programming to relieve social isolation.



# 2022 DIRECT SERVICES, ADVOCACY & EDUCATION

## Senior Victim Advocate (VOCA)/Senior Safety Phone Project



**44** victims received safety cell phones

**265** victims received victim assistance

Senior victims of crime rely on us to accompany them to court related activities, provide criminal justice support, personal advocacy, referral to community resources, assistance completing victim compensation forms, and/or receive a donated cell phone to enhance a victim's safety.

**14** Public Service Announcements Reached **5,420** individuals

**25** Elder Abuse education events directly reached 3,653 individuals

**8** Abuse Neglect and Exploitation Trainings certified a total of 152 organizations and their staff

## Aging and Disability Resource Center

Our Helpline received **27,043** calls for information on getting help to remain in their homes.

**5,565** telephone screenings were conducted to assess clients' needs and place on the appropriate waitlist for services to keep them in their homes.

**1,846** people were released into the Statewide Medicaid Long-Term Care Program with staff assisting them through the Medicaid eligibility process.



*"Since I started dealing with your agency years ago, you have come to my aide and resolved my problems with professionalism and kindness."*

## Outreach

The AAAPP targets its outreach to at risk seniors to provide information on how to access critical services that promote living independently at home.

**29** events, reaching **1,210** older adults to highlight AAAPP resources

**27** events, reaching **2,348** seniors on COVID vaccine access and resources to homebound seniors



The AAAPP Provided **56** in-person outreach events throughout Pasco and Pinellas Counties, reaching 3,558 older adults.

## National Family Caregiver Support Program

Individuals providing care for loved ones need support. This program 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.

**155** caregivers were served

*"I truly appreciate this program that has helped my mother and I cope with the new caregiving role the last few years."*



# 2022 DIRECT SERVICES, ADVOCACY & EDUCATION

## Senior Community Health Program

**136**

seniors and adults with disabilities were referred to the program through medical partners

**90**

older adults enrolled with referrals for appropriate services.

This program provides help when there is no other community resource to address short term needs as assessed using the Thrive Index. Assistance can include medical equipment not available through insurance, pest control services, appliances, home delivered meals, technology to prevent social isolation, as well as services to prevent eviction and/or secure new housing.

**11**

clients received assistance with a household crisis through the Unmet Needs fund.

## Pet Support for Seniors

Utilizing American Rescue Plan funding and in partnership with the Pinellas County Humane Society, the AAAPP provided pet food deliveries and/or pet supplies.

**42** seniors benefited from pet support

*"Thank God for this program. I am down to the wire on dog food and I don't like feeding her people food but sometimes it comes to that when I don't have anything to feed her. This is the best program. We love dogs and we are so grateful for this help. This is a wonderful program for seniors."*

## Interactive Robotic Pets

Utilizing American Rescue Plan funding the AAAPP was able to provide robotic pets to seniors living with Alzheimer's Disease or a related Dementia. These robotic pets provided endless interactive recreation.



*"I love hearing the sound of my animal. As I go about my day it seems I am not alone."*

**214** seniors received an interactive robotic pet.

## U.Connected

Utilizing American Rescue Plan funding, the AAAPP enrolls isolated seniors into an interactive web-based program called U.Connected. U.Connected provides interaction among members and countless opportunities for online recreational activities similar to what senior centers provide in their community, yet within the comfort of the seniors home.

*"I am 83 years old. I love Uniper programs. It has made my life so much happier and increased my knowledge. Thank you so very much for this needed program."*



**199** Seniors participated in the U.connected program



# 2022 DIRECT SERVICES, ADVOCACY & EDUCATION

## 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. The program is solely donation based and continues to grow. Incontinent products are made available throughout a network of partners in Pasco and Pinellas Counties.

*Mary said having the adult incontinence products gives her the freedom to leave her home to run errands and visit friends and family.*

**9**  
distribution  
sites

Provided  
**2,180**  
distribution  
episodes

Distributed  
**67,855**  
items



## Health Promotion and Disease Prevention Evidenced Based Services

Certified instructors from the AAAPP  
provided Evidenced Based services to  
**125** older adults

Older adults benefit from evidenced based courses that assist with falls prevention, strength and endurance, caregiving aspects and management of chronic diseases.

CARES and the YMCA of the Suncoast  
provided Evidenced Based services to **280**  
older adults



## Veterans Directed Home and Community Based Services

**144**  
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.



# 2022 DIRECT SERVICES, ADVOCACY & EDUCATION

## 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.

*"Thank you for the excellent presentation you shared with our seniors at SonRise Community Church on Friday. Everyone was so glad they came and felt much better informed on Medicare. You were excellent in communicating so many facts succinctly. You answered questions directly and your handouts were very much appreciated."*



**44** volunteers provided SHINE services equaling 254,000 minutes or 4,233 hours

**4,583** 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 **623** low-income seniors

## Senior Medicare Patrol (SMP)



**3,967** Medicare beneficiaries, consumers and caregivers were served

Seniors now understand where to turn when observing Medicare fraud, errors or abuse. SHINE volunteers provide local outreach, education, and assistance to Medicare beneficiaries to mitigate economic and health related consequences.

## Mental Health Counseling

**62** Older Adults Received **1,104** Hours of Mental Health Counseling Services

Our Mental Health counseling program provides emotional support, information and guidance through a variety of modalities for older adults who are having mental, emotional or social adjustment issues that have arisen during one's life course.

*"I hope you know you have a real gem on your staff. The counselor really helped me out of a dark place where I had become stagnant. Just her acknowledgment of where I was, brought validation to me I really needed to hear"*



# 2022 HIGHLIGHTS



The AAAPP partnered with Amazon to distribute and install 1,001 donated Ring Doorbells to help seniors stay safe in their own homes. Amazon also donated \$20,000 to the AAAPP for its Unmet Needs Fund.

Channel 10 Tampa Bay news interviewed AAAPP's Kristina Jalazo on the impact of the 3G network shut down, including hindering our initiative that provides free safety cell phones to vulnerable seniors and victims of crime.



AAAPP's Board of Directors conducted a Strategic Planning process with the input of AAAPP staff and the agency's Advisory Council. The AAAPP Strategic Planning goals for 2022-2025 are Marketing, Funding, Services and Workforce.



JAN

FEB

MAR

APR

JUN

Through a partnership with Pinellas County Communications, the AAAPP entered its 35th year hosting and producing, Aging on the Suncoast. Aging on the Suncoast promotes vital information on aging related topics and resources for viewers in Pinellas and Pasco Counties through cable television and YouTube.



The AAAPP launched Health and Wellness courses throughout Pasco and Pinellas Counties helping older adults and caregivers acquire evidenced based education on healthy living.



Jillian Rose, Director of Outreach, and Kristina Jalazo, Director of Programs & Accountability hosted an information booth at the St. Petersburg Pride Carnival and provided outreach to the LGBTQ+ community on home and community based services available through AAAPP.





Michelle Branham, Florida's Secretary of the Department of Elder Affairs, and her team, visited the AAAPP to hold community talks regarding emergency preparation and response and to celebrate DOE's 30th Anniversary. Tawnya Martino and Geralyn Fortney were presented Certificates acknowledging their outstanding service to the AAAPP.



AAAPP's Leadership team visited the Area Agency on Aging serving Southwest Florida to hand deliver donations from AAAPP staff, Board of Directors, Advisory Council, and Amazon.



Gift cards for needy seniors and monetary donations equaling \$19,000 were provided to our sister agency to assist seniors impacted by the aftermath of Hurricane Ian.

For the 14th consecutive year, the AAAPP met all standards regarding the DOE's annual monitoring visit. The DOE's Secretary noted "Congratulations on your agency's honorable achievement of having no findings for the fourteenth consecutive year, an exemplary achievement!"

JUL

SEP

OCT

NOV

DEC



The AAAPP partnered with the Morean Arts Center to hold Memory Mornings, an initiative using art as therapy for those living with Alzheimer's Disease.

Florida hosted the Southeast Aging Conference with more than 535 participants attending the 4-day event. AAAPP staff, AAAPP Board of Directors member, Ann Corona, and AAAPP Advisory Council member, Nancy Giles attended. Three AAAPP staff members presented two workshops.



The AAAPP's Leadership and Managers attended the Non-Profit Leadership Conference in Tampa for a day of team building.





# 2022 SERVICES PROVIDED THROUGH PARTNERSHIPS



**65,068**

Older Adults Served  
Through Internal &  
External Programs

**1,576** Older Adults Received  
**20,612** Case Management Services

*"My Case Manager has been a tremendous presence in both mine and my husband's lives. My husband and I both have felt that we aren't alone, struggling, and worrying in these strange days. He's been paraplegic and bedridden for six plus years now but has learned to relax his fears about how extensive his needs are, and its thanks to you."*

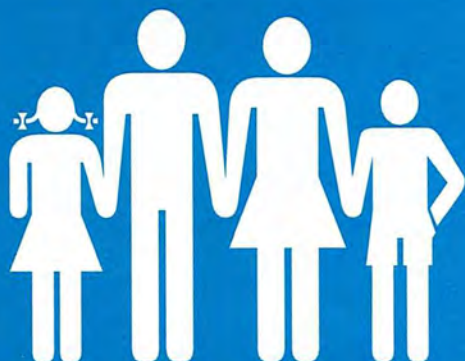


**2,466**  
Seniors  
Received

**52,249**

Transportation Trips  
to Life Sustaining  
Destinations

**624** Older Adults  
Received Emergency  
Home Energy Assistance  
for the Elderly Program  
(EHEAP) Benefits



42 Grandparents or  
Relative Caregivers  
Raising Children  
Received Specialized  
Civil Legal Assistance

**9,739**

Older  
Adults  
Received



**742,730**

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

*"Knowing a hot meal is being delivered helps as I cannot cook for myself. It helps me with my nutritional needs and I enjoy seeing and talking to the drivers."*



# 2022 SERVICES PROVIDED THROUGH PARTNERSHIPS



**251**

Older Adults Received Socialization while Caregivers Received Respite through Adult Day Care

**541** Older Adults Received Heavy Cleaning Assistance through CHORE Services



**6,468** Older Adults Received Civil Legal Assistance



**1,084** Older Adults had Assistance with Activities of Daily Living through Homemaker Services

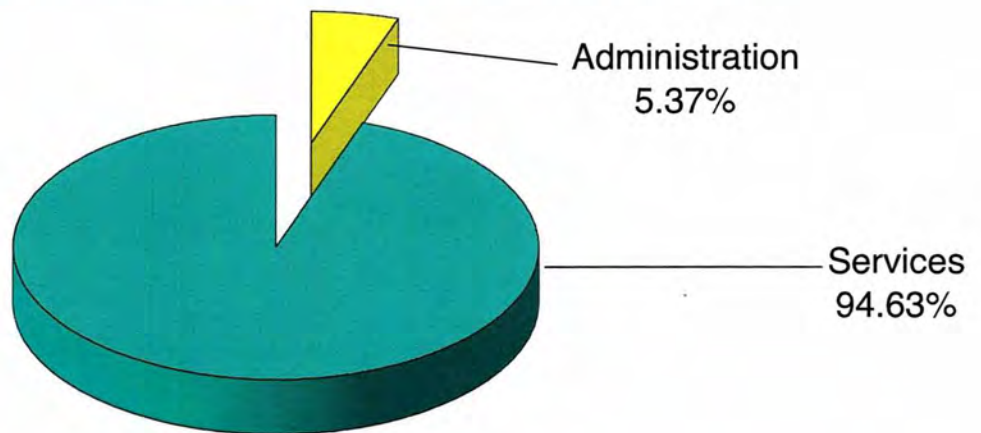


**1,071** Older Adults had an Extra Level of Security through Emergency Alert Response Services

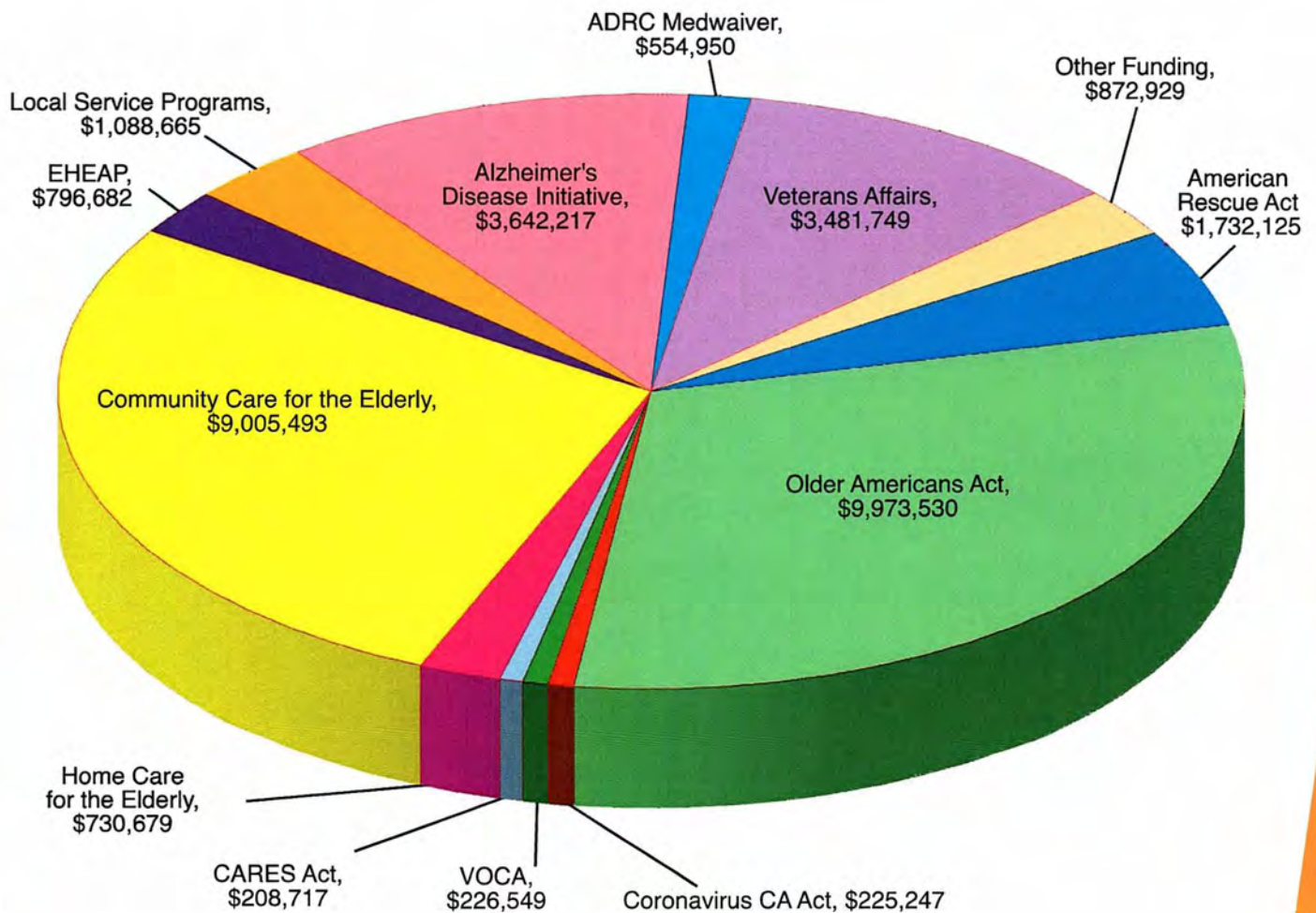




# Funding Fiscal Year 2022 Administration and Services



## Federal, State and Other Funding





# PSA 5 PARTNERS & SERVICES



## PASCO COUNTY PARTNERS

- **Bay Area Legal Services** – Civil Legal Assistance
- **CARES, Inc.** – Case Management, Adult Day Care, Chore, Homemaker
- **Pasco County Human Services** – Home Energy Assistance
- **Pasco County Public Transportation** - Transportation

- **Pasco County Senior Services** – Home Delivered Meals, Congregate Meals, Nutrition Education & Counseling

- **Personal Response Corporation** – Emergency Alert Response

## PINELLAS COUNTY PARTNERS

- **Gulf Coast Jewish Family & Community Services** – Case Management, Homemaker

- **Gulfcoast Legal Services** – Civil Legal Assistance

- **Neighborhood Care Network** – Adult Day Care, Home Delivered Meals, Congregate Meals, Nutrition Education & Counseling, Transportation

- **Personal Response Corporation** – Emergency Alert Response

- **Pinellas Opportunity Council** – Chore Services



# BOARD OF DIRECTORS 2022

## OFFICERS

Charlie F. Robinson, Esq | *President*  
Dr. Stuart Strikowsky | *Vice-President*  
Anne Corona | *Secretary*  
David Alvarez | *Treasurer*  
Mayor Camille S. Hernandez | *Immediate Past President*

## DIRECTORS

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Barbara Sheen Todd  
C. Christopher Comstock  
Pinellas County Commissioner  
Charlie Justice  
Pasco County Commissioner  
Christina Fitzpatrick  
Harriet K. Crozier  
Judge George M. Jirotko  
Julie Hale  
Lena Wilfalk  
Mai Vu  
Paul McClintock  
Robert Hatfield  
Sallie Parks  
Virginia W. Rowell



## ADVISORY COUNCIL 2022

Miriam Benitez-Nixon | *Chair*  
Kerry Kimball Marsalek | *Vice Chair*  
Barbara A. Epstein, Esq  
Beth Aker  
Betty Beeler  
Carole Ware  
Largo Commissioner Eric Gerard  
Janet Hooper  
Jodi Vosburgh  
John Prendergast  
Lenny Waugh

Mary Haddon Doyle  
Michael Estigo  
Nancy Giles  
Stephanie Doran

Seminole Councilor Thomas Barnhorn  
Valerie Anderson Stallworth  
Kimberly Shaw





# STAFF 2023

## Department of Aging and Disability Services

Tawnya Martino | *ADRC Director*  
Tracy Barrows | *ADRC Helpline Manager*  
Cynthia Rennick | *Information & Assistance Specialist*  
Douangchai Sarivong | *Information & Assistance Specialist*  
Alexis Aurie | *Information & Assistance Specialist*  
Shaleequa Wilson | *Information & Referral Specialist*  
Angelisa Beard | *Intake Specialist*  
Arlene Sanchez | *Intake Specialist Coordinator*  
Jennifer Elliott | *Intake Specialist*  
Melissha Montgomery | *Intake Specialist*  
Elizabeth DeLand | *Intake Specialist*  
Amanda Miller | *Intake Specialist*  
Margaret Herlache | *Community Health Coordinator*  
Leah Carr | *Medicaid Benefits Counselor*  
Luz Josephina Guerra | *Medicaid Benefits Counselor*  
Lucia Vinciguerra | *Medicaid Benefits Counselor*  
Jessica Butakov | *Medicaid Benefits Counselor*  
Natalia Garcia Harvyk | *Medicaid Benefits Counselor*  
Debra Maulorico | *Medicaid Waiver/Quality Assurance Specialist*  
Lena Mackinnon | *Intake Specialist*  
Daphne Hernandez | *Information & Assistance Specialist*  
Milagro Acevedo | *Information & Assistance Specialist*  
Stephanie Espier | *Senior Community Health Specialist*

## Department of Planning and Healthcare Initiatives

Jason Martino | *Director of Planning*  
Jody Ferguson-Hensler | *Caregiver Specialist Coordinator*  
Nicole Day | *Caregiver Specialist*  
Geraldyn Fortney | *SHINE Program Manager*  
Nora Portanenko | *SHINE Program Assistant*  
Theresa Lemoine-Toner | *Health & Wellness Coordinator*  
Jenny Mendoza | *Program Manager*

## Department of Programs and Accountability

Kristina Jalazo | *Director of Program Accountability*  
Christine Didion | *Program Manager*  
Michelle Tavares | *Program Manager*  
Kandice White | *Service Analyst/Intake Specialist*  
Edita Aly | *Service Analyst*  
Sara Jones | *Program Assistant*  
Celine Daniel | *Mental Health Counselor*  
Eva Oros | *Mental Health Counselor*  
Cynthia Galvan | *HCE Case Aid*  
Shakeita Hazley | *HCE Case Aid*  
Nayomi Kershaw | *Program Assistant*  
Kaliegh Davis | *Service Analyst*

## Department of Outreach

Jillian Rose | *Director of Outreach*  
Megan Morse | *Outreach Coordinator*

## Department of Finance and IT

Paula Moore | *Chief Financial Officer*  
LaShanna Young | *Controller*  
Hubert Ayers | *Finance Manager*  
Laura Hurley | *A/P Payroll Specialist*  
Zakiya Waller | *Grant Accountant*  
Parul Handa | *Grant Accountant*  
Dijana Radak | *VA Program Manager*  
Carol Burns | *VA Case Manager*  
Matthew McKenna | *Data/IT Support Assistant*  
Stephanie Swanberg | *VA Case Manager*  
Francisco Alvarado | *IT Manager*  
Judith Newman | *VA Case Manager*

## Administration

Ann Marie Winter | *Executive Director*  
Virginia Cruz | *Executive Assistant*  
Sandra Brown | *HR Manager*





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](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)

 [www.youtube.com/c/AreaAgencyonAgingofPascoPinellasInc1974](https://www.youtube.com/c/AreaAgencyonAgingofPascoPinellasInc1974)

Department of  
**ELDER AFFAIRS**  
STATE OF FLORIDA



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