2021
ANNUAL REPORT

Area Agency on Aging
of Pasco - Pinellas, Inc.
Dear Friends

We have been deeply focused on our essential work of educating, empowering and advocating for seniors, caregivers and adults with disabilities during this unprecedented time. Among the heartache and loneliness of the pandemic, we’ve seen the resilience of the human spirit at its best. Those on our front lines and behind the scenes made sure resources continued to be available to seniors, caregivers and adults with disabilities with the most need. The pandemic affirmed the needs of older Floridians and has forever changed the landscape of services and supports the aging network provides to help seniors stay healthy, safe and independent in the community they call home.

The pandemic also brought new opportunities. When vaccines became available, AAAPP was there to ensure seniors and caregivers had information and access to the vaccine close by or at home. Because seniors were still isolating, we began using technology to help relieve some of their loneliness with our u.connected program. They can access live and curated programs and talk to loved ones far away and meet new people using a device that is hooked up to their televisions. Additional funding from our key partner, the Florida Department of Elder Affairs, helped us serve even more seniors than we did in 2020 with all our home and community-based programs. You’ll read about those programs and their impact in the pages of our 2021 Annual Report.

Our annual luncheon pivoted to a virtual format and was a great success in terms of the people who participated and the amount of money raised for our Unmet Needs Program which is donor funded and helps seniors and caregivers with emergency crisis needs that none of our other programs can provide.

Ann Marie Winter, our Executive Director, and I are so thankful to our donors, funders, staff and volunteers – all of whom make our work possible. As always, our staff showed ingenuity and dedication as they embraced the challenges of delivering services within the limitations of the pandemic. We look forward to an even better 2022 and all the ways we can continue to make Pinellas and Pasco Counties a wonderful home for seniors, adults with disabilities and caregivers.

With our sincerest thanks,

Charlie Robinson
President of the AAAPP
Board of Directors

Ann Marie Winter
AAAPP Executive Director
2021 DIRECT SERVICES, ADVOCACY & EDUCATION

Senior Victim Advocate (VOCA)/Senior Safety Phone Project

Senior victims of crime rely on us to accompany them to court related activities, providing 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.

3,653 individuals were educated about elder abuse

379 victims received assistance and safety cell phones

Aging and Disability Resource Center (ADRC)

Our Helpline received 24,615 calls for information on getting help to remain in their homes.

5,186 telephone screenings were conducted to assess clients' needs and place on the appropriate waitlist for services to keep them in their homes.

1,576 people were released into the Statewide Medicaid Long-Term Care Program with staff assisting them through the Medicaid eligibility process.

National Family Caregiver Support Program (NFCSP)

Individuals providing care for loved ones need support. 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.

“Your program is great! I don’t know what I would do if I didn’t have the help of your program.”

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2021 DIRECT SERVICES, ADVOCACY AND EDUCATION, Continued

Senior Community Health Program

This program provides help when there is no other community resource to address short term needs. 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. Funding is provided by the Well Med Charitable Foundation, the Florida Blue Foundation, ADRC No Wrong Door funding and the AAAPP Unmet Needs fund.

"Sincerely thank you for the opportunity to have this Uniper system installed in my home. It has helped me a lot in such a short time! I showed my primary care doctor and she was very impressed. Thank you so much!"

Diapers for Dignity

Diapers for Dignity, an adult incontinence supply bank, provides incontinence 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. Incontinence products are made available throughout a network of partners in Pasco and Pinellas Counties.

"Many caregivers expressed relief at getting diapers, pads and chucks because it means they can take the person they are caring for out of the home with dignity and fear of embarrassment due to leaks and odors. This program is literally a life-saving measure to improve the lives of our seniors." Sally Marvin - Sunshine Center"
Veterans Directed Home and Community Based Services

Veterans are empowered to decide for themselves what mix of goods and services will best meet their needs, hiring and supervising their own workers, and purchasing items or services that will promote independence.

Serving Health Insurance Needs of Elders (SHINE)

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

Over 45 volunteers helped 4,930 Medicare beneficiaries, consumers, and caregivers

Medicare Improvements for Patients and Providers Act (MIPPA) Program

The AAAPP SHINE Volunteer Corps assisted 456 low-income seniors

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.

“John was very well informed. We contacted several other Medicare brokers and didn’t really get very much info from them. John was very honest and straight forward. We had a Zoom meeting and he shared his screen with all kinds of web information. I would highly recommend SHINE and John to anyone. We have made our decision about insurance thanks to John.”

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.

4,000 Medicare beneficiaries, consumers and caregivers were served
2021 HIGHLIGHTS

The AAAPP participated in Community Tampa Bay’s cultural sensitivity listening sessions which focused on inclusivity and diversity.

AAAPP’s Kristina Jalazo and Michelle Tavares attended Neighborly Care Network’s Evergreen Adult Day Center Open House. The move from Clearwater to St. Petersburg offers better access to at risk seniors in South Pinellas County.

AAAPP’s Jason Martino and Kristina Jalazo attended the City of St. Petersburg’s First Annual Volunteer Appreciation event and were recognized for serving as members of the city’s Commission on Aging. After 17 years of volunteer service, Jason Martino stepped down as the Commission’s chair.

AAAPP’s annual World Elder Abuse Awareness Day (WEAAD) event at the Sunshine Center in St. Petersburg focused on financial exploitation with tools to help seniors who are at a higher risk of fraud and financial scams. An AAAPP SHINE volunteer, AAAPP Victim Advocates and a senior victim of fraud presented.

Expanding access to COVID-19 vaccines, the AAAPP began providing information, telephone reassurance, outreach and education to older adults and their caregivers.
The AAAPP participated in LGBTQ Sensitivity Training hosted by Empath Health to help our staff improve interactions and service delivery to clients identifying as LGBTQ.

The Gulfport Senior Center hosted a Scam Jam event. AAAPP’s Stacie Bolen provided outreach about all the services the AAAPP offers.

AAAPP and Congressman Gus Bilirakis celebrated the launch of the partnership with Ring, providing 1,000 free Ring devices to Pinellas and Pasco County seniors. The AAAPP also received a $20,000 donation to help seniors with their unmet needs.

Neighborly Care Network’s Adult Day Care program in Largo, Florida offered seniors an opportunity to meet with staff, volunteers, and to learn more about the services Neighborly offers to Pinellas County seniors.

For the 13th consecutive year, the AAAPP met all standards of DOEAs annual quality assurance monitoring visit. DOEA Secretary noted “the AAAPP’s management and staff work as a unified team providing excellent services to seniors in Pasco and Pinellas counties.

Neighborly Care Network celebrated the reopening of their senior cafes where daily hot meals are served to seniors through Pinellas County.
2021 SERVICES PROVIDED THROUGH PARTNERSHIPS

67,500 Seniors served through internal & external programs

9,769 Seniors Received

598,220 Congregate Meals and/or Home Delivered Meals

5,155 Seniors Received

36,931 Transportation Trips to Life Sustaining Destinations

242 Seniors Participated in 28 Different Health Promotion and Disease Prevention Classes

5,155 Seniors Received

36,931 Transportation Trips to Life Sustaining Destinations

745 Seniors Received Emergency Home Energy Assistance for the Elderly Program (E HEAP) Benefits

142 Grandparents or Relative Caregivers Raising Children Received Specialized Legal Assistance

1,574 Seniors Received Case Management Services

“I honestly don’t know what I would do without the services and care I receive from the amazing people at Gulf Coast! They have improved my quality of life 150%!”

“It saved my life, sometimes it’s the only food I get. I am on limited income and need more food than I can afford. Without meals on wheels, I don’t know what I would do.”
2021 SERVICES PROVIDED THROUGH PARTNERSHIPS

305 Participants Received Socialization while Caregivers Received Respite through Adult Day Care

1,721 Seniors Received Heavy Cleaning CHORE Services

660 Seniors Received Legal Assistance

1,328 Seniors had Assistance with Activities of Daily Living through Homemaker Services

1,095 Seniors had an Extra Level of Security through Emergency Alert Response Services
State, Federal and Other Funding for Fiscal Year 2021

- Older Americans Act, $13,821,506
- Community Care for the Elderly, $8,128,440
- Title VII, $21,267
- EHEAP, $449,007
- Local Service Programs, $1,151,571
- Alzheimer’s Disease Initiative, $3,133,689
- ADRC, $543,929
- ADRC No Wrong Door, $121,571
- Veterans Affairs, $2,816,943
- Other Funding, $387,806
- Coronavirus CA Act, $1,338,320
- VOCA, $226,549
- Home Care for the Elderly, $692,247
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
- Neighborly 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
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STAFF 2022

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
Ashley Bigby | Information & Assistance Specialist
Jeanette Arce | Information & Assistance Specialist
Socrates Sakolevidis | Information & Assistance Specialist
Tracy Ghanem | Information & Assistance Specialist
Corinna Powers | Vaccine Helpline Care Coordinator
Arlene Sanchez | Intake Specialist Coordinator
Jennifer Elliott | Intake Specialist
Melissa Montgomery | Intake Specialist
Elizabeth DeLand | Intake Specialist
Amanda Miller | Intake Specialist
Margaret Herlache | Community Health Coordinator
Holly Giovengo | Community Health Specialist
Chrysti Reichert | Lead Medicaid Waiver Specialist
Leah Carr | Medicaid Benefits Counselor
Nancy Napolitano | Medicaid Benefits Counselor
Luz Josephina Guerra | Medicaid Benefits Counselor
Elizabeth Landon | Medicaid Benefits Counselor
Jessica Butakov | 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
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
Sierra Pennington | Victim Advocate Program Manager
Michelle Arias | Victim Advocate
Barbara Bawgus | Victim Advocate

Department of Outreach
Charity Dera | Vaccine 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

Department of Planning and Healthcare Initiatives
Jason Martino | Director of Planning
Jody Ferguson-Hensler | Caregiver Specialist Coordinator
Nicole Day | Caregiver Specialist
Geralyn Fortney | SHINE Program Manager
Nora Portanenko | SHINE Program Assistant
Theresa Lemoine-Toner | Health & Wellness Coordinator

Department of Outreach
Charity Dera | Vaccine Outreach Coordinator

Administration
Ann Marie Winter | Executive Director
Virginia Cruz | Executive Assistant
Wendy Arroyo | HR Administrator
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 an 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 and mental health counseling.