



Florida's Aging Network

Kira Houge, Bureau Chief, Florida Department of Elder Affairs

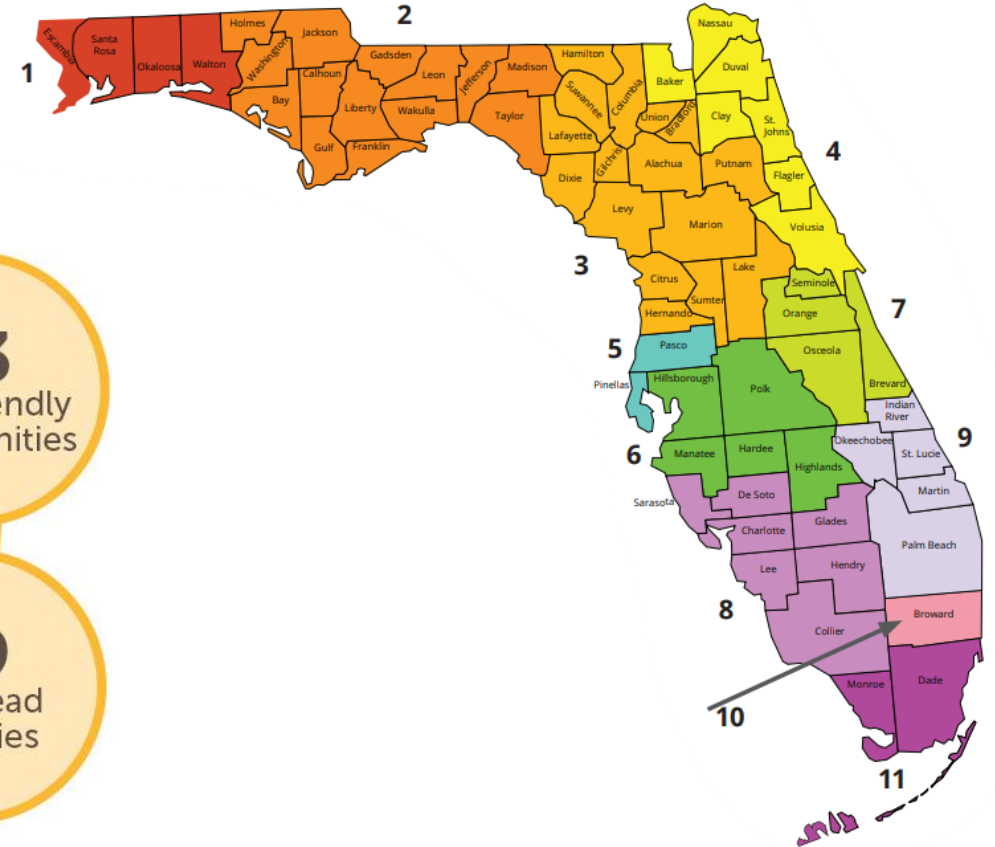
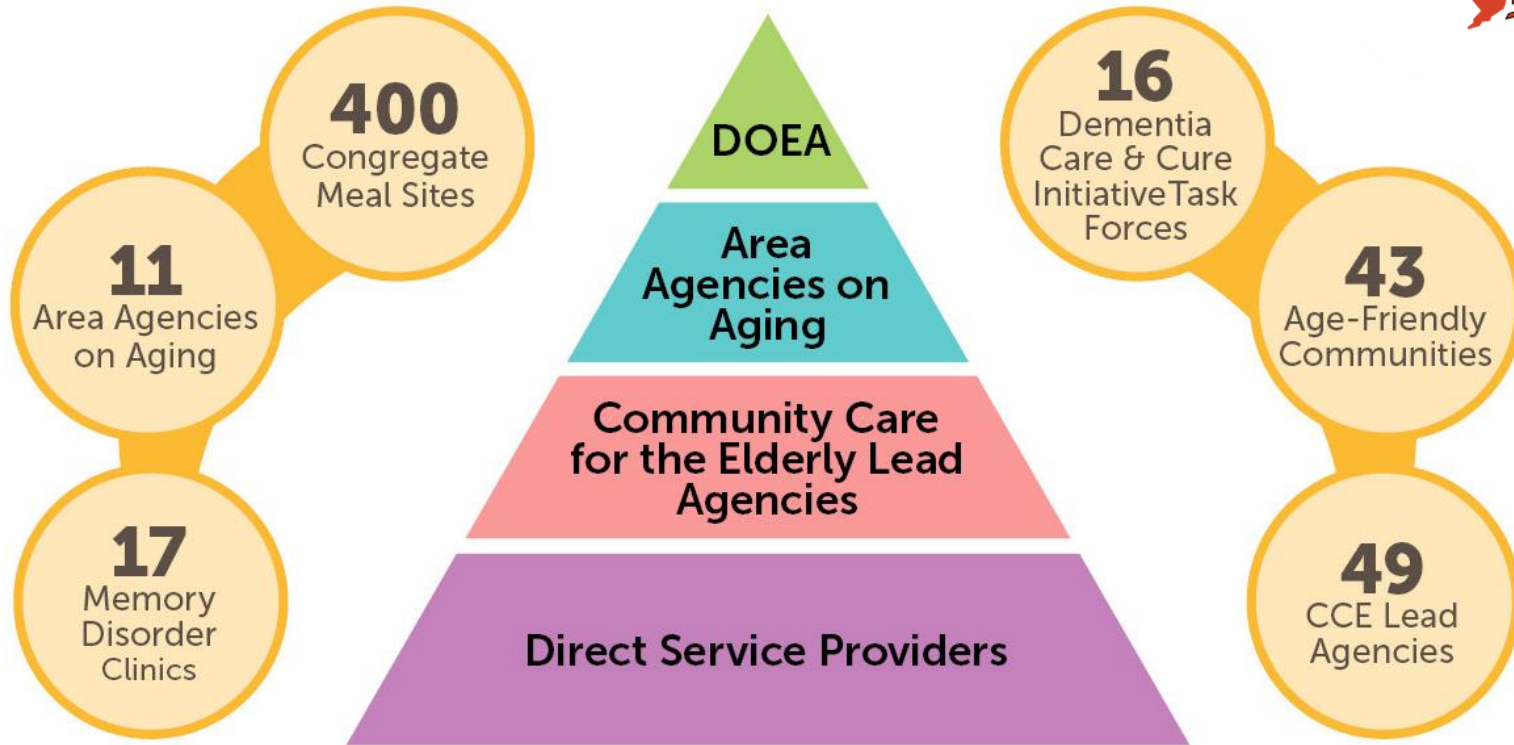
Lisa Bretz, Executive Director, Advantage Aging Solutions

December 8, 2022

About DOEA

- Authorized under Article IV, Section 12 of the Florida Constitution.
 - Designated by Florida voters to “serve as the primary agency for administering human services programs for the elderly.”
- Designated as the official State Unit on Aging, per the federal Older Americans Act (OAA) of 1965.
- 2022 marks the 30th anniversary of the Department.

Florida's Aging Network



Older Americans Act (OAA) Programs

Florida's Aging Network

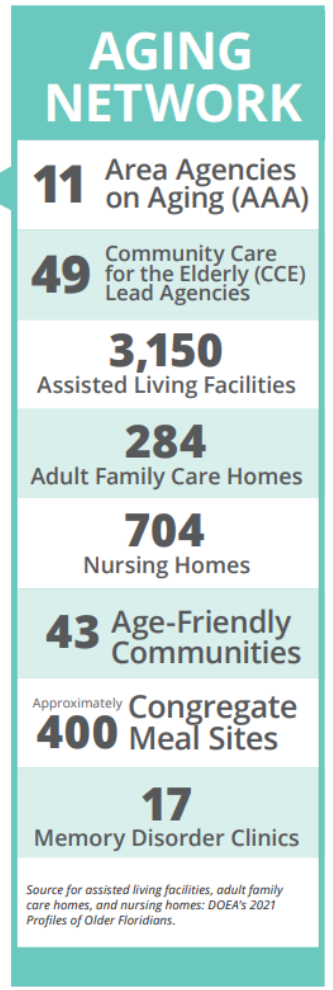
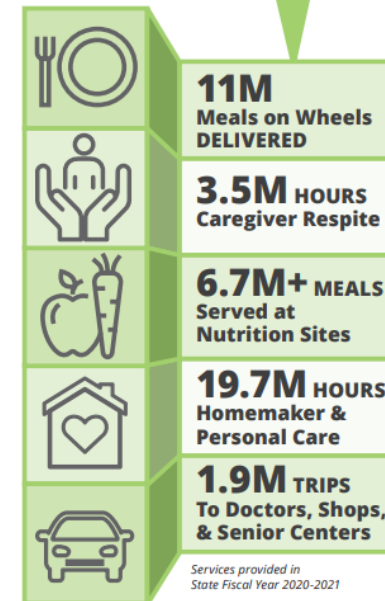
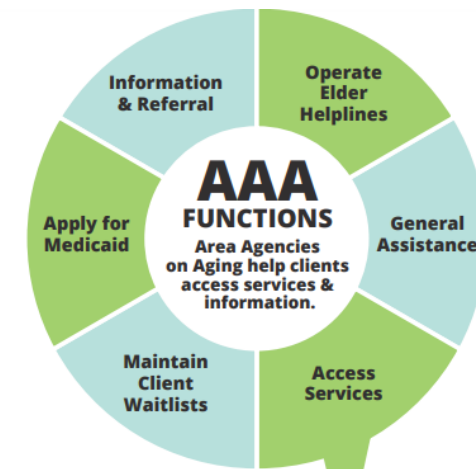
OAA Programs

- Congregate Meals
 - Strategically located in facilities where individuals may obtain other social and rehabilitative services.
- Home-Delivered Meals
 - Generally delivered to the residences of homebound participants at least once a day, five or more days a week.
- Nutrition Service Incentive Program
 - Provides additional funding to help providers adjust meal rates, improve meal quality, and increase the number of meals provided to clients in need.

Florida's Aging Network

OAA Programs (continued)

- Disease Prevention and Health Promotion Services
 - Learning to positively manage symptoms, managing pain, making healthier food choices, managing medications, building strength, and maintaining balance.
- National Family Caregiver Support Program
 - Provides support services to family caregivers and grandparents.
- Elder Abuse Prevention
 - Increase awareness of elder abuse, neglect, and exploitation (including fraud and scams).



State-Funded Programs

Alzheimer's Disease Initiative

- The Alzheimer's Disease Initiative (ADI) was legislatively created in 1985 to provide a continuum of services to meet the changing needs of individuals and families affected by Alzheimer's disease and related dementias (ARD).
- The Legislature has authorized 17 Memory Disorder Clinics to provide comprehensive diagnostic and referral services for persons with ARD. The clinics also conduct service-related research, develop caregiver training materials, and provide educational opportunities.
- The ADI Brain Bank is a service, education, and research-oriented network of statewide regional sites. The intent of the brain bank program is to ultimately find a cure for Alzheimer's disease by collecting and studying the brains of deceased patients who were clinically diagnosed with dementia.

Florida Alzheimer's Center of Excellence (FACE)

- Launched in 2022.
- Supports caregivers and people with Alzheimer's disease and related dementias living in communities by using evidence-based, no-wrong-door strategies.
- Focuses on enhancing the infrastructure available to support impacted seniors, families, and caregivers.
- Includes innovative partnerships with groups that identify patients for the Blood Brain Barrier clinical trials for more effective treatment.

Community Care for the Elderly

The Community Care for the Elderly (CCE) Program provides community-based services on a continuum of care to help elders with functional impairments to live in the least restrictive and most cost-effective environment suitable to their needs. DOEA administers the program through contracts with AAAs, which subcontract with CCE Lead Agencies.

- Adult day care
- Adult day health care
- Case management
- Case aides
- Chore assistance
- Companionship
- Consumable medical supplies
- Counseling
- Escort services
- Emergency alert response
- Emergency home repair
- Home-delivered meals
- Home health aides
- Homemakers
- Home nursing
- Legal assistance
- Material aid
- Medical therapeutic services
- Personal care
- Provide crisis-resolving services to clients referred by Adult Protective Services
- Respite
- Shopping assistance
- Transportation
- Other community-based services

Home Care for the Elderly

The Home Care for the Elderly (HCE) Program supports care for Floridians age 60 and older in family-type living arrangements within private homes as an alternative to institutional or nursing facility care. DOEA is responsible for planning, monitoring, training, and technical assistance. Unit rate contracts are established by AAAs for local administration of the program within each Planning and Service Area.

- Incontinence supplies
- Medications
- Medical supplies
- Wheelchairs
- Ramps and home accessibility modifications
- Assistive devices
- Nutritional supplements
- Home health aides
- Home nursing
- Other services, including a small monthly stipend, to help maintain the individual at home

Local Services Programs

Local Services Programs (LSP) provide additional funding to expand long-term care alternatives that enable elders to maintain a favorable quality of life in their own homes and avoid or delay nursing home placement. DOEA administers these programs through contracts with AAAs, which then subcontracts with local providers to deliver services.

- Adult day care
- Case management
- Congregate meals
- Facility improvements
- Emergency alert response
- Health promotion
- Health risk assessments
- Home-delivered meals
- Home health care
- Home modifications
- Homemaker services
- In-home respite
- Material aid
- Nutrition support program
- Physical/mental health support
- Recreation
- Respite
- Specialized medical supplies
- Transportation

Additional Department Programs and Highlights

Florida Elder Helpline

The Elder Helpline, housed within the Department of Elder Affairs, directs the elderly and disabled to their local resource office, where case managers can connect seniors with services that best fit their needs. The Helpline empowers elders, their families, and caregivers so they can make informed decisions about aging in place, in an elderly environment, with security, purpose, and dignity.

Call intakes per year:

2019	46,608
2020	51,008
2021	55,408



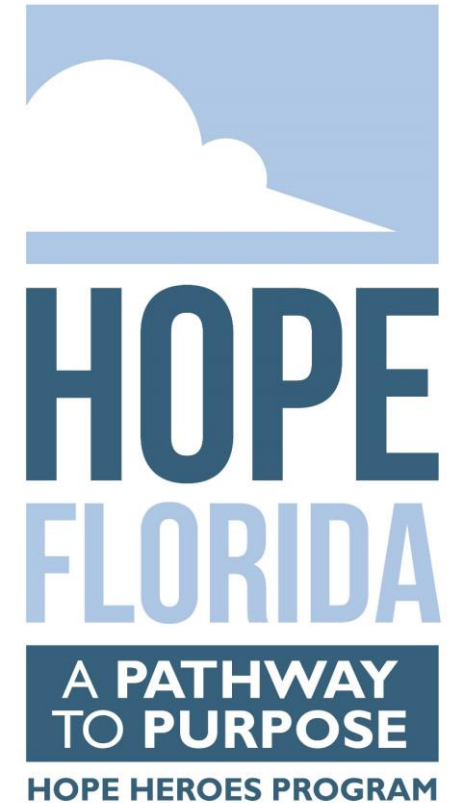
Elder Helpline

1-800-96-ELDER
Information & Referral
Available in Spanish (1-800-963-5337)



Hope Florida – A Pathway to Purpose

- Modeled after the DCF Hope Florida – A Pathway to Prosperity initiative.
- Pairs seniors in need of assistance with Hope Navigators to be a helping hand in their journey to regain or maintain independence and age in the place of their choosing.
- Referrals come from DCF Hope Line (850-300-HOPE) to DOEA for 60+ population.
- Launched Aug 30, 2022.
- Served to date: 97.



Hope Heroes

- Volunteer program under Hope Florida – A Pathway to Purpose
- Engages seniors and other community members to support older Floridians through volunteerism.
- Volunteers to date: 244 (11/2022)
- Provided extensive support after Hurricane Ian.
 - Shelter assistance
 - Telephone assessments and reassurance
 - Companionship
 - Debris removal and home repair
 - Sorting donated items
 - Delivering Meals





Introduction to Florida's Area Agencies on Aging

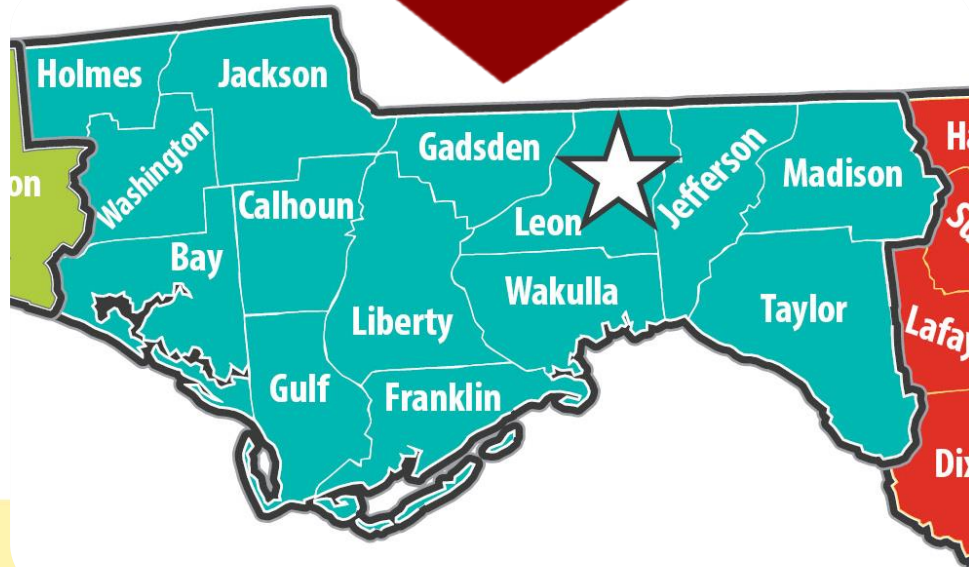
**Presented by: Lisa Bretz, MSW
Executive Director, Advantage Aging Solutions**

Hierarchy of the Aging Network



Department of
ELDER AFFAIRS
STATE OF FLORIDA

ADVANTAGE
Aging Solutions



Department of
ELDER AFFAIRS
STATE OF FLORIDA



Aging & Disability Resource Centers (ADRC)



Elder Helpline
1-800-96-ELDER
(1-800-963-5337)

Programs
Coordinated by
Area Agencies on
Aging



**GENERAL REVENUE
PROGRAMS**

**OLDER AMERICANS
ACT PROGRAMS**



**OTHER
PROGRAMS**

**STATEWIDE MEDICAID
MANAGED CARE LONG-TERM
CARE PROGRAM**

Older Americans Act (OAA)

The federal Older Americans Act authorizes state units on aging and targets seniors age 60 and older and their caregivers.

OAA Programs

- Support Services
- Congregate Meals
- Home-Delivered Meals (aka Meals on Wheels)
- Health and Wellness Programs
- National Caregiver Support Program
- Elder Abuse Prevention

General Revenue (GR)

- State-funded programs focusing on providing services in the client's home.
- All clients enrolled in a GR program have a case manager that assists with coordination of services.

General Revenue (GR) Programs

- Alzheimer's Disease Initiative (ADI)
- Community Care for the Elderly (CCE)
- Home Care for the Elderly (HCE)

Statewide Medicaid Managed Care Long-Term Care Program (SMMC LTC)

- SMMC LTC is designed to provide home and community-based services to Medicaid recipients who are 65 years of age or older, or age 18 or older and eligible for Medicaid by reason of a disability; and determined to require nursing facility level of care.
- Application process begins with the AAA.

Other Programs

- Emergency Home Energy Assistance Program (EHEAP)
- Serving Health Insurance Needs of the Elderly (SHINE)

**Serving
Health
Insurance
Needs of
Elders**





Counseling and Assistance

Free, unbiased, confidential

- Medicare options
- Plan comparisons
- Paperwork
- Applying for financial assistance
- Medicare enrollment
- Billing situations
- Appeals and resolving grievances



SHINE will not...

- Charge for any service
- Share your information
- Recommend any provider or insurance product
- Give legal advice
- Give medical advice
- Make decisions for you

Emergency Home Energy Assistance for the Elderly Program (EHEAP)

- Provides assistance to low-income clients facing a home energy crisis including, but not limited to:
 - Paying for a past due electric bill.
 - Purchasing propane gas, or other fuel.
 - Paying for air conditioning or heater repairs.
 - Purchasing new air conditioning units, etc.
- Eligibility:
 - Persons aged 60+ residing in the home with an energy crisis.
 - Household income cannot be higher than 150% of poverty.
 - An application is completed that includes extensive documentation.

Access Through Information, Referral and Assistance



Calling the Elder Helpline

- ▶ Clients can call the Elder Helpline from anywhere in the state at **1-800-96-ELDER (1-800-963-5337)**.
- ▶ Information & Referral Specialists can help address caller needs by connecting them to community resources.

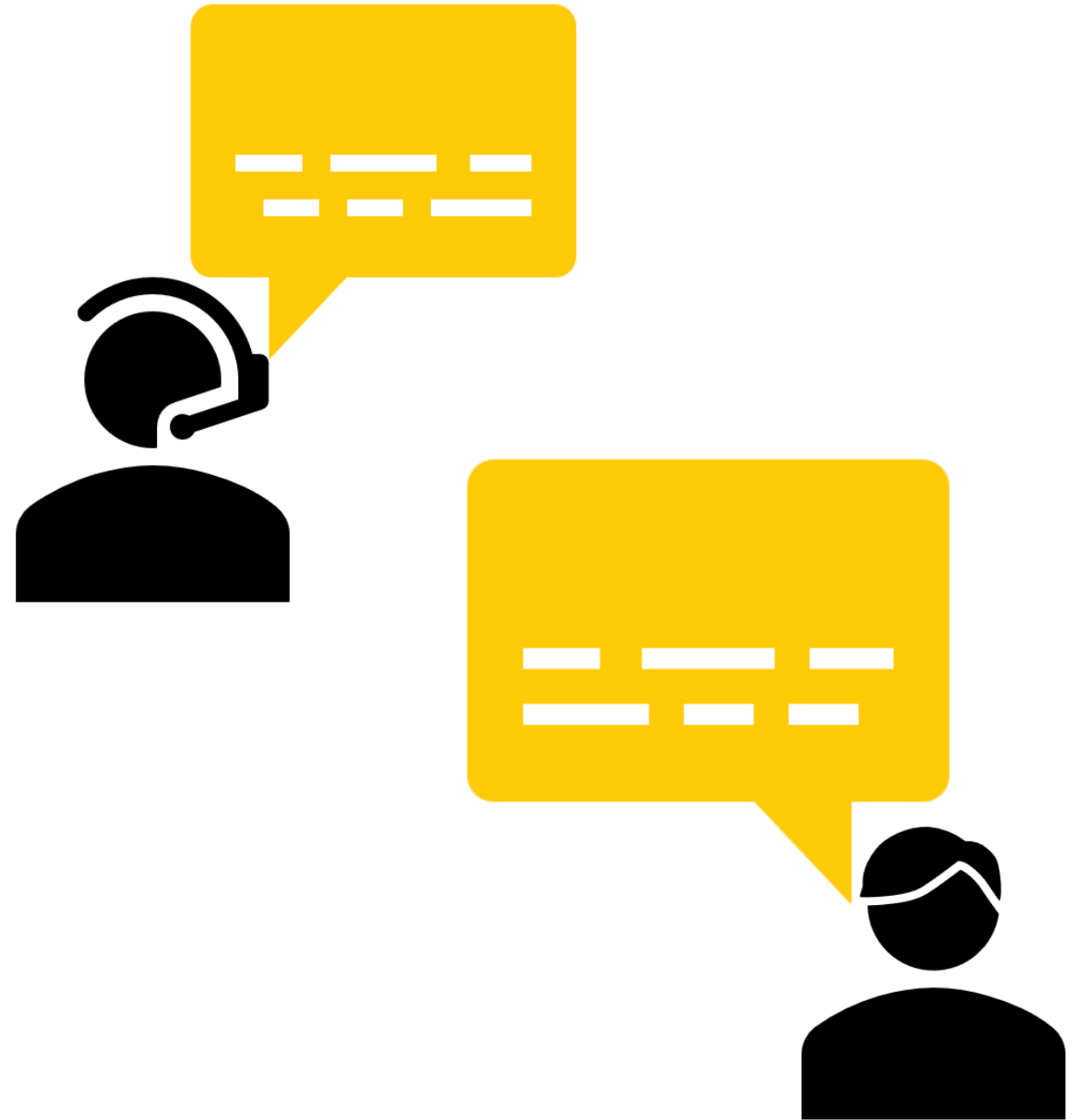


Hello this is the Elder Helpline.

How can we help you?

Telephone Screening

- ▶ The ADRC staff will conduct a 701s telephone screening assessment.
- ▶ The assessment helps to identify the client's:
 - ▶ Current situation and background.
 - ▶ Identify what programs the client may be eligible for.
 - ▶ Creates a risk score.
- ▶ ADRC staff members will provide more information on the specific programs and add clients to the appropriate waitlists.



For More Information...

- For more information about our programs and resources you can call the **Elder Helpline at (1-800-963-5337)**.
- Visit the Florida Department of Elder Affairs website at: elderaffairs.org.



Thank you!

Questions?

