

2024-2027 FOUR-YEAR AREA PLAN

 *Program Module*



**Area Agency on Aging for North Florida, Inc. d/b/a
Advantage Aging Solutions
Planning and Service Area 2
September 12, 2024**



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Introduction to the Area Plan

The Area Plan describes in detail the specific services to be provided to the population of older adults residing in each Planning and Service Area (PSA). The plan is developed from an assessment of the needs of the PSA as determined by public input that involves public hearings, the solicited participation of those affected and their caregivers, and service providers. The plan also states the goals and objectives that the Area Agency on Aging (AAA) and its staff and volunteers plan to accomplish during the planning period. This four-year cycle is for the period of January 1, 2024, through December 31, 2027.

The Area Plan is divided into two parts, the Program Module and the Contract Module. The Program Module includes a profile of the PSA; a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis; an analysis of performance and unmet needs; the service plan including goals, objectives, and strategies; assurances; and other elements relating to the provision of services.

The Contract Module includes the elements of the plan relating to funding sources and allocations, as well as other administrative/contractual requirements, and otherwise substantiates the means through which planned activities will be accomplished.

In planning to produce the Area Plan, AAAs should consider the following Area Plan development cycle.



This recommended planning cycle features the development of the PSA Profile, followed by the completion of the comprehensive SWOT analysis during the winter and spring of the Area Plan submission year. The summer should feature the development of the Performance and Targeted Outreach and Unmet Need and Services opportunities components of the Area Plan. With the completion of these components, the AAA will be prepared to address the Goals, Objectives, and Strategies component of the Area Plan.

With the completion of each stage in development of the Area Plan, the AAA is required to submit the respective components to Department of Elder Affairs (DOEA) through their contract manager for review and feedback.

By the spring of each year, the Department of Elder Affairs will directly email Area Agencies on Aging executive directors. This email will include the Area Plan Program Module Template, Instructions, Area Plan Contract Module Template, and a table of due dates for submission of the Area Plan Cycle components.

Program and Contract Module Certification

AREA AGENCY ON AGING (AAA) INFORMATION:

Legal Name of Agency: Area Agency on Aging for North Florida, Inc.

Mailing Address: 2414 Mahan Drive Tallahassee Florida 32308

Telephone: (850) 488-0055 FEDERAL ID NUMBER: 59-1844633

CERTIFICATION BY BOARD PRESIDENT, ADVISORY COUNCIL CHAIR, AAA DIRECTOR:

I hereby certify that the attached documents:

- Reflect input from a cross section of service providers, consumers, and caregivers who are representative of all areas and culturally diverse populations of the Planning and Service Area (PSA).
- Incorporate the comments and recommendations of the Area Agency's Advisory Council.
- Have been reviewed and approved by the Board of Directors of the Area Agency on Aging.

Additionally:

Signatures below indicate that both the Program Module and the Contract Module have been reviewed and approved by the respective governing bodies.

I further certify that the contents are true, accurate, and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance. I have reviewed and approved this **2024 Area Plan Update**.

President, Board of Directors

Name: Harriet Rich Signature: Harriet Rich

Date: 10/3/24

Advisory Council Chair

Name: STERLING DuPont Signature: STERLING DuPont

Date: 8/22/2024

Area Agency on Aging

Name: Lisa L Bretz Signature: Lisa L Bretz

Date: 10/3/2024

Signing this form verifies that the Board of Directors and the Advisory Council and AAA Executive Director understand that they are responsible for the development and implementation of the plan and for ensuring compliance with the Older Americans Act Section 306.

AAA Board of Directors

Membership Composition:

The Board of Directors shall not exceed eighteen members, composed of one from Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Liberty, Madison, Taylor, Wakulla and Washington, and two from Bay and Leon Counties.

Two at-large members may be appointed by the Board of Directors.

In no case will any county be represented by more than two voting members.

The Executive Director, the President of the Advisory Council or his/her designated representative and the PSA member of the Department of Elder Affairs Advisory Board shall serve as ex-officio members. Ex-Officio members (non-voting) may be appointed to the Board in recognition of services rendered to AAANF and/or the senior citizens of Florida. Their term of membership shall be indefinite unless removed for cause.

At least one-third of the Board should be over 60 years of age.

Frequency of Meetings:

The Board shall meet at least quarterly each year, at a time and place to be established by the Board President. The Annual Meeting of the corporation that is held in January shall be counted toward the minimum number of meetings. Based upon need, additional meetings may take place during the year.

Under unusual circumstances (e.g. natural disaster, pandemic, concern for public safety), the Board President may authorize meetings to be held using telephonic or virtual platforms.

Officer Selection Schedule:

Officers are nominated at the December meeting and installed in January at the Annual Board of Directors meeting.

AAA Board Officers:

Title	Name	Term
Chair	Anita Clarke	09/26
Vice Chair	Dorothy Alexander	08/25
Treasurer	Harriet Rick	03/25
Secretary	Willie Ann Dickey	09/24
Immediate Past Chair	Cherry Smith	06/25
Other: (Title _____)		
Other: (Title _____)		

AAA Board of Directors Membership:

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term of Office
Cherry Smith	Retired	Gulf	06/23/2016	06/22-06/25
Anita Clark	Retired	Washington	09/24/2020	09/23-09/26
Harriet Rich	Retired	Wakulla	03/24/2016	03/22-03/25
Shirley Owens	Retired	Holmes	05/28/2020	05/23-05/26
Arzella Smith	Retired	Calhoun	09/23/2021	09/21-09/24
Robert Presnell	City Manager	Gadsden	06/23/2016	06/22-06/25
Willie Ann Dickey	School Board Member	Jefferson	09/23/2021	09/21-09/24
Janice Wise	Retired	Leon	02/24/2022	02/22-02/25
Dorothy Alexander	Retired	Madison	08/19/2022	08/22-08/25
Brenda Carlton	Retired	Taylor	09/24/2023	09/23-09/26

AAA Advisory Council

Council Composition:

The Advisory Council shall strive to be composed of a minimum of fourteen (14) voting members. There shall be no more than one (1) voting member representing each of the following counties: Bay, Calhoun, Gadsden, Gulf, Franklin, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington. A majority of the voting members of the Advisory Council shall be over the age of sixty (60) years.

Frequency of Meetings:

The President shall call a meeting of the members four (4) times each year. Meetings will take place following the regular business meeting of the Board of Directors. Other meetings may be called by the President as needed. All members shall receive at least a seven (7) day notice of the time and place of the meeting.

Member Selection Schedule:

The representative members shall be nominated by the local Service Provider Agency and confirmed by the Area Agency Advisory Council. At-large members shall be nominated by the Area Agency Executive Director and/or Council members and confirmed by the AAA Council.

Should the local Service Provider Agency's Board fail to nominate a candidate within thirty (30) days of a written notice of a vacancy, the AAA Executive Director shall provide nominations to the Nominating Committee of the Advisory Council. The Executive Director will provide status reports on perspective candidates to fill the vacant seat.

A Nominating Committee designee or the Executive Director shall review and interview nominees in accordance with their assigned responsibilities. Nominating committee members will make recommendations to the Advisory Council for approval. Newly elected members will be notified to attend the next regularly scheduled meeting.

Service Term(s):

Advisory Council Members shall be appointed by a vote from the existing membership. There is no set term limit for members. Advisory Council members may hold office at the discretion of the Council or until he/she wishes to resign from the Council.

AAA Advisory Council Members:

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term of Office	60+ (yes/no)	Race	Ethnicity
Sterling DuPont	Retired	Gadsden	06/2011	N/A	Yes	B	N/H
Leola Vlieg	Retired	Jackson	05/14	N/A	Yes	W	N/H
Mrs. Miner Brookins	Retired	Jefferson	10/10	N/A	Yes	B	N/H
Colette Valle	FCOA	Leon	08/15	N/A	No	W	N/H
Gloria “Gigi” Auston	Retired Psychologist	Madison	05/17	N/A	Yes	W	N/H
Frances Pybus	Retired	Wakulla	05/16	N/A	Yes	W	N/H
Valentine “Val” Webb	ECCC	Franklin	05/20	N/A	Yes	B	N/H
Tammy Farmer	Retired	Gulf	05/20	N/A	Yes	B	N/H
Mary Temples	Washington	Washington	05/16	N/A	Yes	W	N/H

Funds Administered and Bid Cycles

The following funds are administered by Advantage Aging Solutions, inc. for PSA 02. The current and anticipated Bid Cycles are provided for those programs that are administered through competitively procured subcontracts.

Funds Administered			Current Bid Cycle		Anticipated Bid Cycle	
			Published	Current Year of Cycle	Ant. Pub.	Ant. Award
Older Americans Act (OAA)	III B	<input checked="" type="checkbox"/>	07/22/21	2	03/2026	07/2026
	III C.I	<input checked="" type="checkbox"/>	07/22/21	2	03/2026	07/2026
	III C.II	<input checked="" type="checkbox"/>	07/22/21	2	03/2026	07/2026
	III D	<input checked="" type="checkbox"/>	07/22/21	2	03/2026	07/2026
	III E	<input checked="" type="checkbox"/>	07/22/21	2	03/2023	07/2026
	VII*	<input checked="" type="checkbox"/>	-			
General Revenue	ADI	<input checked="" type="checkbox"/>	06/24/21	2	02/2026	06/2026
	CCE	<input checked="" type="checkbox"/>	06/24/21	2	02/2026	06/2026
	HCE	<input checked="" type="checkbox"/>	06/24/21	2	02/2026	06/2026
Other	ADRC*	<input checked="" type="checkbox"/>				
	AoA Grants	<input type="checkbox"/>				
	FACE*	<input type="checkbox"/>				
	LSP*	<input checked="" type="checkbox"/>				
	NSIP*	<input checked="" type="checkbox"/>				
	RELIEF*	<input type="checkbox"/>				
	SHINE*	<input checked="" type="checkbox"/>				
	USDA*	<input type="checkbox"/>				

* This fund does not have an associated Bid Cycle.

Resources Used

[Advancing States](#)

[American Community Survey](#)

[AoA Special Tabulation Data 60+](#)

[Behavioral Risk Factor Surveillance System](#)

[Bureau of Economic and Business Research \(BEBR\)](#)

[Explore Census Data](#)

[Economic and Demographic Research \(EDR\)](#)

[FLHealthCHARTS](#)

[eCIRTS and Legacy CIRTS](#)

[National Aging Program Information System \(NAPIS\) / The Older Americans Performance System \(OAAPS\) reports](#)

[Florida County Profiles](#)

[Elder Needs Index Maps](#)

[Targeting Data and Dashboard](#)

[Targeting Performance Maps](#)

Other : <https://www.fns.usda.gov/sfsp/rural-designation> (US Department of Agriculture)

Other: The Gerontological Society of America: *Housing Affordability and Security Issues Facing Older Adults in the United States*, Andre Fenelon, PhD, and Sarah Mawhorter, PhD October 2020 (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7799385/>)

2024-2027 Four-Year Area Plan Program Module

Executive Summary

This section describes the role of Advantage Aging Solutions, Inc. as a AAA and includes major highlights, key initiatives, and how the significant needs of the PSA will be addressed. **The suggested limit for the narrative response to this section is three pages.**

The Advantage Aging Solutions, Inc. is one of eleven Area Agencies on Aging in Florida. Under the Older Americans Act mandate, Area Agencies on Aging (AAA) have responsibility for the development of comprehensive plans addressing all aging issues in the geographic area of the Planning and Service Area (PSA).

Established as a 501(c) 3 private non-profit corporation in 1978, the Advantage Aging Solutions, Inc. contracts with the Florida Department of Elder Affairs (DOEA) to administer federal and state programs for elders and those providing care for them in a fourteen county Planning and Service Area of North Florida. A sixteen-member Board of Directors, representative of each of the fourteen counties, has oversight of policy development and operations of the organization.

Planning and Service Area (PSA) 2 spans 14 counties from Bay County in the western Panhandle to Madison and Taylor Counties in the eastern part of the Big Bend. Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington counties are within this area.

The role of the AAA, as established by the Department of Elder Affairs, is to accomplish the following:

- Develop a comprehensive and coordinated community-based system of care,
- Develop and implement the Annual Area Plan,
- Develop grants and contracts with community agencies for direct service provision,
- Provide monitoring and technical assistance to service providers, and
- Serve as the advocate for elders within the planning and service area.

In addition, the Advantage Aging Solutions, Inc. serves as the designated Aging and Disability Resource Center (ADRC) for the Planning and Service Area. Older adults and individuals with developmental disabilities, their families and care providers can access the ADRC in their community by calling the Elder Helpline, which provides information, referral and assistance for a wide array of community based and long-term care service options.

The agency manages a budget of approximately \$10,500,000 to coordinate home and community-based services for over 9,000 older adults and their caregivers through subcontracts with designated Community Care for the Elderly (CCE) lead agencies and screening and eligibility services through the

Aging and Disability Resource Center. The agency also works with the following 9 Lead agencies that are charged with providing case management, direct consumer care, and advocacy for elders within their communities:

Lead Agency:	Counties Served:
Bay County Council on Aging, Inc.	Bay
Calhoun County Senior Citizens Association, Inc.	Calhoun
Elder Care Services, Inc.	Gadsden, Leon, Wakulla
Holmes County Council on Aging, Inc.	Holmes, Washington (under emergency procurement)
Jackson County Senior Citizens Organization, Inc.	Jackson
Liberty County Senior Citizens Association, Inc.	Franklin, Gulf, Liberty
Senior Citizens Council of Madison County, Inc.	Jefferson, Madison
Taylor Senior Citizens Center, Inc.	Taylor

They also coordinate services for individuals enrolled in the Alzheimer’s Disease Initiative, Home Care for the Elderly and other state and federal funded programs which are described in detail throughout this document.

Many of the designated Lead agencies in PSA 2 also serve as Older Americans Act program providers for supportive and nutrition services under Titles IIIB and IIIC. However, there are additional service providers within the PSA that only provide OAA services. The following 11 agencies provide OAA Services within the service area:

Nutrition Service Provider	Counties Served:
Bay County Council on Aging, Inc.	Bay*
Calhoun County Senior Citizens Association, Inc.	Calhoun*
Gadsden County Board of County Commissioners Elderly Affairs Department	Gadsden
Elder Care Services, Inc.	Leon*
Holmes County Council on Aging, Inc.	Holmes*, Washington* (under emergency procurement)
Jackson County Senior Citizens Organization, Inc.	Jackson*
Liberty County Senior Citizens Association, Inc.	Franklin*, Gulf*, Liberty*
Senior Citizens Council of Madison County, Inc.	Jefferson, Madison*
Taylor County Senior Citizens Center, Inc.	Taylor*

Wakulla Senior Citizens Council, Inc.	Wakulla
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*Provider that is both the General Revenue Lead Agency and the Older American Act Provider for the county.

The Advantage Aging Solutions, Inc. contracts with numerous service providers and works closely with the aging network to support the empowerment of elders, individuals with disabilities, and caregivers to access options for the delivery of existing mental health, physical health and long-term care services. Focus on collaboration to form a network of services is key in serving this large area. Our relationships with the providers are mutually respectful and our team is dedicated to providing training and technical assistance to enable providers to deliver high quality services. The goal of all of our policies and procedures is to serve our consumers, particularly those with greatest social and economic need which improve quality of life and enable them to receive those services in their chosen communities. Senior Centers throughout the PSA are the focal points for empowering elders and their caregivers to take responsibility for their own health and engage in activities that give them a sense of meaning and purpose, as well as provide important mental and physical health benefits.

Ageism is rampant in our country and the aging network is working to end Elder Abuse through increased identification, early intervention, and service provision to elders who have experienced abuse, neglect or exploitation. Our close association and cross training with Department of Children and Families Adult Protective Services has made both agencies stronger in our resolve to protect vulnerable adults, and our partnership with North Florida Legal Services has made legal assistance available to elders who could not afford private representation regarding their legal rights.

With the emphasis on network, our planning and collaboration at the community level is a response to the local situation, demographics and needs identified by statistics and local community groups of citizens. We use statistics for direction but recognize that community input is critical to implementation. Working with local providers in a variety of community settings from extremely rural Liberty County to the seat of state government in Tallahassee, we promote effective management and efficient use of state and federal funds with support from local communities, effective utilization of volunteers and fiscally responsible management practices.

Development highlights include:

- Coordination and collaboration with a local task force through the Florida Department of Elder Affairs Dementia Care and Current Initiative (DCCI). Coordination is in partnership with the Tallahassee Memorial Heath Care Memory Disorder Clinic and DOEA. Collaborators for this initiative have involved the Dementia Action Alliance, Florida State University School of Medicine, community leaders, Elder Care Services Adult Day Care staff, Alzheimer’s Association, community providers who provide services to caregivers of individuals living with dementia, and caregivers themselves. Our task force began delivering dementia sensitivity training to first responders in Leon County in 2017 and began delivering sensitivity training to serving staff at local restaurants in 2018. These trainings continue to expand to other sectors of the community such as schools, local police and sheriff offices, and businesses.

The Big Bend DCCI Task Force continues to meet every other month to discuss how members are reaching in and beyond the Big Bend to share education, training and support to those caring for individuals living with dementia.

- Working with local government in Franklin County to consolidate funding for services to elders to leverage federal and state dollars and expand programs to serve the needs of the communities in that county. Building capacity in that county with the goal of identifying a local entity to coordinate the Older Americans Act programs. Our current provider, Liberty County Senior Citizens Association began subcontracting these programs with Elder Care Community Council (ECCC), which operates The Holy Family Senior Center. The historic building was restored through a state funded grant awarded by the Legislature and administered by the Florida Department of Elder Affairs. The building is the historic hub of the African-American community on the Hill. The building began its life in 1929 as the Holy Family Mission School, giving Apalachicola's African-American children a first-rate education from 1920 to 1968. In addition to the senior center, it serves as a focal point for the community with weddings, graduation parties, talent shows, and a polling place for elections.
- Implementation of improved targeting materials and development of plans to identify and provide outreach to individuals at highest social and economic need.
- With the COVID-19 worldwide pandemic, the aging network had to quickly become innovative in finding new ways of serving seniors at a safe distance. All PSA 2 providers and lead agencies were able to develop ways to continue to provide meals, social supportive services, and even some in home services throughout the pandemic. Additional challenges included technological literacy challenges, local resources, and large geographical areas that needed to be traversed frequently to the seniors' homes. Many developed practices that helped to have seniors access food and vaccinations during this crisis.
- The AAS has develop a partnership with the VA to implement the Veteran's Direct Care Program in the Big Bend and Southern Georgia counties. The program helps to provide senior and disabled Veterans to hand select their own direct service workers.
- AAS has worked with more local community partnerships to increase seniors' access to smart technology that will help with the social isolation issue that the pandemic highlighted. Programs such as Uniper, Get Set Up, Ring System in partnership with Amazon, Simply eConnect, and other programs have been started within the PSA. These programs all focus on utilizing new technology to help meet senior needs for safety and social connections.

Mission and Vision Statements

The Mission Statement defines the purpose and primary objectives of the AAA. The Vision Statement describes what the AAA intends to accomplish or achieve in the future.

Mission:

The Mission of the Area Agency on Aging for North Florida, Inc. is to enhance the quality of life for older adults, persons with disabilities, and caregivers through advocacy, education, and support.

Vision

It is the Agency's vision to provide leadership in North Florida for the development of a coordinated service delivery system that addresses the challenges, barriers, and opportunities of elders and their caregivers.

Profile

This section provides an overview of the social, economic, and demographic characteristics of the PSA. The focus of this overview includes consideration of those geographic areas and population groups within the PSA of older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. Maps and graphics can be added to enhance your narrative descriptions. **Responses for each section should be limited to two pages of narrative.**

Identification of Counties:

Advantage Aging Solutions, Inc. serves as the designated area agency for the fourteen North Florida counties that make up Planning and Service Area (PSA) 2. Those counties include:

- Bay
- Calhoun
- Franklin
- Gadsden
- Gulf
- Holmes
- Jackson
- Jefferson
- Leon
- Liberty
- Madison
- Taylor
- Wakulla
- Washington

The planning and service area covers approximately 9,367 square miles. It is bordered by the states of Alabama and Georgia to the North, and the Gulf of Mexico to the South. The Apalachicola River intersects the PSA dividing it into two separate time zones, with some counties falling within the Eastern Time Zone (east of the river) and the remaining counties within the Central Time Zone (west of the river). **Figure 1** provides a visual of the counties within the PSA comparative to the State of Florida.

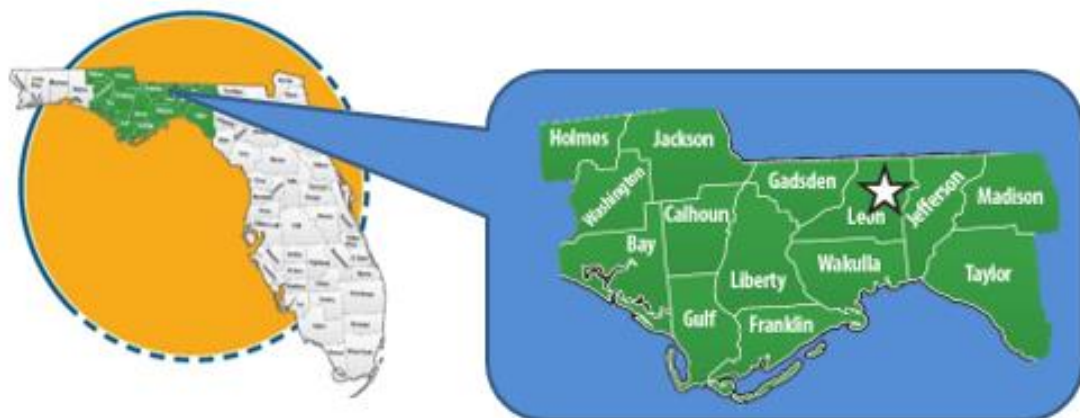


Figure 1: Planning and Service Area 2

PSA 2 is the only PSA within the state that has counties that are split between time zones. Those counties in the Central Time Zone are Holmes, Washington, Bay, Jackson, and Calhoun. Gulf County is the only county that has both time zones. **Figure 2** shows the split of counties between the different time zones.



Figure 2: Florida County Time Zones

Identification of Major Communities:

While the geographic area of Planning and Service Area 2 is large (9,367 square miles), the population (757,369 persons according to 2022 Profile of Older Floridians) is relatively sparse. Leon, Gadsden, Jefferson and Wakulla Counties make up the Tallahassee Metropolitan Service Area (MSA). The U.S. Department of Agriculture defines the Metropolitan area as “...as a location where there is at least one urbanized area of 50,000 or more population, plus adjacent territory, which has a high degree of social and economic integration with the core as measured by commuting ties, based upon census data” (<https://www.fns.usda.gov/sfsp/rural-designations-summer-food-service-program>). Outside of the Tallahassee Metropolitan Area, Bay County is the only other county in the service area that holds a designation of a metropolitan area.

The majority of the counties within the service meet the designation for rural. Those counties designated as rural are: Calhoun, Franklin, Gulf, Holmes, Jackson, **Liberty**, Madison, Taylor, and

Washington. **Figure 3** provides a visual of those counties that contain the metropolitan areas.

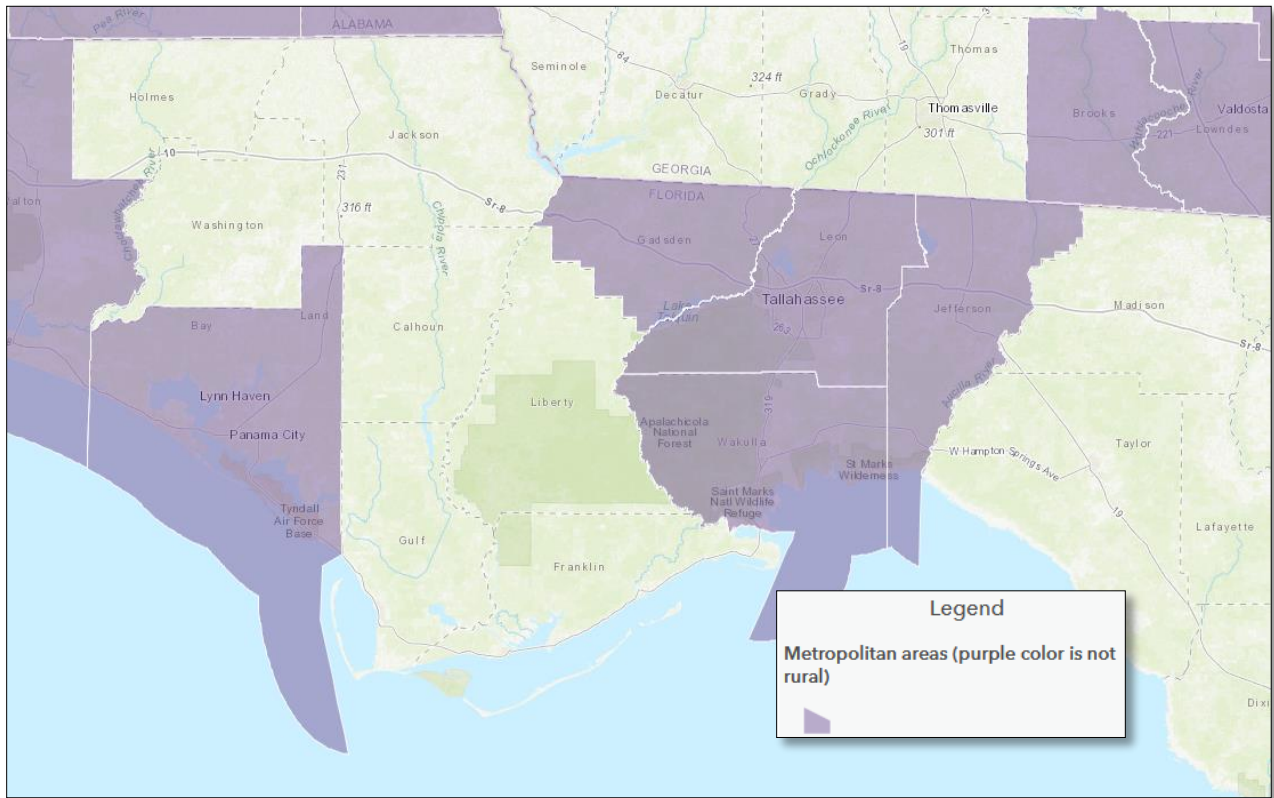


Figure 3: Metropolitan Designations of P2A 2
Source: U.S. Department of Agriculture 2022

The service area holds two unique locations that provide different opportunities for the area. Leon county holds the state’s capital of Tallahassee. It provides the PSA with the unique opportunity to be close to the state’s leadership. Legislative sessions and other state government functions happen within the capital, giving the AAA opportunities to provide advocacy efforts for seniors in the area. Leon County also holds three colleges: Florida Agricultural and Mechanical University, Tallahassee Community College, and Florida State University. These colleges provide the PSA with unique opportunities for partnerships and resources.

Bay county is home to the Tyndall Airforce Base. The base provides the surrounding communities opportunities for economic and community growth. The surrounding community is continually growing to help support the number of airmen and their families that move to the area.

Socio-Demographic and Economic Factors:

For detailed demographic Planning and Service Area 2 county data see *Attachment A*.

Age Demographics

Planning and Service Area (PSA) 2 is home to a total of 179,370 seniors that are over the age of 60. The PSA has seen an increase of 4,919 seniors from previous year's collected data from the Bureau of Economic Business Research (2021 & 2022 data). A total of 435 of that increase are seniors that are over the age of 85 years. The majority of seniors that reside in the PSA are located in Leon (59,267), Bay (44,244), and Jackson (13,021) counties. The counties with the smallest portion of seniors would be Liberty (1,636), Franklin (3,634), and Calhoun (3,876). **Figure 4** provides a chart of the population of seniors 60+ throughout each county in the PSA along with seniors that are 85 years or older.

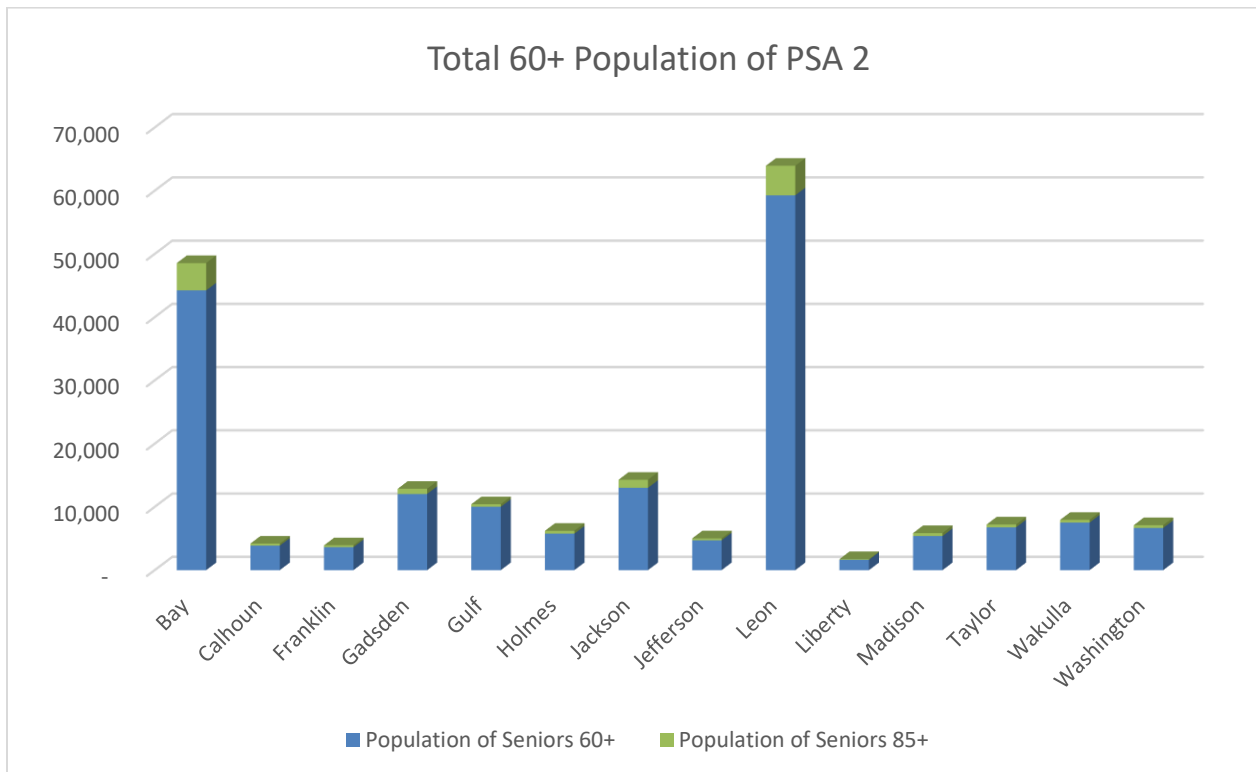


Figure 4: Total 60+ Population of PSA 2

Although some counties may have the highest or lowest number of seniors, the concentration of seniors of the county differs from the population total. The counties with the highest concentration of seniors comparative to the total population of the county are Gulf and Jefferson with seniors making up 33% of each of the counties' population. Franklin county follows not far behind with 30%. The counties with the lowest proportion of seniors consist of: Liberty (19%), Leon (20%), and Taylor (22%). **Figure 5** provides a chart comparing the percentage of the total number of seniors to the total population of the county.

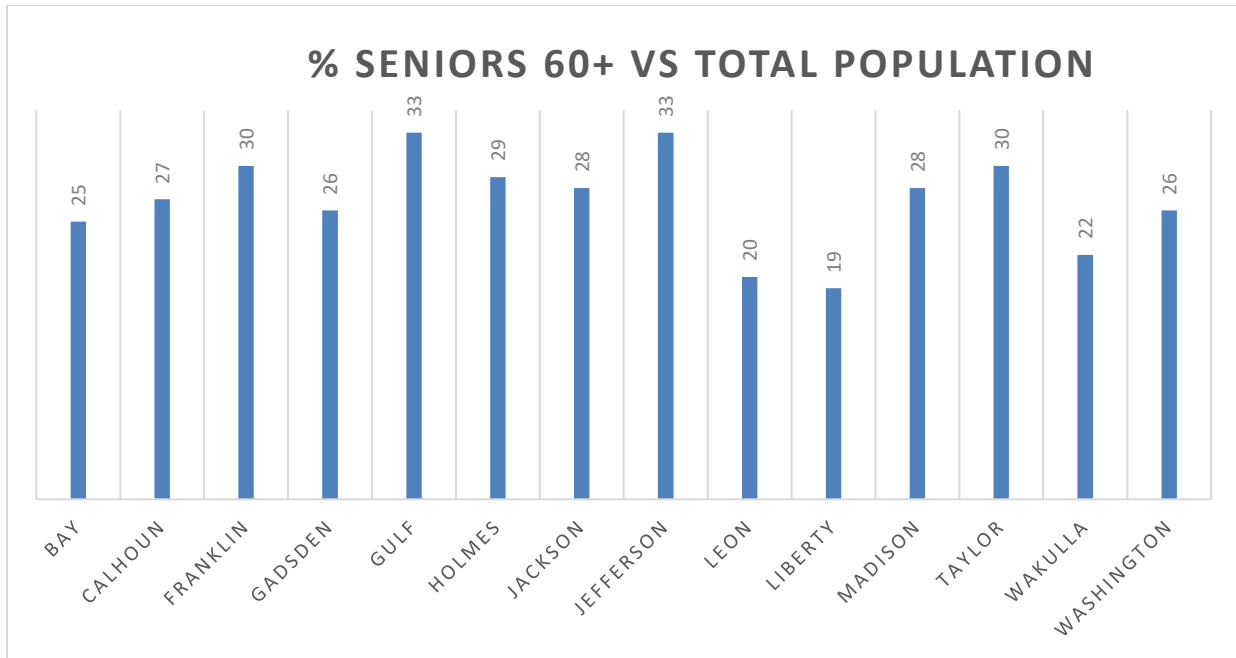


Figure 5: Percentage of Seniors 60+ Versus the Total Population

Elders with Low Income

The total number of seniors within the service area that meet the federal poverty level (FPL) (\$12,140/single household) is 14,410 or 8% of the total senior population. Comparative to the previous year, the PSA has seen a decrease of 1,985 seniors that are at the poverty level. However, the seniors that are only 25% away from being at FPL has seen an increase of 325 seniors.

The highest numbers of seniors in poverty are Bay (3,665), Leon (3,160), and Gadsden (1,520) counties. Leon and Bay County also have the highest number of seniors that are close to FPL and make 25% more (\$15,175/ single household). Leon county is the highest with a total of 6,350 seniors and Bay County with 5,925. These two counties also contain the highest numbers of minority seniors that meet FPL with Leon at 1,910 and Bay at 990. The counties with the lowest numbers of seniors in poverty are Liberty (140), Franklin (285), and Calhoun (355). **Figure 6** provides an overview of the number of seniors and minority seniors that are at FPL. **Figure 7** provides the same comparison but for those seniors that are at 125% of the FPL.

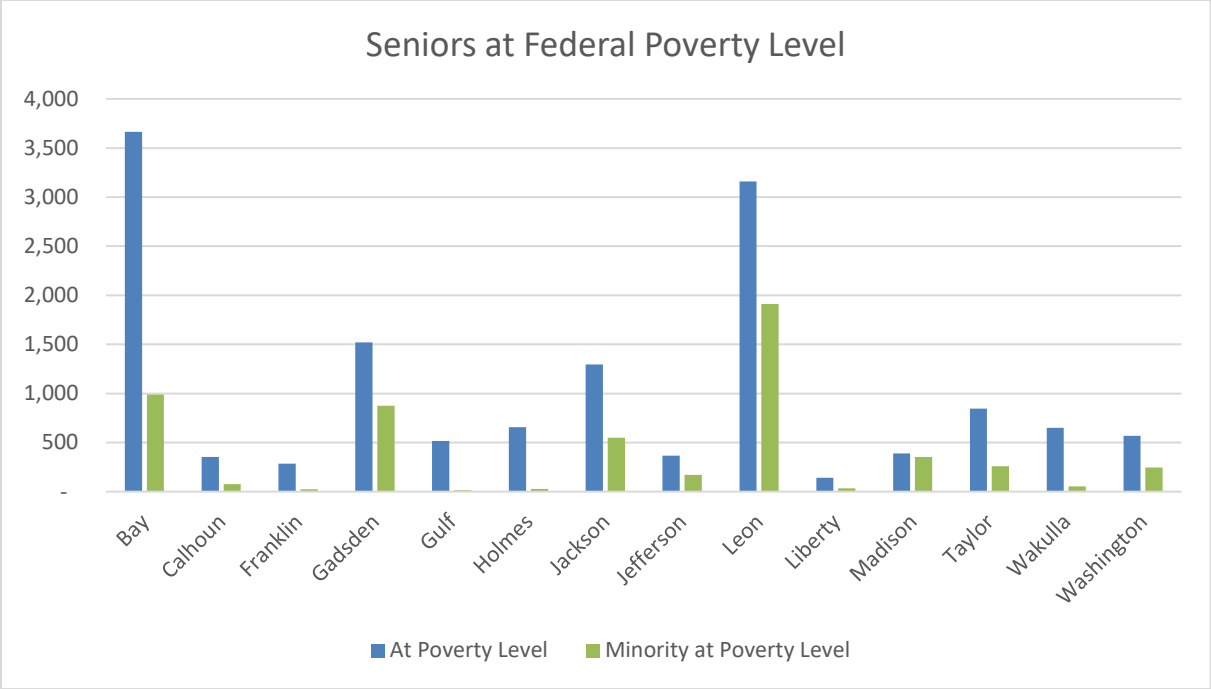


Figure 6: Seniors at Federal Poverty Level

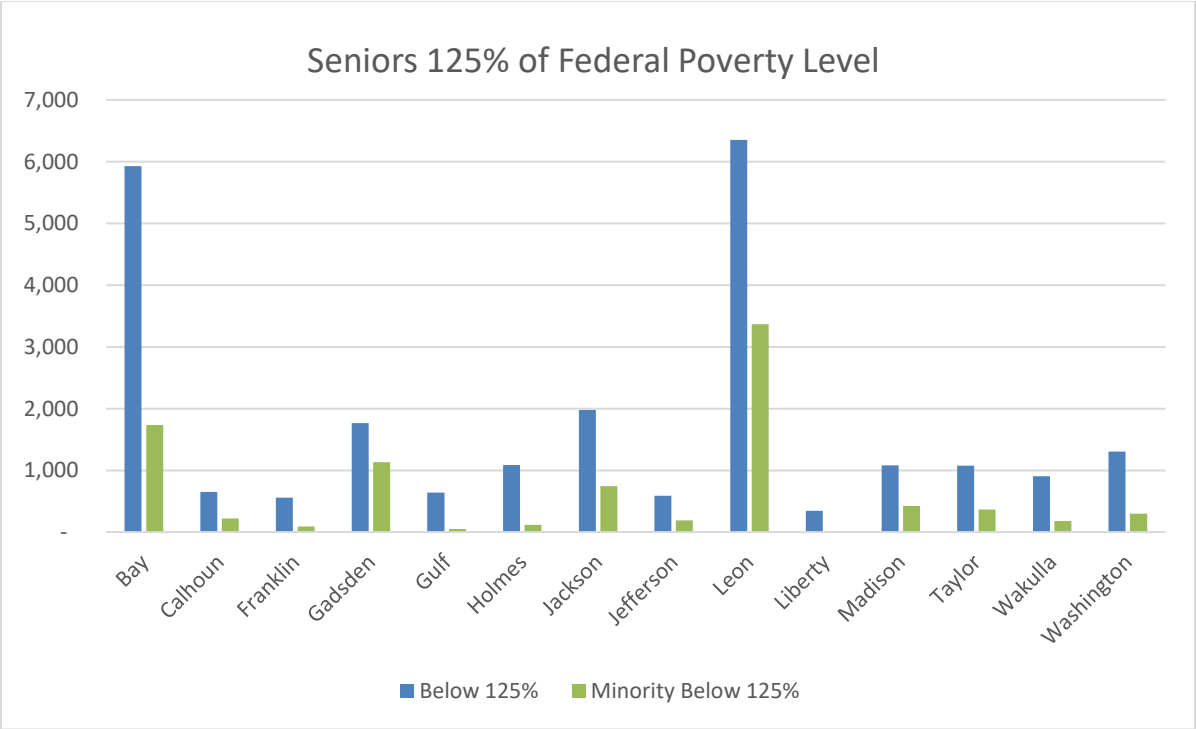


Figure 7: Seniors at 125% of the Federal Poverty Level

Socially Isolated Seniors

PSA 2 has seen an increase in the total number of seniors that are living alone by 3,928 seniors. Although females make up most of the seniors living alone, the majority of this year's increase was by males. Male seniors made up 83% (3,263) of the increased amount, whereas female seniors were only 17% (665). The total population of seniors living alone is currently a quarter of the senior population (44,642). **Figure 8** provides a visual of the makeup of seniors living alone between males and females for each county.

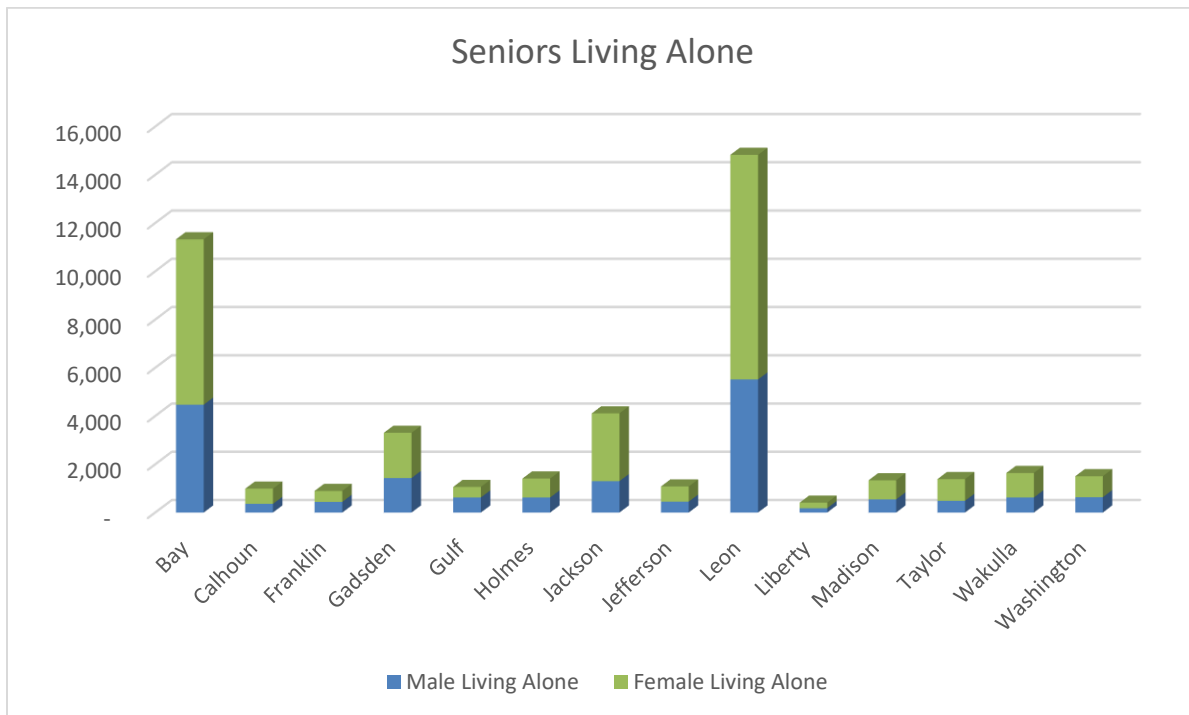


Figure 8: Total Number of Seniors Living Alone with a comparison of females to males.

Minority and Culturally Diverse Seniors

Following the other senior demographic characteristics, the PSA has also seen an increase of seniors that are within the minority category. There has been an addition of 1,477 minority seniors that have increased the total of the PSA to 37,098 seniors. The majority of this year's increase are those that are Black (1,097) which is followed by Hispanic (272) and other minorities (108). The proportion of minority seniors make roughly a quarter of the total population in the PSA. The largest total population of minority resides in Leon County with 16,262 seniors. However, the largest proportion of minority seniors reside in Gadsden County with 48% of the senior population. **Figure 9** provides a breakdown of the racial groups for each county within the PSA.

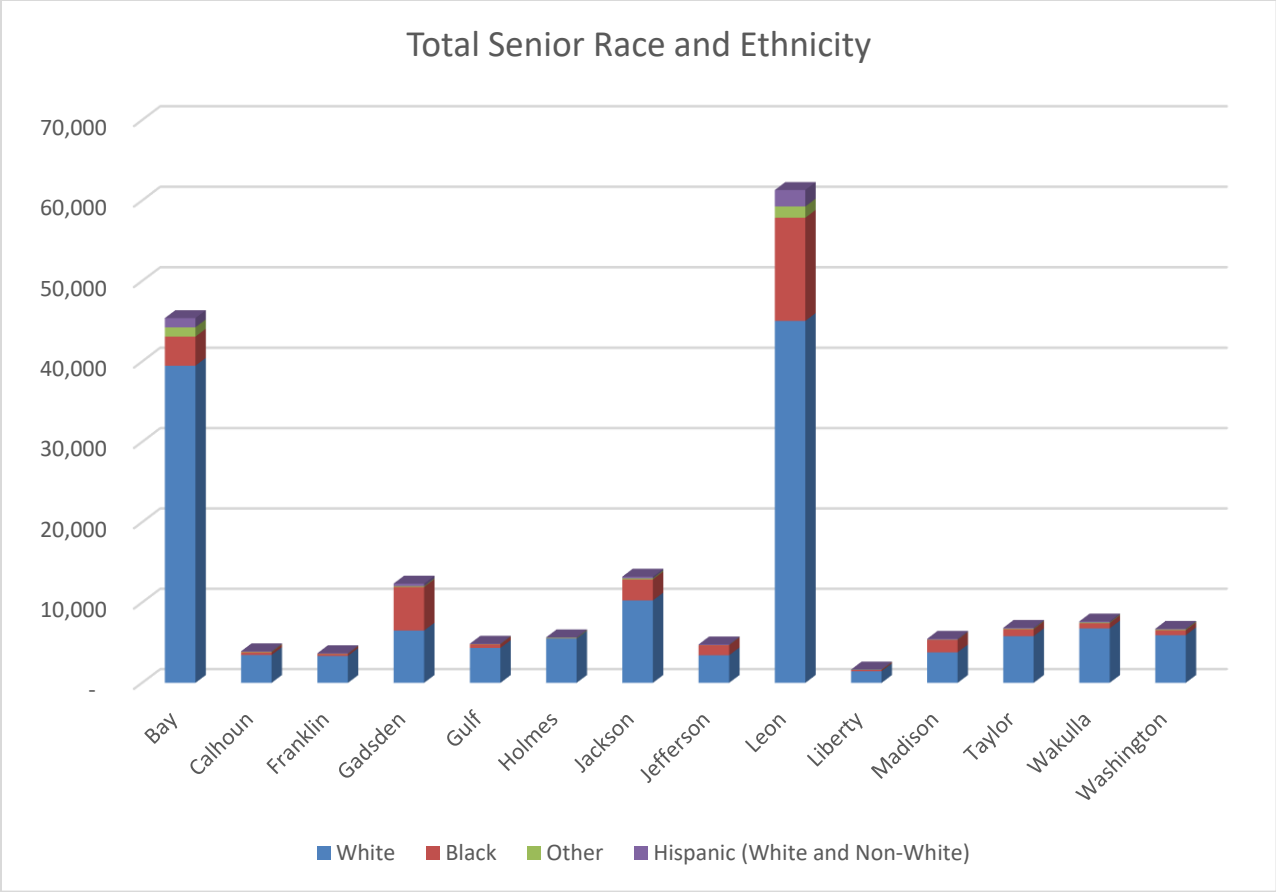


Figure 9: Total Number of Seniors with a breakdown of the different races & ethnicity composition.

Urban and Rural

PSA 2 did not have any changes in the total number of census tracts between the Urban and Rural designation. The only change that was noted was Washington county did have a change with an increase in the tracts that met rural with an additional 28 tracts. The number of Urban tracts decreased by 26 tracts. A total of 5 counties within the PSA are considered to be 100% Urban, those counties are: Gadsden, Jefferson, Leon, Liberty, and Wakulla. The only county to meet 100% rural status is Taylor County. Refer to **Figure 3** for a designation of metropolitan areas in the PSA and those counties that are considered rural.

Economic and Social Resources:

Within Planning and Service Area (PSA) 02, there are several resources that are utilized to help extend senior services. As mentioned in the previous section, Leon County has multiple universities that provide Advantage Aging Solutions, Inc. (AAS) with partnership opportunities. The two major universities of Florida Agricultural and Mechanical University (FAMU) and Florida State University (FSU) have partnered with AAS to host interns and provide a source of volunteers for programs such as Serving Health Insurance Needs of Elders (SHINE). The universities have also provided partnerships to help further senior resources and programs such as work by the FSU's College of Medicine program, African American Alzheimer's Caregiver Training & Support Program (ACTS2). The college has also hosted venues for Alzheimer's conference with many of the PSA's providers and AAS to lead discussions on resources for Alzheimer's caregivers annually.

Other opportunities that the universities bring to Leon County are the cultural, athletic and educational opportunities that are available through these institutions. The Music, Theatre, and Dance departments offer Senior discounts and some free programs for the community to take part in the cultural opportunities of the University. Inexpensive ticket options are available for many athletic events as well. Seniors also have the ability to volunteer for different research opportunities that are completed by the local universities to further gerontological research.

Gadsden, Franklin, Jefferson and Bay counties also have significant cultural arts opportunities. All of the counties have reduced price admission for seniors for state and local recreation areas and parks and offer a large variety of outdoor activities for the active senior.

Each County is unique in its approach to the development of economic resources to provide important services to the elders of the communities, some of the different resources within the PSA are:

- Wakulla County raises additional funds through a golf tournament, Christmas in July dinner and entertainment, and plays that are produced by the seniors. They also operate thrift stores to resell donations.
- Calhoun County operates a travel agency that offers affordable travel opportunities for seniors and helps to fund the programs provided through the senior center. The agency also hosts an annual Death by Chocolate for the past 15 years with an average of \$10,000- \$14,000 raised each year.
- Leon County holds an Oktoberfest celebration to support the nutrition programs of the agency.
- Calhoun, Liberty and Wakulla Counties are the Coordinated Transportation Coordinators for the county.
- Madison has an arrangement with the local prison for the maintenance of a garden that supplies much of the food for the congregate meal site.

All lead agencies have relationships with local government units and most receive funding at varying levels to supplement and match state and federal funding for programs for older adults. Other agencies also receive in-kind support from the local government such as building space donations for senior activities. Many providers within the PSA also utilize in-kind donations or services provided through partnerships with local religious organizations. Churches are used many times as places to provide educational opportunities or spaces used for congregate meals or fundraising locations for no or very

little cost.

Many of these agencies also provide services under subcontracts with our region's Statewide Medicaid Managed Care Long Term Care Companies and many have additional funding from local United Way or private grant sources.

The Senior Companion Program and Retired and Senior Volunteer Program of the National Service Corporation is coordinated by Elder Care Services, the Leon County Lead Agency. It provides many low-income seniors with fulfilling volunteer opportunities and the Lead Agencies with a supplemental workforce to serve individuals who need assistance to remain in their communities.

Description of Service System:

AAS Direct Services:

The Area Agency on Aging for North Florida, Inc. (d/b/a Advantage Aging Solutions, Inc./ AAS) became a designated Aging and Disability Resource Center (ADRC) in February 2012, following its implementation and operations as an Aging Resource Center since August 2008. The ADRC publishes the toll-free Elder Helpline number, 1-800-963-5337, in the local newspapers and radio media an effort to provide a One-Stop entry point for consumers and professionals who have questions about Medicare, Medicaid, meals, in-home services, or other issues of interest and importance to elders, persons with disabilities and caregivers. Lead agencies and their local partners, medical and home health providers, board members, advisory council members, Coalition on Aging members, and ADRC staff are all referring consumers to this number.

AAS also houses local Information & Referral (I&R) specialists that provide assistance to callers into the Elder Helpline number. They have access to and utilize the statewide database (ReferNet) that includes approximately 84,958 statewide resources and 16,077 local resources. Along with local resources, the I&R staff provide the caller with the first point of entry to access Florida Department of Elder Affairs funded programs and the Statewide Medicaid Managed Care Long-Term Care Program. Depending on the caller's needs, the I&R staff will connect the caller to the ADRC staff that provide more information regarding potential programs.

AAS ADRC staff members provide several services that help provide seniors with access to potential services. The ADRC provides Medicaid screening and rescreening assessments, coordination of Enrollment Management System releases, Medicaid Long-Term Care Education, assistance with Medicaid grievances & complaint, and quality assurance reviews. Management of program waitlists are overseen by the agency to ensure that seniors at the highest risk are given the opportunity to be selected when program funds become available.

AAS has a partnership with the Department of Children and Families Adult Protective Services Offices to help provide coordination and services to adults being referred. AAS has a Memorandum of Understanding with DCF APS offices in which the ADRC is charged with responding to low and moderate risk referrals, while Lead Agencies continue to respond to high-risk referrals.

AAS also directly oversees the Veteran’s Directed Care Program for the area, which includes a few counties in Georgia. The program provides veterans with the opportunity to directly oversee their care within a Veterans’ Affairs approved budget allowing them to select their direct care workers personally. AAS staff work with Veteran’s to provide access and completion of needed documentation for the veterans to successfully enter into the program and be able to manage their own employees.

AAS Coordinated Programs:

Advantage Aging Solutions, Inc. (AAS) oversees the coordination of program services for both Federally and State funded programs throughout the 14 county Planning and Service Area (PSA):

Federally Funded Older Americans Act Program. Older Americans Act (OAA) funding provides, in addition to a comprehensive array of services, the administrative infrastructure to deliver all of the other programs listed in this section. The AAS/ADRC contracts with provider agencies to obtain supportive, in-home and nutrition services for functionally challenged elders. They also provide congregate meals and oversee multi-purpose senior center activities that provide seniors with access to socializing activities, education, and nutritious meals.

The following are the local meal site providers:

Nutrition Service Provider	Counties Served:
Bay County Council on Aging, Inc.	Bay
Calhoun County Senior Citizens Association, Inc.	Calhoun
Gadsden County Board of County Commissioners Elderly Affairs Department	Gadsden
Elder Care Services, Inc.	Leon
Holmes County Council on Aging, Inc.	Holmes
Jackson County Senior Citizens Organization, Inc.	Jackson
Liberty County Senior Citizens Association, Inc.	Franklin, Gulf, Liberty
Senior Citizens Council of Madison County, Inc.	Jefferson, Madison
Taylor County Senior Citizens Center, Inc.	Taylor
Wakulla Senior Citizens Council, Inc.	Wakulla
Washington County Council on Aging, Inc.	Washington

Outside of senior centers and congregate sites, the Older American Act programs includes a program that provides supportive services for caregivers and seniors raising grandchildren to reduce possible caregiver burnout. The National Caregiver Support Program includes services such as caregiver training & support, respite, and legal counseling services.

Working with local organizations, AAS staff provides a variety of high-level, evidence-based Health and Wellness Programs to maximize and improve the independence, health, and quality of life for elders. These programs are funded through Title 3D Health & Wellness Programs through OAA. These programs include Walk with Ease, TCARE, and others.

Lastly, AAS provides Outreach and Education on the problems of elder abuse, neglect and exploitation. Utilizing a variety of approaches and materials, AAS staff presents information on the reporting of suspected abuse, ways to avoid exploitation and fraud, and services for caregivers who are experiencing stress as it relates to the care of an elder individual.

State-Funded Home and Community-Based Services. For state-funded programs, AAS oversees the coordination of four main programs: Alzheimer’s Disease Initiative, Community Care for the Elderly, Homecare for the Elderly, and the Local Service Provider Program (Leon County only). Depending on funding and legislative approval, additional short-term programs may be funded that is additionally coordinated through AAS. All four programs provide services to high-risk seniors that with the assistance of these programs may reduce the chances of needing to go into a nursing home. Direct services are provided through designated Lead Agencies that are awarded through a competitive bidding process every six years unless deemed to be needed sooner by AAS.

The following are the currently designated Lead Agencies within the PSA:

Lead Agency:	Counties Served:
Bay County Council on Aging, Inc.	Bay
Calhoun County Senior Citizens Association, Inc.	Calhoun
Elder Care Services, Inc.	Gadsden, Leon, Wakulla
Holmes County Council on Aging, Inc.	Holmes, Washington (Under Emergency Procurement)
Jackson County Senior Citizens Organization, Inc.	Jackson
Liberty County Senior Citizens Association, Inc.	Franklin, Gulf, Liberty
Senior Citizens Council of Madison County, Inc.	Jefferson, Madison
Taylor Senior Citizens Center, Inc.	Taylor

Clients Served:

Types of Clients. All programs provided and coordinated by AAS follow each programs set guidelines on eligibility. Information & Referral services and services provided by the ADRC are targeted for disabled adults, seniors, and/or their caregivers. Many of the funded programs have set eligibility requirements that target the population that are being served through the program. The majority of those eligible will be 60 years of age or older. However, some programs do allow for those younger than 60 to be served,

such as the Alzheimer’s Disease Initiative program. An individual may be as young as 18 if they have a diagnosis or suspected diagnosis of Alzheimer’s or other memory-related diseases.

Current Client Counts. The following chart provides a snapshot of the estimated number of clients being served through the various programs by county within the PSA:

County	2023 Estimated Programs Client Enrollment Counts*								
	ADI	CCE	ENHCE	HCE	OAC1	OAC2	OA3B	OA3E	OA3D
Bay	42	94	20	29	355	283	354	9	1
Calhoun	1	8	0	4	124	9	51	1	0
Franklin	3	13	1	1	11	12	58	0	0
Gadsden	4	11	8	8	105	50	16	0	0
Gulf	2	15	2	1	45	31	52	1	0
Holmes	3	22	14	6	22	16	37	0	0
Jackson	8	25	2	6	63	20	52	0	0
Jefferson	1	10	7	1	47	21	34	2	0
Leon	27	35	13	33	221	267	449	15	5
Liberty	1	12	2	0	48	14	77	0	0
Madison	2	11	16	5	77	11	61	0	0
Taylor	6	11	0	3	49	10	17	0	0
Wakulla	7	13	2	8	134	13	69	2	0
Washington	3	15	8	3	21	21	18	5	0

*As of 08/17/2023

Key: Alzheimer’s Disease Initiative (ADI), Community Care for the Elderly (CCE), Enhanced Home Care for the Elderly (ENHCE), Home Care for the Elderly (HCE), Older Americans Act Congregate Meals Program (OAC1), Older Americans Act Home Delivered Meals Program (OAC2), Older Americans Act Supportive Services (OA3B), National Caregiver Support Program (OA3E), Health and Wellness Programs (OA3D)

Role in Interagency Collaborative Efforts:

Advantage Aging Solutions, Inc. has taken a pro-active role in assuring that the aging network service providers understand that no agency has the total answer to meeting the myriad needs of the elder population.

1. AAS hosts monthly networking/education events at the Tallahassee Senior Center for all aging providers and interested citizens. Approximately 70 people attend these meeting each month and bring important information and collaborative opportunities to share.
2. ADRC continues to be available to DCF and the CARES team to provide the opportunity for cross trainings.

3. ADRC arranges Local Coalition Work Group meetings when needed to allow our community partners to participate in our planning process and identify service barriers.
4. Tallahassee/Leon County formed the first Dementia Care and Cure Initiative Task Force Florida in 2016 as a result of significant support from the Department of Elder Affairs and elected officials. This involves community organization and collaboration to provide dementia-sensitive services and opportunities for increased awareness in the community of the need for inclusion of persons living with dementia in the planning process. City and county government, social services, medical and emergency personnel, and the business community have been strong partners in this effort.
5. AAS Program staff provides quarterly training opportunities for our contract agencies that cover a variety of topics to increase the skill levels in our community partners and listen to the challenges faced by the agencies, finding collaborative opportunities to solve problems and challenging the network to constantly improve our services.
6. AAS staff participate in monthly statewide meetings with the Florida Department of Elder Affairs and the Florida Association of Agencies to share best practice ideas, discuss challenges, and have an understanding of how programs are being coordinated throughout the state.
7. The Executive Director of AAS is active in additional associations within the aging network that help provide the agency with information to what is happening for seniors at the federal, state, and local levels. The Executive Director is on the boards for: Southeast Association of Area Agencies on Aging (national level), Florida's Association of Area Agencies on Aging (Current President), Florida Council on Aging (state level), and invited to the Florida Service Provider Association (state level).

Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis

Responses for each section should be limited to one page of narrative.

SWOT Development Process Description:

Utilizing the provided toolbox in the template's instructions, the SWOT chart was provided to various members of the aging network including:

1. Members of the Board of Directors
2. Members of the Advisory Council
3. Lead Agency Directors (with encouragement to have their entire agency staff or other community stakeholders to provide input)
4. The staff at Advantage Aging Solutions

A Microsoft form was developed and sent out to community providers that could also be shared with additional community partners anonymously. All information received was recorded in a single chart so similar answers could be reviewed. Common responses in SWOT responses are noted below as *Common ___*. Other responses that may have not been common throughout all respondents, but they were unique to each area are noted as *Other Listed___*.

Strengths:

1. **Compassionate Staff:** Almost all responses alluded to staff in the aging network that are compassionate and caring for the seniors in the community. With strong passion in staff members in all levels of the network, it creates a strong drive to help those seniors in need and provide guidance through social services. It also provides an insight on the advocacy that can be seen in the region.
2. **Community Support/ Resources:** Many of the providers and the AAS have a positive reputation with the people in their respective communities. These communities want to continue to see the local agencies to provide these programs for senior needs. Many community members look to volunteer or provide assistance in other ways to the centers. Local resources listed included local leadership (Community Boards, Sheriff's Associations, Emergency Management, etc.)
3. **Local Community Knowledge:** Many centers have volunteers, staff, or board members that have been active members of the communities for years. These provide strength in these aging network members to develop strong partnerships and be aware of what local community resources there are that can help further the senior programs.

Other Listed:

- Active Board Members
- Transportation services
- Strategic placement of senior centers to additional resources (e.g., Departments of Health)

Weaknesses:

1. Turn Over/ Training: Many providers in the PSA 2 region work with a limited staff. The number of staff turn-over can prove to be a challenge for providers to grow and change along with changes in the programs. With unexpected staff leaving, the agency is tasked with finding a replacement in a relatively small pool of qualified candidates. Once selected, there will be time for the new employee to learn and understand all the requirements of the programs and responsibilities of that agency. Feedback included the challenges in trying to keep up with wage and benefit that will help with retaining staff.
2. Technological changes: The aging network in Florida received a new database that replaced the legacy system. Many long-standing provider staff had been trained and had over time learned the Legacy system, the new system has provided a challenge for the network with learning a completely new way of entering in information.
3. Post-COVID Funding: During COVID there were a number of additional grants that were provided to the aging network to help seniors during the crisis. With the pandemic over, the network is still working through more seniors that are requesting services and more demand that can be met with worker and funding shortages.

Other listed:

- Limited local resources (e.g., limited medical centers, emergency centers, etc.)

Opportunities:

1. Increased Fundraising Efforts: With limited funding and other resources, community fundraising efforts are extremely important in the growth and health of the local agencies that provide services. Trending feedback on possible opportunities was looking for grant opportunities. These could be through advocacy efforts for more funding through legislative programs. Ideas for other grants included grants for additional transportation services, growth in activities, and grants for more home-based services.
2. Cross County Partnerships: Providers have already begun, however, there is the opportunity to further grow partnerships between county providers. Providers could create agreements to help fill in direct service worker gaps if one has additional staff that are in need of hours, where another provider may not have enough. Other partnership could include creating larger fundraising or outreach events between counties that may help create better outcomes than single sourced events.

3. Post-COVID Information: With seniors being one of the largest at-risk groups during COVID, the demand for senior services such as meals grew rapidly. With the pandemic coming to close, local community leaders are seeing a higher demand for senior services from their constituents. The demand is providing local senior centers with information to support their requests for additional local funding to help support the current programs.

Other listed:

- Better technology for seniors

Threats:

1. Direct Service Worker Shortage: Providers are seeing a large number of workers finding higher paying jobs and having a harder time to replace workers that have left. Leon and Bay County providers may have a higher chance of finding qualified candidates due to the closeness of the universities in the area and more people looking for work. However, the more rural counties have smaller populations that may be looking for direct service worker positions.
2. Inflation: The cost of all materials including food and supplies have increased with the rise in inflation. The cost of providing services have increased causing providers to review how many units of services can still be provided to clients and what can be budgeted for newly assessed clients.
3. Rapid Movement to Technology: Although technology can also be listed as an opportunity, the rapid movement of access to services through technology causes issues for those who cannot get internet access. Many opportunities for technology-based services need reliable internet services or may need a basic understanding of using tech equipment (e.g., powering on a piece of equipment). For PSA 2, the rurality factor limits access to reliable internet or any access to internet. Others may not be familiar with how to use cell phones, tablets, or computers. With the push for more program applications online, seniors may have a harder time accessing services.

Other Listed:

- Long travel times to clients
- Senior housing challenges
- Climate changes/ Extreme Weather

Performance Analysis and Targeted Outreach

This section demonstrates the effectiveness of the AAA’s efforts at the county level in reaching a comparable proportion of the specified sub-populations of seniors based on the prior year’s performance and details the strategic outreach plan that the AAA will employ to increase service delivery to the targeted populations in the coming planning period. This section also focuses on the AAA’s planned outreach to sub-populations in which its performance was below standard in the previous year. This section includes the AAA’s plans on how their outreach efforts will reach the targeted sub-populations, information on targeted audiences, goals to reach certain numbers of older individuals and caregivers, and specific details on activities and events, including when and where they will take place for the initial year of the four-year Area Plan cycle. Specific details of outreach efforts for subsequent years will be included in annual updates to the area plan. Maps and charts can be added to enhance your narrative descriptions.

Responses should be limited to 10-15 pages.

Performance Analysis:

Current PSA 2 Targeting Performance Measures

Planning and Service Area 2 is currently meeting standards in all of the eight categories that make up the Elder Needs Index (ENI). Individually there are some counties within the PSA that do meet standards in a few categories. Comparative to last year, two counties were able to now meet the Living Alone standard: Calhoun and Madison. Only three counties had new unmet measurements: Bay (Rural), Liberty (Minority), Washington (Living Alone). PSA continues to have challenges in meeting the Rural standard for a few of the counties: Bay, Calhoun, Franklin, Gulf, and Washington.

The following is a breakdown of each of the measurements for the PSA on a county level starting with a look at the PSA as a whole:

2024 PSA 2 TARGETING ACHIEVEMENT (2022 Data Set)

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
PSA 2	% of Total 60+ Population	8%	11%	27%	24%	2%	19%	3%	8%
	% of Clients Screened/Served	27%	35%	49%	33%	20%	19%	13%	15%
	# of Clients needed to meet								

Super Exceeding: PSA 2 remains at a super exceeding status in the four categories of: 85+, Below Poverty, Limited English Proficiency, and Low-Income Minority. The status indicates that the PSA is doing double the rate of clients that are being screened and served that meet the definition of that category.

Exceeds by 10%: This year, the PSA has one area that is meeting the exceeding by 10% status: Living Alone. Like the title suggests, the percentage of clients that have been screened and served in these categories are at least 10% higher than the standard listed.

Meets or Exceeds: The PSA has three sections that are meeting the minimum standard which are: Minority, Rural, and Probable Alzheimer’s.

Does Not Meet: The PSA on a whole is meeting all performance standards.

Bay County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
BAY	% of Total 60+ Population	8%	9%	24%	14%	2%	3%	2%	8%
	% of Clients Screened/Served	32%	31%	44%	21%	24%	1%	9%	17%
	# of Clients needed to meet						20		

Bay County is not meeting only one category: Rural.

Rural. Bay County did not meet the Rural requirement this year versus the previous year. The county will need to screen and serve another 20 clients to meet this metric. The following chart showed the comparative changes between the previous year’s performance measurements and the current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Bay	Rural	46,800	1,064	3%	934	8	1%	Does Not Meet	28
2021	2	Bay	Rural	45,459	1,033	3%	897	11	2%	Meets or Exceeds	27

(No Rural Category Available on ENI Mapping)

Calhoun County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
CALHOUN	% of Total 60+ Population	12%	13%	32%	19%	1%	34%	3%	9%
	% of Clients Screened/Served	23%	31%	42%	18%	17%	2%	9%	15%
	# of Clients needed to meet						63		

Calhoun County is not meeting only one category: Rural.

Rural. Only one client met the criteria to meet the Rural standard. The county did increase the number of clients that are screened and served; however, the county will still need to locate another 63 clients to meet the performance measures. The following chart showed the comparative changes between the previous year's performance measurements and the current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Calhoun	Rural	3,545	1,182	34%	190	2	2%	Does Not Meet	65
2021	2	Calhoun	Rural	3,548	1,183	34%	170	1	1%	Does Not Meet	58

(No Rural Category Available on ENI Mapping)

Franklin County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
FRANKLIN*	% of Total 60+ Population	6%	12%	26%	10%	1%	75%	2%	8%
	% of Clients Screened/Served	31%	45%	45%	9%	19%	40%	2%	16%
	# of Clients needed to meet						25		

Franklin County is not meeting only one category: Rural.

Rural. Franklin County continues to not meet the Rural requirement this year. The county will need to

screen and serve another 25 clients to meet this metric. The following chart showed the comparative changes between the previous year’s performance measurements and the current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Franklin	Rural	4,133	3,100	75%	69	27	40%	Does Not Meet	52
2021	2	Franklin	Rural	3,910	2,933	75%	57	27	48%	Does Not Meet	43

(No Rural Category Available on ENI Mapping)

Gadsden County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
GADSDEN	% of Total 60+ Population	7%	16%	28%	52%	3%	0%	8%	8%
	% of Clients Screened/Served	29%	30%	48%	67%	18%	1%	18%	16%
	# of Clients needed to meet								

Gadsden County continues to meet all performance measurements.

Gulf County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
GULF	% of Total 60+ Population	7%	8%	22%	14%	0%	67%	1%	8%
	% of Clients Screened/Served	26%	39%	39%	17%	11%	47%	6%	17%
	# of Clients needed to meet						18		

Gulf County is not meeting only one category: Rural.

Rural. Gulf County will need an additional 18 clients needed to meet this metric. The following chart showed the comparative changes between the previous year’s performance measurements and the

current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Gulf	Rural	4,603	3,069	67%	86	40	47%	Does Not Meet	58
2021	2	Gulf	Rural	4,560	3,040	67%	102	43	43%	Does Not Meet	68

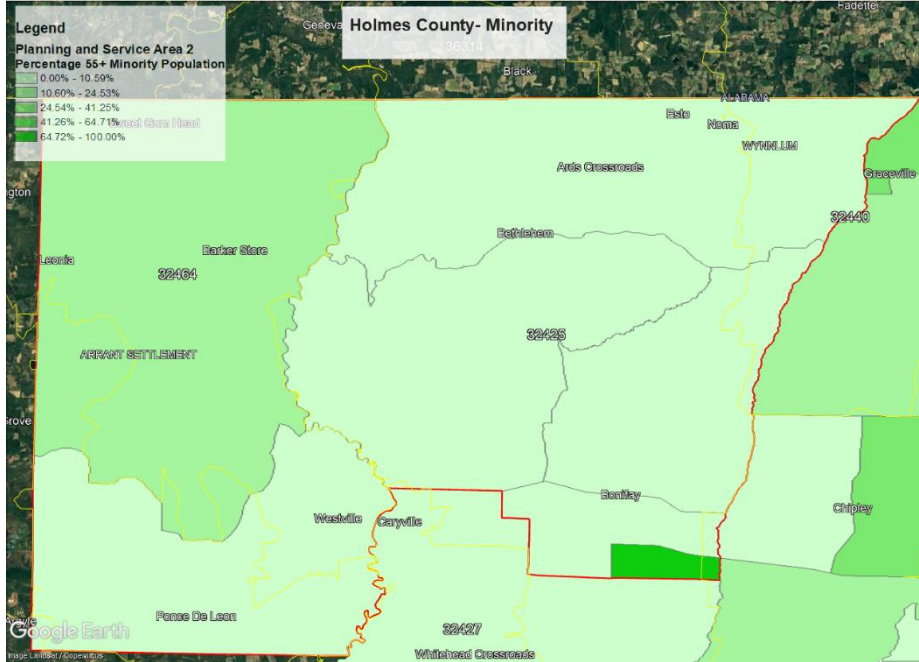
(No Rural Category Available on ENI Mapping)

Holmes County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
HOLMES	% of Total 60+ Population	10%	18%	32%	9%	2%	50%	2%	9%
	% of Clients Screened/Served	16%	49%	58%	2%	14%	83%	1%	13%
	# of Clients needed to meet				11				

Minority. Holmes County continues to have challenges in meeting the minority metric. The clients that are needed to be reached are under 11 additional clients. The following chart showed the comparative changes between the previous year's performance measurements and the current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Holmes	Minority	5,322	448	9%	139	2	2%	Does Not Meet	13
2021	2	Holmes	Minority	5,309	409	8%	142	6	5%	Does Not Meet	11



Looking at the Elder Needs Index for 55+ Minority maps (left) the likely areas that can be targeted zip codes to find those needed 11 minority seniors which are: the lower section of 32425, and 32464.

Jackson County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
JACKSON	% of Total 60+ Population	11%	13%	30%	26%	1%	91%	4%	9%
	% of Clients Screened/Served	26%	32%	52%	27%	22%	90%	8%	15%
	# of Clients needed to meet								

Jackson County continues to meet all performance measurements.

Jefferson County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
JEFFERSON	% of Total 60+ Population	7%	14%	19%	30%	1%	0%	4%	8%

	% of Clients Screened/Served	17%	40%	59%	70%	9%	2%	32%	13%
	# of Clients needed to meet								

Jefferson County continues to meet all performance measures.

Leon County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
LEON	% of Total 60+ Population	8%	11%	28%	30%	2%	0%	3%	8%
	% of Clients Screened/Served	23%	41%	52%	47%	22%	1%	23%	14%
	# of Clients needed to meet								

Leon County continues to meet all the performance standards.

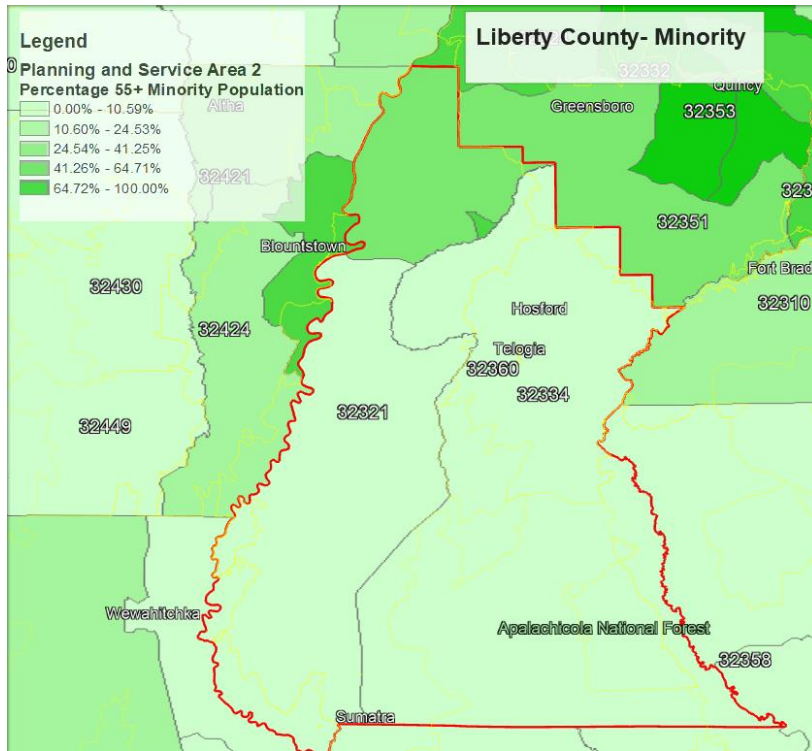
Liberty County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
LIBERTY	% of Total 60+ Population	6%	17%	24%	18%	2%	0%	3%	8%
	% of Clients Screened/Served	29%	39%	57%	14%	22%	1%	10%	15%
	# of Clients needed to meet				5				

Liberty County is not meeting in only one category: Minority.

Minority. Liberty County was meeting the metric last year, however, this year the county needs an additional 5 clients screened to meet. The following chart showed the comparative changes between the previous year's performance measurements and the current:

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Liberty	Minority	1,582	274	18%	117	16	14%	Does Not Meet	21
2021	2	Liberty	Minority	1,668	245	15%	95	13	14%	Meets or Exceeds	14



Looking at the Elder Needs Index for 55+ Minority maps (left) the likely areas that can be targeted zip codes to find those needed 5 minority seniors which is the upper portion of 32321.

Madison County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
MADISON	% of Total 60+ Population	9%	14%	25%	37%	2%	20%	5%	8%
	% of Clients Screened/Served	26%	41%	49%	49%	21%	65%	23%	15%
	# of Clients needed to meet								

Madison County is meeting in all categories this year.

Taylor County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
TAYLOR	% of Total 60+ Population	13%	10%	26%	20%	2%	100%	2%	9%
	% of Clients Screened/Served	26%	26%	54%	22%	12%	99%	5%	16%
	# of Clients needed to meet								

Taylor County continues to meet all performance measures.

Wakulla County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
WAKULLA	% of Total 60+ Population	5%	7%	27%	16%	2%	0%	1%	7%
	% of Clients Screened/Served	29%	21%	42%	15%	16%	0%	4%	17%
	# of Clients needed to meet								

Wakulla County continues to meet all performance measures.

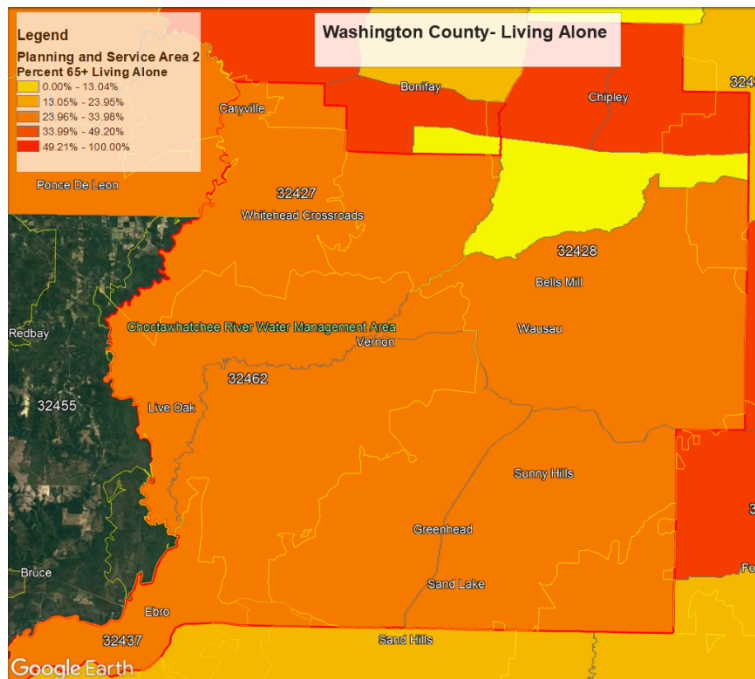
Washington County

COUNTY		85+	Below Poverty Level	Living Alone	Minority	Limited English Proficiency	Rural	Low Income Minority	Alzheimer's
Key		Super Exceeds	Exceeds by 10%	Meets or Exceeds	Does Not Meet				
WASHINGTON	% of Total 60+ Population	10%	20%	29%	17%	1%	43%	4%	8%
	% of Clients Screened/Served	17%	26%	27%	6%	8%	2%	4%	9%
	# of Clients needed to meet			6	24		89		

Washington County is not meeting in three categories: Living Alone, Minority, and Rural. The following chart showed the comparative changes between the previous year's performance measurements and the current:

Living Alone. Washington County was meeting the performance measure last year, but the performance is now slightly under with needing on 6 seniors to meet the minimum.

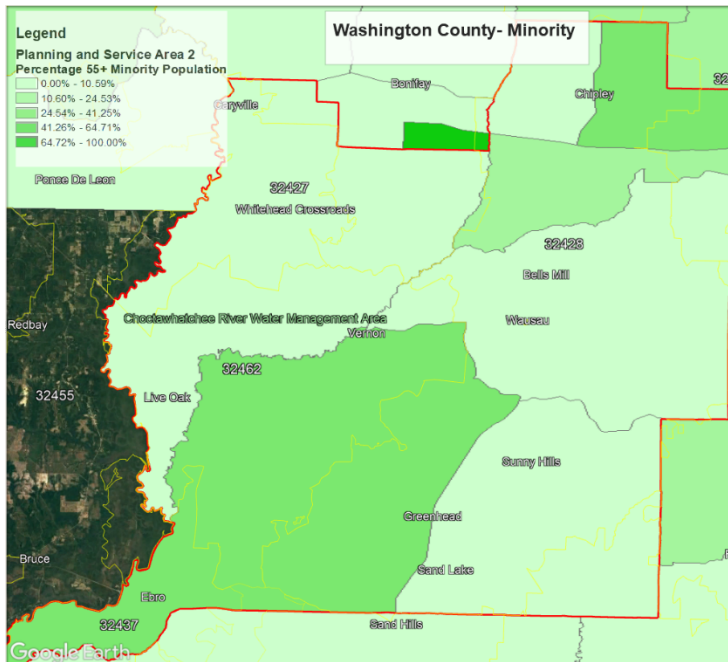
Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Washington	Living Alone	6,011	1,739	29%	213	56	27%	Does Not Meet	62
2021	2	Washington	Living Alone	5,918	1,271	22%	136	37	28%	Meets or Exceeds	30



Looking at the Elder Needs Index for 65+ Living Alone maps (left) the likely areas that can be targeted zip codes to find those needed 6 seniors that are likely to be living alone are: the upper portion of 32428, 32462, 32427, and 323437.

Minority. Washington County continued to not meet the metric for Minority. Comparative to last year, the amount remaining to be screened is higher with needing an additional 24 seniors to be screened.

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Washington	Minority	6,011	1,007	17%	213	12	6%	Does Not Meet	36
2021	2	Washington	Minority	5,918	959	17%	136	20	15%	Does Not Meet	23



Looking at the Elder Needs Index for 55+ Minority maps (left) the likely areas that can be targeted zip codes to find those needed 24 seniors that are likely to be living alone are: 32462, 32437, and parts of 32428.

Rural. The county continues to not meet the metric for Rural. The county will need an additional 89 seniors to be screened that meet the rural standard to meet the performance measurement.

Year	PSA	County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Number of Served and Screened Required to Meet Standard
2022	2	Washington	Rural	6,011	2,576	43%	213	3	2%	Does Not Meet	92
2021	2	Washington	Rural	5,918	2,536	43%	136	4	3%	Does Not Meet	58

(No Rural Category Available on ENI Mapping)

Targeted Outreach Plan:

In developing the Targeted Outreach Plan, and pursuant to the Older Americans Act reauthorization of 2020 (OAA), this plan details at the county and PSA levels:

- The AAA’s proposed methods for providing preference to older individuals with greatest economic need, older individuals with greatest social need, and low-income minority older individuals;
- Specific approaches to serve older individuals residing in rural areas;
- Specific approaches to improve access to services for groups that have limited English proficiency (LEP);

- Specific approaches to reach older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement;
- Specific approaches to reach older individuals with Alzheimer’s disease and other related dementias;
- Specific approaches to reach older individuals at risk for institutional placement, specifically including survivors of the Holocaust;
- Specific approaches to reach caregivers;
- Specific approaches to identify and assist other significant unserved and underserved populations; and
- Methods the AAA will use to evaluate the effectiveness of any resources that will be used to meet the needs of the above consumer groups.

Planning Focus Areas:

See **Attachment B** for details on Advantage Aging Solutions, Inc.’s detailed **2024-2025** Targeting Plan that includes the following focus areas:

- 1. Older individuals with greatest economic, social need, and low-income minority individuals.**
All counties in PSA 2 contain at minimum one meal site that provides free-of-charge meals and recreational services for those that are 60 years and older. Each provider also has onsite and Emergency Home Energy Assistance for the Elderly Program (EHEAEP) staff member that may help seniors that need utility assistance and are within a set financial limit. SHINE volunteers also screen or provide education to individuals for possible assistance with financial assistance programs to help reduce or eliminate the cost of some health care services such as Extra Help.

AAS outreach staff have discussed ideas of identifying possible local resources that are geared toward low-income and poverty-level needs. These locations may also provide community partnership and education opportunities rather than just the target outreach to the seniors meeting this need. Possible locations could include community resources, such as:

- a. Public housing authorities/ subsidized housing (e.g., Section 8 Housing)
- b. Discount supply stores (e.g., dollar stores)
- c. Walmart/ Grocery Stores
- d. Libraries
- e. UF Extension Offices
- f. Local Departments of Health
- g. Local Churches
- h. Sheriff offices
- i. Unemployment offices
- j. State Parks
- k. Other nonprofit partners (e.g., United Way)
- l. Local Food Assistance Programs (e.g., Second Harvest) / Food distribution centers
- m. Lunch and learn events

- n. Annual local events
- o. County Emergency First Responders
- p. Banker's Association

2. Older individuals residing in rural areas. Utilizing the DOEA provided performance measures and the Elder Needs Index mapping, AAS can narrow down to the most likely areas to find seniors that meet this rural category. Possible locations could include community resources such as:

- a. Local Churches
- b. Local grocery stores
- c. Discount stores (e.g., dollar stores)
- d. State parks
- e. Public housing authorities
- f. Utility companies
- g. Farming Associations
- h. Other nonprofit partners (e.g., United Way)
- i. Local Food Assistance Programs (e.g., Second Harvest)
- j. County Emergency First Responders
- k. Banker's Association

Along with targeting the locations for face-to-face outreach efforts, AAS is looking to include in targeting media outreach efforts for rural seniors through the use of local radio stations and zip code-based advertisements. All providers have printed media that is located in easy to reach areas for seniors that may attend recreational events or participate in OAA-funded meal services.

3. Older individuals with limited English-speaking ability. Since the number of Elders in this PSA who identify as having limited English proficiency is very small, this is a challenge area. AAS provides providers with Spanish versions of print materials. The Elder Helpline is equipped with a third-party translation service for those that may need to start the Managed Long-Term Care screening process or being provided information & referrals. Possible locations for outreach to reach those that are limited English speaking are:

- a. Local churches (either Hispanic or have Spanish services)
- b. Authentic restaurants or grocery stores
- c. Libraries
- d. Radio stations (for public service announcements)
- e. Local Food Assistance Programs (e.g., Second Harvest)

4. Older individuals with Alzheimer’s disease and related disorders and the caretakers of these individuals. Alzheimer’s Project has received special funding through DOEA/AAS to expand their services and increase the number of caregivers receiving services. They have begun to expand their center with an additional location in Leon and Jackson counties. Washington County Council on Aging, Inc. has worked to provide additional classes for caregivers/ community members to learn about living with dementia.

- a. Medical Center
- b. Neurology Doctor’s Offices
- c. Coalition Meetings
- d. Libraries
- e. Tax Collectors/ DMV’s
- f. Pharmacies
- g. County Emergency First Responders

5. Older individuals at risk for institutional placement specifically including survivors of the Holocaust. Lead agency providers will continue to work with DCF APS branch to service seniors that are high-risk for institutional placement (rank 8 in eCIRTS). All general-revenue client releases will continue to follow AAS prioritization procedures to ensure that seniors that are in most need will receive services first. Other targeted locations that may be locations for individuals at risk for institutional placement are:

- a. Medical Centers
- b. Rehabilitation Centers
- c. Pharmacies
- d. Local Churches/ Temples
- e. Local Religious Clubs/ Foundations

6. Caregivers. Caregiver Training options are another way of reaching out to those helping persons living with dementia. AAS continues to collaborate with local providers to train facilitators and deliver the Powerful Tools for Caregivers training program. ACTS 2 (African American Alzheimer’s Caregiver and Support Program) is a caregiver training program developed by Dr. Rob Glueckauf of the Florida State College of Medicine. The program is geared toward rural African American caregivers and is facilitated by trained volunteers from the African American faith community. These trainers are supplied with information regarding accessing respite and other services in the programs of the aging network.

Other caregivers such as those that are caring for either adults with disabilities, grandchildren, or grandchildren with disabilities will also be targeted in outreach efforts through the agencies that provide OAA caregiver services. The Tallahassee Senior Center continues to provide Grandparents as Parents programs that provide social and educational opportunities. Lead agencies continue to provide and reach out to eligible OAC1/ C2 clients that can benefit from

meals for both themselves and those they are caring for through the OAA nutrition program.

Caregivers: Older Individuals with Alzheimer's disease and related disorders with neurological organic brain disorder:

- a. Medical Center
- b. Neurology Doctor's Offices
- c. Coalition Meetings
- d. Libraries
- e. Tax Collectors/ DMV's
- f. Pharmacies
- g. County Emergency First Responders

Caregivers: Grandparents Raising Children (severe disabilities) areas to target are:

- a. Public schools
- b. Libraries
- c. Family Medical Practices
- d. Food Shares/ Food Distributions
- e. State Parks
- f. Churches
- g. County Emergency First Responders
- h. Banker's Associations

Caregivers: Older individuals with Greatest Social Need areas to target are:

- a. Coalitions on Aging
- b. Senior Centers
- c. State Parks
- d. Libraries
- e. Movie Theaters (that have companion passes)
- f. Churches
- g. County Emergency First Responders

Caregivers: Older individuals with Greatest Economic Need areas to target are:

- a. Food Shares/ Food Distributions
- b. Discount stores
- c. Libraries
- d. Utility Companies
- e. Sectional 8 Housing

- f. Local banks
- g. Churches
- h. County Emergency First Responders
- i. Banker's Associations

Caregivers: Older Individuals Providing Care to Individuals with Disabilities areas to target are:

- a. Veteran Clinics
- b. Hospitals
- c. Family Doctors Offices
- d. Churches
- e. County Emergency First Responders
- f. Banker's Associations

Summary of Outreach 2024 Activities & 2025 Planning:

During the 2024 year, AAS participated in a number of community events to provide outreach and education to the community about possible services. Some the events included the following: educational presentations at local churches, participation in community health fairs, and local holiday events. In addition to the educational events, a campaign was designed and implemented by the agency's SHINE liaison to have educational materials hosted at all medical clinics and Health Departments including in all rural clinics. AAS also utilized current partnerships with Big Bend Area Health Education Center and the Tallahassee Senior Center to conduct outreach opportunities. Following weather related events during 2024, AAS and service providers participated in providing education and information at FEMA recovery centers. At the same time, post storm recovery efforts provide the agency with a unique opportunity to connect with state representatives in providing emergency assistance to seniors affected by the storm.

To strength outreach planning for the 2025 year outside of the targeting plan, AAS is in development of a service provider workshop with a focus on targeting and outreach planning. Service providers will be able to have open discussion about the challenges and best practices regarding outreach activities. AAS is also reviewing another outreach and educational campaign to be completed with a focus on low-income senior housing apartments. A review of all low-income housing complexes within the services area will be conducted and contacted to target those seniors that reside in the housing complex.

Unmet Needs and Service Opportunities

This section defines the significant unmet needs for services and how the AAA will address gaps in service. **Responses for each section should be limited to 2-3 pages.**

Access to Services:

Abuse, Neglect and Exploitation:

Advantage Aging Solutions, Inc. provides Elder Abuse Awareness trainings and presentations throughout the PSA as requested by social service providers, health care providers, church groups, and the general public. Utilizing resources available through the Department of Elder Affairs, marketing these services, and collaborating with Department of Children and Families Adult Protective Services Programs have expanded the reach of this critical issue for elders. Case managers receive annual trainings to increase their awareness of the signs of abuse, neglect and exploitation in an effort to identify potential crises and provide services to alleviate stress and training to learn effective caregiving techniques. Continuation of these activities. AAS Director of Planning & Programs, AAS Director of ADRC, AAS General Revenue Program Specialists, and Lead Agency Case Managers work closely with Adult Protective Services staff to facilitate referrals, staff problem situations, and resolve issues to protect the safety of those identified at High Risk for personal injury or danger. Low and Moderate Risk referrals are received by the ADRC Specialists and screened for inclusion on the waiting lists for appropriate programs and services. Mutual training has improved the quality of referrals and resulted in much closer working relationships between our agencies.

Information about Services:

Area Agency on Aging for North Florida maintains a website (see <http://www.aaanf.org/>) with a searchable directory of services and providers. We also have Facebook accounts and Twitter Accounts. Most of our contacts with consumers are via telephone, however, the internet is an increasing mode for obtaining information regarding aging issues. We are aware of the changing preferences of elders and are committed to making information and access available in a variety of modalities.

Elder Helpline brochures have been distributed throughout all of the communities in the PSA in both English and Spanish. The database contains an exhaustive list of services and providers to meet various needs of elders and persons with disabilities. Two of our Information/Referral Specialists have AIRS CIRS-AD credentials.

Community Transportation:

Transportation is a major component of the service system that is critical in providing access to service opportunities for elders. The AAS allocates federal OAA funding for the provision of transportation service. State funding through CCE is also allocated for transportation. Service providers may be designated as the Coordinated Transportation Provider under Chapter 427 F.S. or provide their own transportation services under an exemption from the local Community Transportation Coordinator. The Coordinated Transportation providers for PSA 2 are:

County	Agency	Website	Contact Information
Bay	Bay County Transit (Bay Town Trolley)	www.baywaytransit.org	850-769-0557
Calhoun	Calhoun Transit	www.calhouncountyseniors.org/calhoun-transit/	850-674-4496
Franklin	Gulf ARC	www.arconthegulf.com	850-229-6550 Rides; 850-229-6327 APD Services

Gadsden	Big Bend Transit	www.bigbendtransit.org	850-627-9958
Gulf	Gulf ARC	www.arconthegulf.com	850-229-6550 Rides; 850-229-6327 APD Services
Holmes	Tri-County Community Council	www.tricountycommunitycouncil.com	850-547-3688
Jackson	JTrans	www.jtrans.org	850-482-7433
Jefferson	Big Bend Transit	www.bigbendtransit.org	850-997-1323
Leon	Big Bend Transit	www.bigbendtransit.org	850-574-6064
Liberty	Liberty County Transit	www.libertycountyfl.org/transit/	850-643-2524
Madison	Big Bend Transit	www.bigbendtransit.org	850-973-4418
Taylor	Big Bend Transit	www.bigbendtransit.org	850-584-5566
Wakulla	Wakulla Transit	www.wakullaseniorcenter.com/transportation	
Washington	Tri-County Community Council	www.tricountycommunitycouncil.com	850-547-3688

Supportive Services:

All counties within the PSA have an Older Americans Act congregate meals that that also provides support services through Title 3B. These services help to support the local seniors in several areas such as providing opportunities for educational classes, health support (e.g., blood pressure checks, exercise information, etc.), shopping assistance, and telephone reassurance. These services are generally conducted at the congregate meal center that provides those that are already benefiting from a daily nutritious meal but also encouraged to utilize support services to meet needs outside of in-home service needs.

Legal Assistance:

Older Americans Act funding is allocated by AAS for legal services for elders within the planning and service area. Services are provided through a contract with Legal Services of North Florida, Inc. for all counties with the exception of Madison and Taylor Counties. These two counties are served through partnerships with the legal servicers Three Rivers Legal Services, Inc.

Legal services are funded through Title IIIB and Title III E in 14 counties in the PSA. OAA funded legal services may be accessed at community focal points as well as at Legal Services branch offices located throughout the planning and service area. Recipients of legal services under OAA maintain attorney-client privileges.

Social Service Agencies:

The availability of social service agencies is in proportion to the density of population. Bay County and Leon County are well represented with agencies to provide assistance with various personal and family needs. The most rural counties have very few social service agencies. Many providers are aware of these few resources locally. In addition, the rural Lead Agencies often provide emergency assistance with problems that are beyond their contractual responsibilities, taking food to someone who needs it, delivering heaters and blankets in the winter, providing fans in the summer, etc.

Analysis:

Without many transportation options, limited internet use and capacity, and few financial resources, Elders are living with dignity and purpose and being respected and cared for as needed. AAS and the local community programs are working together to develop innovative solutions to the challenges of rural access issues. Continued marketing strategies and technology improvements will be utilized to help resolve these challenges.

Caregiver:

All providers in PSA2 have in-home respite in their ADI, CCE and HCE contracts. Bay and Washington counties provide facility-based respite through Title III E. However, respite services are generally limited to a partial day once or twice per week. Leon County is the only area with licensed Adult Day Health Care. Both Elder Care Services and Tallahassee Memorial Hospital have facilities in Tallahassee. Services in these facilities are funded through CCE, ADI, and LSP contracts. These facilities provide socialization, medical and cognitive enhancement activities for the Elder while providing full day respite for the care partner or caregiver. Adult Day Programs are the best alternative for working care partners because they offer a range of services and longer supervision and activities needed.

Collaborative relationships and Title III E contracts with Alzheimer's Project serving 9 counties expand the base of support for caregivers in the area. These agencies provide volunteer respite services, counseling, caregiver training for care partners and caregivers. A Legislative appropriation granted to Alzheimer's Project has resulted in the provision of more short-term facility-based respite for care partners of individuals in early to mid-stages of dementia. Because of the legislative designation of these funds for staffing and the target recipient group, these additional funds have not diminished the waiting list for dementia-related services in the area and the waiting list for ADI in Leon County continues to grow.

Dr. Rob Glueckauf of the Florida State University College of Medicine has developed a training curriculum called ACTS II that trains faith-based volunteers to provide care-partner training by phone with rural African American care partners and caregivers. His research indicates that the telephone delivery of this program is the preferred method by the care partners and the trainers, and that the completion of training rate is significantly higher than using the telephone as the delivery modality. Through the Direct Service Waiver for the provision of Title III D Health and Wellness Programs, Advantage Aging Solutions, Inc. is working to establish trainers in the communities of the PSA to provide the evidence-based Powerful Tools for Caregivers. Continuation of this waiver is essential to meeting the training needs of care partners.

AAS is also working on implementing the TCARE system with community partners. The program is

designed to ask caregivers a series of questions that identify identity discrepancies. Care planning can then help reduce the risk of caregiver burnout and provide automated check-ins on the caregiver.

Grandparents Raising Grandchildren

Advantage Aging Solutions, Inc. has partnered with the Tallahassee Senior Center to provide Caregiver Support and Training for this special group. They meet monthly and the Senior Center staff organizes programs and activities to meet their needs. This is an area we are hoping to explore in other counties with the hope of being able to incorporate volunteers into a support network for these caregivers.

Analysis

More targeting and outreach needs to be done in the rural communities to identify the needs of rural care partners and to develop programs to assist with handling the myriad of responsibilities. Additional services provided through the public and private sector to support family caregivers need to be developed and implemented so that families don't have to make a choice between poverty and caring for parents. Life-span Respite resources will be part of the development of our continuing plan to support care partners.

Communities:

Community Transportation:

See Transportation Section under *Access to Services*.

Additionally, AAS actively participates in the Safe Mobility for Life Coalition. This coalition that was started in 2009, is a partnership between the State Traffic Engineering and Operations Office with the Pepper Institute on Aging and Public Policy at FSU to address the needs of Florida's aging road users. AAS bring the coalition insight and information on the needs and challenges of senior drivers within the area. The coalition strives to make Florida roads and alternative means of transportation in communities to become more age-friendly and reduce fatalities.

Access to Senior Centers

Most focal points for senior services are in centrally located locations near public transportation routes where they exist. Where personal or public transportation is not available, lead agencies have capacity to provide transportation through the use of vans which provide transportation to and from the Senior Center on a daily schedule for those who choose this option. Many elders have established other means of socialization and recreation through churches, family events, and other clubs. All of the focal points in the PSA provide information regarding nutrition, health and recreation activities in the local newspapers.

Housing and Safety Needs / Housing Conditions and availability of affordable housing

Housing and homelessness are a quickly rising concern for aging adults. The combination of several factors, such as: the continued rise of cost of rent, inflation, and fixed income have been contributing to these concerns for the older population. In an article produced by The Gerontological Society of America (2020), the article indicates that seniors aged 75 or older are the highest risk of foreclosure than any other age group. There is a growing look into different initiatives that may help combat this situation on a federal and state level that AAS will be looking to bring to the service area. Currently, seniors that are looking for housing and housing-related assistance are provided resources from about 81 different agencies and 523 programs within the PSA.

AAS is working on a plan to address the gap in housing for seniors that is quickly becoming a priority issue. AAS has actively been working on expanding partnerships with currently established housing resources such as HUD, Florida Supportive Housing Coalition, and local homelessness & housing coalitions. AAS is researching funding opportunities and resources that may be available to further assist seniors that may be at risk at homelessness or unsecure housing. Additional plans will be forth coming once additional information has been gathered for planning purposes.

Employment and employment training or related assistance

The *Senior Community Service Employment Program (SCSEP)* is currently the program to assist adults (age 55+) in job placement. AAS will continue to work with providers and local communities to help educate eligible individuals about the program. Local providers are encouraged through the Older American Act programs to hire older adults for the different positions within their organization.

Disaster Preparedness

See section *Emergency Preparedness*

Volunteerism

Many seniors find purpose in volunteer activities after they retire from full-time paid employment. This feeling of purpose is critical to successful, healthy aging. Many find opportunities in church and family settings. Others give their time at social service agencies to leverage the number of services they can provide. Seniors volunteer at much higher rates than their younger counterparts and are a vast resource for our communities.

Elder Care Services, as the contractor for the National Service Corporation's RSVP, identifies Elders who want to volunteer and finds placements for them in community organizations throughout the communities of PSA2. Elder Care Services also recruits and finds placement for low-income Elder volunteers to provide companionship to isolated Elders under the Senior Companion Program and to assist with children's needs in schools under the Foster Grandparent Program. These volunteers receive a stipend to help them volunteer and supplement their incomes.

The Serving Health Insurance Needs of Elders (SHINE) program is heavily dependent on volunteers to provide unbiased, insurance counseling for elders who need help making Medicare choices. These volunteers receive extensive training and information on Medicare, Medicare savings programs, and the Senior Medicare Patrol Program. The volunteers help provide guidance and education on various Medicare challenges to seniors & caregivers within the service area.

During 2022, AAS and providers reported a total of 1,259 volunteers provided services for PSA 2 for a total of 126,037 hours, serving 4,274 seniors directly and performing other services for the agencies that indirectly benefitted the elder community.

Analysis:

Communities in PSA 2 come in many varieties. Many of the challenges for seniors are also challenges for all citizens. Transportation options need to be developed and perhaps reconfigured for more efficiency. New approaches such as the ones illustrated above need to be encouraged. Affordable housing and housing maintenance options for those seniors with low incomes particularly in the rural communities

need to be expanded. HUD housing for low- and moderate-income individuals continues to have long waiting lists and not all seniors, particularly those who are accustomed to the rural life style, are interested in that kind of housing density. Employment opportunities with private and public sector companies need to be developed. Elders have the capacity to learn new skills, bring wisdom born of experience and a well-developed work ethic to employment opportunities, making them a valuable resource for employers. PSA 2 will continue to strive toward creating Elder-inclusive communities and workplaces to secure for Elders the respect and opportunities available to other segments of the population.

Health Care:

Preventive Health Care

Increased preventive health care benefits through Medicare such as flu shots, other immunizations and health screenings for other chronic health conditions could contribute significantly to improved health outcomes for elders. But many are not aware of these benefits unless they make regular visits to their primary care physician. The SHINE program provides information regarding these benefits, and case managers in the PSA have received training on these benefits so that they might encourage clients to take advantage of these early detection and immunization services. This information is available at health fairs and other outreach events, sometimes in collaboration with Health Departments or pharmacies who are able to administer immunizations on the spot.

Medical Care Needs

Health care is a critical component of the service system for older persons. Health care professionals play a vital role in serving the area's seniors. PSA 2 contains about 1,361 licensed medical doctors and only 240 pharmacies. The majority of which are located in Bay and Leon County. The counties with the least number of medical access points are Madison with only 5 licensed doctors and 8 pharmacies. The demographics show that Liberty County does not have a single licensed doctor or hospital.

The area has 21 hospital facilities, just under half of which are in Leon and Bay counties. Three counties in PSA 2 lack hospital facilities altogether: Jefferson, Liberty and Wakulla.

Ancillary Health Care Needs

Most dental care is not covered by Medicare plans except for procedures resulting in infection or other disease processes. Medicaid, which is only accepted by a few dentists in the area, only covers tooth extraction for preparation of dentures and one pair of dentures. Some public clinics offer referrals to private dentists who donate services, but this is hardly adequate to meet the dental health needs of Elders. ADRC database resources are provided to inquirers and case managers to help find qualified dentists.

Eye exams and corrective lenses are partially covered by Medicare with limitations on the types of exams and corrective lenses.

Mental Health Care

On May 11th, 2023, the 6th annual Older Adult Mental Health Awareness Day Symposium was held that was co-sponsored by the U.S Administration for Community Living (ACL), the Health Resource and Services Administration (HRSA), the Substance Abuse and Mental Health Services Administration (SAMHSA), and the E4 Center of Excellence for Behavioral Health Disparities in Aging. Some key

information about mental health for older adults are the following:

“In a 2021 national survey on drug use and health, 17.7 million (15%) of 50 or older had a mental illness. Additionally,

- 3.4 million had a major depressive disorder that caused severe impairment.
- 3 million had some other type of serious mental illness that caused functional impairment.
- 13.4 million (11.3%) had substance abuse disorder.

There are also associations between mental health and physical health.

- Depression is associated with diabetes, cardiovascular disease, and other conditions.
- 68% of adults with mental health conditions have co-existing physical health conditions.
- 32% of adults with physical health conditions also experience mental health needs.”

(<https://www.ncoa.org/article/older-adult-mental-health-awareness-day-symposium-impact-reports>)

Advantage Aging Solutions, Inc. has partnered with Florida Health Networks for staff training to administer the PEARLS and Enhanced Wellness Programs to identify elders with mild to moderate depression symptoms and utilize the evidence-based programs to improve mood and control symptoms. A Direct Service Waiver was approved for AAS to be able to expand the training and use of these programs to address these issues before they require more extensive treatment.

The following chart is a list of the mental health providers within the service area that provides mental health resources and counseling:

Provider	County Served	Contact Information
Life Management Center of Northwest Florida	Bay, Calhoun, Gulf, Holmes, Jackson, and Washington	850-522-4485 (Crisis Hotline) 850-522-4485 (Bay Office) 850-785-8750 (Other Counties)
Apalachee Center, Inc.	Franklin, Gadsden, Jefferson, Leon, Madison, Taylor, Wakulla	850-523-3333 800-226-2931
Ability 1st	Gadsden, Jefferson, Taylor, Wakulla	850-575-9621
Florida Therapy Services, Inc.	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington	850-769-6001 (Bay Office) 850-681-6001 (Leon Office) 850-526-5500 (Jackson Office)
National Alliance on Mental Illness	Leon & Big Bend regions	850-841-3386
Life Management Center of Northwest Florida, Inc.	Bay, Calhoun, Gulf, Holmes, Jackson, Washington	850-522-4485

Analysis:

The PSA 2 statistics for the number of medical providers may be somewhat misleading as many of the

counties in the area border on other states and many residents use medical practitioners and facilities in nearby communities in Georgia and Alabama. Thomasville, Georgia, and Dothan, Alabama, are two of the cities that serve the area. This situation has created difficulties in accessing Medicaid Long Term Care benefits for residents because Medical Certification forms (3008) had to be completed by a licensed Florida physician. The inclusion of ARNPs and the change in rules to allow an out-of-state physician to sign these forms if a copy of the license accompanies the Certification has facilitated this process.

For home-bound seniors, getting to medical services is very difficult. Transportation can be difficult to arrange, escorts are often needed to assist and follow through with instructions, and copays can be expensive. Several physician's offices have contracted with ARNPs to do home visits for such patients.

As in most areas of the United States, mental health services are meager. The VA facility will offer more of these services for veterans and Apalachee Center has a designated area for in-patient senior mental health care.

Nutrition

Good nutrition is imperative for preventing health disorders and allowing elders to remain in their communities. Many of the counties in PSA2 participate in the Senior Farmers Market Nutrition program which provides lower income seniors with vouchers to use at Farmers Markets to purchase fresh fruits and vegetables. Not only does the program improve access to nutritious fresh food, it encourages social opportunities and direct contact with the grower, making the connection with the food supply.

All participants in the OAA Nutrition Programs receive nutrition education presentations and materials to make them aware of good nutritional practices. Cost of food is directly related to quality of nutrition. Unhealthy food is cheaper to purchase than meat and vegetables so those on the lower economic scale are forced to adopt less healthy eating habits. Food deserts are also an issue. For many rural Elders, grocery stores are not easily accessible without assistance with transportation (also costly) and selection is often very limited.

Food Insecurity is also a threat to aging in place. Many low-income elders make daily choices between purchasing health care, paying an electric bill and buying nutritious food to keep them healthy and prevent or remediate chronic disease issues. Supplemental Food and Nutrition Program (SNAP) is a program to supplement the food purchasing power of low-income individuals.

In addition to SNAP, the Older Americans Act Nutrition Programs are an important source of healthy food. Supplemented by the NSIP dollars, the Congregate Meal programs and Home Delivered Meal programs provide many Elders with their main meal of the day.

Many communities utilize FarmShare events, Second Harvest memberships, and individual food drives to stock food pantries to assist those in need. Churches, Senior Centers and schools are primary sponsors of these events.

Self- Care Limitations

Health Promotion:

Since 2011, Advantage Aging Solutions, Inc. has been granted a Direct Service Waiver to provide Title IIID: Disease Prevention and Health Promotion Services. AAS is working with Big Bend AHEC to provide

these services throughout the service area. The following is a list of programs that are being provided:

Tai Chi: Moving for Better Balance:

Developed out of the Oregon Research Institute, this simplified, 8-form version of Tai Chi/Tai Ji Quan, offered in community settings, has been proven to decrease the number of falls and risk of falling in older adults. Other benefits associated with this program include social and mental well-being, balance and daily physical functioning, self-confidence in performing daily activities, personal independence and quality of life and overall health.

Walk with Ease:

This program was developed by the Arthritis Foundation and is intended for individuals with arthritis and other ongoing health conditions to increase the level of physical activity. Research supporting this program has shown to reduce disability, pain, fatigue, and stiffness, as well as improve balance, strength, and walking pace. The program also helps build confidence to be physically active and manage ongoing health conditions.

Powerful Tools for Caregivers:

Powerful Tools for Caregivers (PTC) is an evidence-based education program offering a unique combination of elements. This is a self-care education program for family caregivers to improve: self-care behaviors, management of emotions, self-efficacy, and use of community resources. Powerful Tools for Caregivers provides individuals strategies to handle unique caregiver challenges. Caregivers develop a wealth of self-care tools to reduce personal stress; change negative self-talk; communicate their needs to family members and healthcare or service providers; communicate more effectively in challenging situations; recognize the messages in their emotions; deal with difficult feels; and make tough caregiving decisions.

A Matter of Balance:

A Matter of Balance Program is a falls prevention class that was adapted from Boston University Royal Center by Maine's Partnership for Healthy Aging. A Matter of Balance uses practical coping strategies to reduce fear of falling and to diminish the risk of falling, including group discussions, mutual problem solving, exercises to improve strength, coordination and balance, and home safety evaluation.

Program to Encourage Active and Rewarding Lives for Seniors (PEARLS):

PEARLS is testing an intervention for relatively home-bound seniors with moderate depression. The intervention is conducted in the home of subjects in eight sessions over a 19-week period. This intervention seeks to improve depression outcomes through a structured program of problem-solving therapy and pleasurable events scheduling. The PEARLS intervention also includes clinical supervision by a psychiatrist. PEARLS is designed to be deliverable by staff typically available in an Area Agency on Aging or in senior centers.

EnhanceWellness:

EnhanceWellness was developed by the University of Washington in collaboration with Senior Services. EnhanceWellness is an evidence-based program that shows participants how to lower the need for drugs that affect thinking or emotions, lessen symptoms of depression and other mood problems, and develop a sense of greater self-reliance.

Home and Community-Based Services (HCBS):

With projections of the number of seniors growing exponentially with the aging of the baby boomer generation, the need for home and community-based services (HCBS) are starting to see the higher demand for services. Many seniors may have social networks and financial stability and will not need HCBS, but there are a large number of aging seniors that are starting to need services. The ADRC via the Elder Helpline offers resources for assistance and screening for service delivery programs. We continue to aggressively market the Elder Helpline with potential users of the services and with community referral sources that might be part of an individual’s social network.

Identifying Needs in Clients

Advantage Aging Solutions, Inc. provides an entry point to HCBS that begins with Information & Referral specialist inquiring what needs clients are calling about. The ADRC provides a further look into client and caregiver needs by conducting a brief 701s telephone screening assessment. The assessment is a standardized tool developed by the Department of Elder Affairs to identify the risk of the client being placed in a nursing home. Local case managers and service providers also complete standardized assessment with clients when becoming active in programs. These are more in-depth assessments that provide identification of need in several areas such as activities of daily living, nutrition needs, and caregiver needs.

Number of people 60+ who qualify for Supplemental Nutrition Assistance Program (SNAP) but are not receiving assistance (Demographics):

The following chart, **Figure 10**, shows the estimated number of people that may qualify for SNAP assistance. The provided information may provide insight to the food insecurity within the region. With the nutrition programs under the Older Americans Act, providers may be able to target the clients that may be applying for SNAP benefits to see if they qualify for OAA nutritional meals as well.

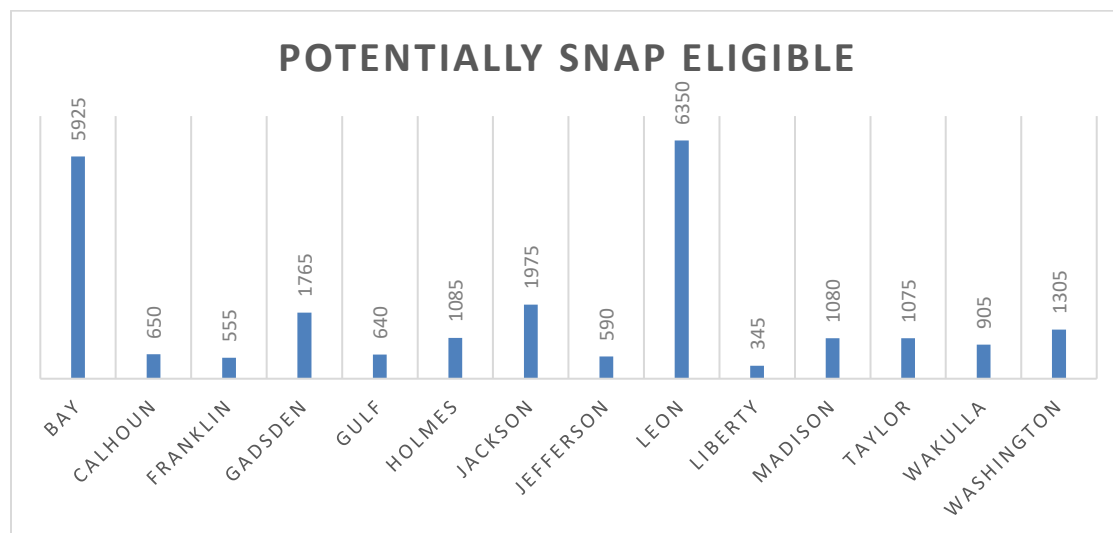


Figure 10: Seniors Potentially Eligible for SNAP

People on waitlist not yet receiving any services (via eCIRTS):

The following chart, **Figure 11**, provides a break down of the number of clients that are currently on a waitlist for programs without any current service by each county in the service area. As the chart visualizes, the most seniors on the waitlist are in Leon County followed by Bay County. With these two counties being the highest populated counties, the difference between these and the rest of the

counties are to be expected.

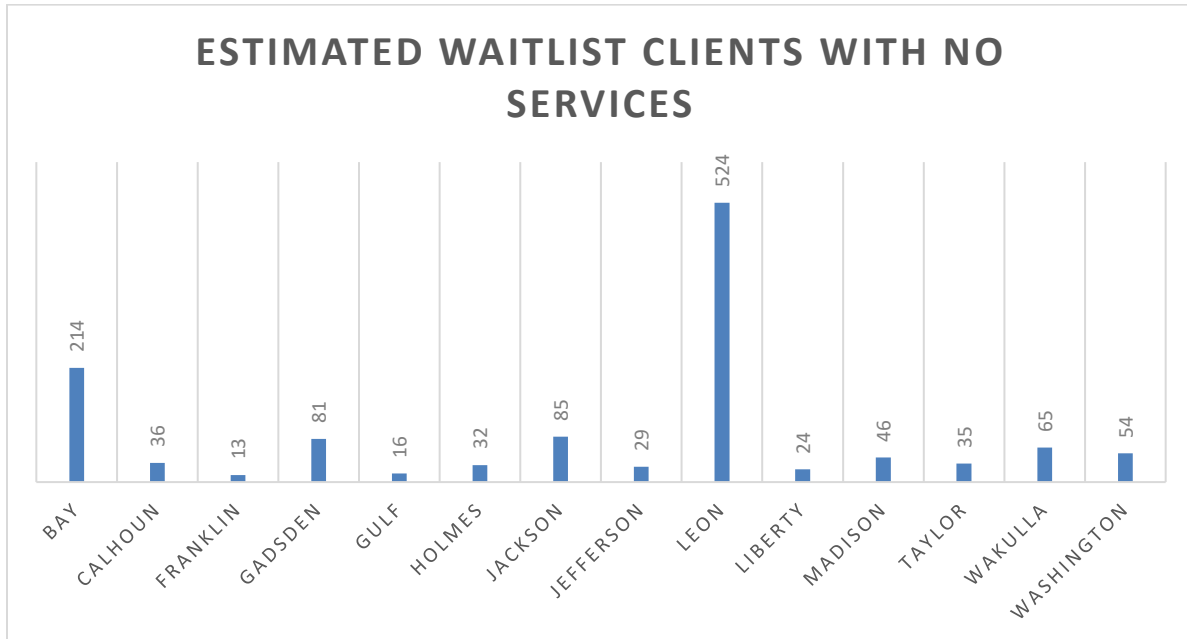


Figure 11: Estimated Waitlist Clients with No Services as of 09/13/2023

Analysis:

It is vital to the overall health of our communities to be able to provide services that value and protect the most vulnerable citizens. Home and Community Based Services for seniors are critical to making it possible for citizens with limiting abilities to continue to live and stay engaged in the communities they have chosen. These services need to be person-centered and person-directed to make each plan for services meet the need and desires of each client. Part of the challenge for HCBS programs is identifying the need in older adults so the services provided can continue their independence. Information provided through various reports may help to identify these areas so providers may find additional resources outside DOEA programs to connect seniors that may be on the waiting list.

Emergency Preparedness

This section includes information detailing how the AAA will coordinate activities and develop long-range emergency preparedness plans with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery in accordance with OAA, §306(a)(17).

Preparations.

In 2022, AAS worked with ISF to complete an Emergency Operations Communication Plan. The plan included information on how to demonstrate techniques that lead agencies can use to become more rooted in local preparedness, response and recovery activities. Following this plan, AAS will begin working on a yearlong disaster preparedness action plan that follows the recommended schedule:



Blue Sky Preparations. The Agency participates in planning and partnership meetings with Leon County OEM and other local organizations through a partnership called COAD: Community Organizations Active in Disaster. This partnership is comprised of organizations that respond to emergencies/disasters in our community and is coordinated by Volunteer Leon. These organizations meet for planning and responses to disasters. The different agencies provide updates about what resources the individual agency can provide and provide connections to the different local Emergency Operation Coordinator.

In preparation for a disaster, AAS works with providers to provide client contact lists to be verified prior to June 1st. These lists include information such as evacuation zones providing the service providers

with an idea of clients that may need to be evacuated and other emergency related information. All providers are highly encouraged to order enough emergency shelf stable meals for clients before hurricane season begins. By completing shelf – stable meal orders early, providers are prepared for disasters outside hurricanes and mitigate needing to order meals when vendors are flooded with supply requests. Providers are also required to submit updated disaster plans annually to help ensure local emergency management contacts, provider contacts, and relocation information are up to date. At this time, AAS also reviewed the agency’s disaster plans for contact and informational updates.

Grey Sky Preparations. If there is preparation time for a disaster (e.g., hurricane, other projected weather events), AAS will complete the following:

- Provide a status update and instruction/guidance on preparation actions depending on the status of the projected disaster.
- If determined, set up a daily call with provider to provide information updates, receive updates, and general coordination of disaster preparations.
- Complete a Call Down Verification Log with each provider that can be affected by the disaster. The log includes questions about local preparations such as client call downs, evacuation orders/ shelter information, and postponement of services.
- Participate in local and statewide emergency management calls for information updates and resource preparation coordination.
- If needed, prepare for potential remote working situations for AAS key staff.

Depending on the disaster, other actions may be completed following recommendations from the Department of Elder Affairs or other emergency leadership.

Response.

Disaster responses may change depend on the type and severity of the event; however, the following actions will be completed:

- AAS management will complete check-ins and provide instruction to agency staff on status of operations.
- AAS Emergency Coordination Officer and/or Alternative Emergency Coordination office in conjunction with the Executive Director will begin post-disaster assessments.
- A Post Disaster Contact Log will be completed by the Emergency Coordination Officer with each provider that was affected by the disaster. Information such as the status of the agency operations, client status, and emergency management coordination is asked during these check-ins.
- If determined, set up a daily call with provider to provide information updates, receive updates, and general coordination of disaster preparations.
- AAS will participate in state and local emergency management calls for post disaster

information updates and resource coordination.

- AAS will submit daily status update reports to the Department of Elder Affairs per the Department's instructions.

Depending on the disaster, other actions may be completed following recommendations from the Department of Elder Affairs or other emergency leadership.

Contact:

Identify each of the local Emergency Management contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster.

County	Emergency Manager	Work
Bay	Frankie Lumm	(850) 248-6040
Calhoun	Corey Silcox	(850) 674-8075
Gadsden	Tashonda Whaley	(850) 627-9233
Gulf	Matthew Herring	(850) 229-9110
Holmes	Adrienne Owen	(850) 547-1112
Jackson	Keith Maddox	(850) 718-0007
Jefferson	Paula Carroll	(850) 342-0211
Leon	Kevin Peters	(850) 606-3700
Liberty	Rhonda Lewis	(850) 643-3477
Franklin	Pamela Brownell	(850) 653-8977
Madison	Leigh Basford	(850) 973-3698
Taylor	John Louk	(850) 838-3575
Wakulla	Jennifer Nagy	(850) 745-7200
Washington	Lynn Abel	(850) 638-6203

AAA Emergency Coordinating Officer:

Identify the Emergency Coordinating Officer and Alternate Emergency Coordinating Officer designated for the AAA.

The AAA/ADRC has designated Heather Kirwan, Director of Planning and Programs as the ECO for PSA 2.

Heather Kirwan, ECO
Office Phone: 850-739-5929
Cell Phone: 239-600-5164
Email: Heatherw@aaanf.org

Alternate ECO for Planning and Service Area 2 is Keith Lavery-Barclay, I&R Database Specialist.

Keith Lavery-Barclay, Alt. ECO
Office Phone: 850-617-4333
Cell Phone: 850-766-0157

Continuity of Operations and Critical Services:

List critical services the AAA will continue to provide after a disaster or emergency event and briefly describe how these services will be delivered.

Following disaster, the primary services* that will be provided are the following that will be delivered through coordination with the local service provider for the effected area:

- Shelf stable and, if possible, frozen meals
- Material aid such as paper supplies, hygiene needs, and other supplies requested depending on the disaster.
- Transportation to and from shelter, disaster recovery centers, and comfort stations
- Telephone Reassurance to call and check in with clients and their situation.
- Information & Referral to emergency resources such as reporting hotlines, resource information, and other disaster related assistance (provided by AAS)

*Other services may be provided depending on the type and severity of the disaster.

Assessment and Resource Allocation:

Describe how the AAA will identify particularly vulnerable populations and ensure follow-up with these vulnerable populations after a disaster event.

AAS and local providers will be utilizing information from the Department of Elder Affairs client lists and County Profiles to identify evacuation zones as a potential high-risk area for client contacts and services. Other information provided from local service providers, local emergency management, health departments, and other local leadership agencies may also provide AAS insight into areas of the community that may be at high-risk prior, during, and after the disaster. AAS will make determinations following information collected about the type, severity, and local insight to make determinations about assessment and allocation of resources for high-risk seniors.

Goals, Objectives, and Strategies

Goal Progress Key:

Meeting Goal Expectations
Goal in Progress / Not completely Met
Challenges Identified in Meeting Goal

<p>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.</p>	
<p>Objective 1.1 Expand the availability, integration, and access to assistive technology for older adults.</p>	
<p>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.</p>	
<p>Progress</p>	
<p>Strategies</p>	
<p>Plan on attendance to aging related summits and conferences that include vendors and educational sessions on best practices for incorporating assistive technology for older adults.</p>	<p>Conferences attended for the calendar year:</p> <p>Completed -5 Upcoming – 2</p>
<p>Progress:</p> <p>Area Agency staff from differing departments have had the opportunity to attend conferences throughout the 2024 year with additional planned following the update submission. Workshops, networking, and vendor booths at the different conferences have provided opportunity to explore the new and existing technology services that are available to clients, caregivers, and network professionals. Conference information is collected and contact information for technology vendors is kept on file in the event that a partnership opportunity is available.</p> <p>Goal will continue as additional conference opportunities are presented for the upcoming year.</p>	
<p>Incorporate new assistive technology vendors into AAS hosted trainings, meetings, and coalition meetings as presenters to share new assistive technologies that could be used throughout the network.</p>	<p>Number of technology presentations: 1</p>

<p>Progress:</p> <p>Preliminary work in collecting more information about potential vendors have been collected with 2024 conferences, vendor communications, and discussion with community partners. List of opportunities of potential vendors to present will be reviewed for inclusion in 2025 meeting opportunities hosted by Area Agency.</p>	
<p>Add examples & best practices in quarterly General Revenue case manager trainings encouraging new and established case managers to utilize assistive technology in their care plans with clients/caregivers.</p>	<p>Number of case manager trainings: Completed -1 Scheduled by end of 2024– 2</p>
<p>Progress:</p> <p>Area Agency program staff have added best practice technology recommendations to the basic case management training that is available to Lead Agency staff and will be permanently included in future trainings. Best practice was added to the Quarter 2 presentation and the master training template for future trainings.</p>	
<p>Increase number of service providers that are listed within the AAS database system for Information & Referral calls each year.</p>	<p>Number of technology resources within Refernet: 1601</p>
<p>Progress:</p> <p>AAS continues to add new technology vendors to Refernet system. AAS continues to provide referrals for technologies for clients requesting information.</p>	<p>Number of technology referrals provided: 42</p>
<p>Add <i>Assistive Technologies</i> section to the Advantage Aging Solutions’ “Resources” tab on the agency website to provide the general public with information concerning assistive technology resources.</p>	<p>Removed Strategy</p>
<p>Progress:</p> <p>After review of strategy and agency website capabilities, the determination was made to remove this strategy.</p>	
<p>Include technology education and training for seniors’ information at least during one time a quarter in the agency’s newsletter to encourage understanding of use of technology.</p>	<p>Date of published newsletter:</p>

	Feb 2024
<p>Progress: Newsletters for 2024 included resources for technology for seniors such as Get Set Up. Agency internal outreach team is discussing plans to create a campaign calendar for the 2025 year which will include discussion about technology education opportunities for seniors.</p>	

<p>Objective 1.2 Increase the AAA's functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.</p>	
<p>Explanation 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.</p>	
<p style="text-align: right;">Progress</p>	
<p>Strategies</p>	
<p>Ensure an AAS staff member attends the Safe Mobility for Life Coalition member meetings annually.</p>	<p>Number of meetings attended: 2</p>
<p>Progress: AAS staff have continued to be an active member in the Safe Mobility for Life Coalition. All meetings have been attended by AAS staff.</p>	
<p>Host a monthly Coalition on Aging meeting that brings local community partners together to share information concerning senior services available or provide education/awareness of different aging related topics.</p>	<p>Number of meetings hosted: 12</p>
<p>Progress: AAS continues to host the Coalition on Aging meetings at the Tallahassee Senior Center. Presenters have been providing information on current services, trends in senior needs, and information on aging network initiatives.</p>	

<p>AAS will extend invitations to legal service providers, LTC Ombudsman, and health care providers to monthly Coalition on Aging meetings for education and networking opportunities.</p>	<p>New partnerships added to list: 20</p>
<p>Progress: AAS continues to promote new community partners to attend the Coalition on Aging. The COA group includes the area’s legal service providers to the mailing list. AAS will continue to encourage new community partners to join the COA.</p>	
<p>Develop one new partnership each quarter with a professional within the community to help further outreach opportunities such as providing Elder Abuse trainings, program education, and SHINE opportunities.</p>	<p>Partnerships developed annually: 4</p>
<p>Progress: AAS continues to meet Elder Abuse requirements of development of one new partnership each quarter and inform them about different outreach opportunities.</p>	
<p>Identify additional coalitions within the Service area as a potential to take part or present at meetings to reach additional & new community partners.</p>	<p>Number of new coalitions attended/presented at: 2</p>
<p>Progress: AAS continues to identify new coalitions within the service area through local partnerships, educational sessions at conferences/ meetings, and through research concerning senior needs. In 2024, AAS joined:</p> <ul style="list-style-type: none"> - The Big Bend Continuum of Care - Florida Supportive Housing Coalition 	<p>(In development)</p>
<p>Reach out to all Department of Health, Sheriff’s Offices, and other local leadership in all counties within the service area to provide education and develop potential outreach and educational opportunities.</p>	<p>Number of education events completed at DOH: 22</p> <p>Number of educational events completed at Sheriffs’ associations: 0</p>

<p>Progress: AAS is working to continue to foster connections with local leaderships to provide education and outreach about services. SHINE liaison conducted a campaign for the Sept 2023- Sept 2024 year to include reaching all local medical clinics, health departments, and rural health leadership to host rack cards with information for clients. Campaign was well received.</p> <p>Other local leadership listed included minority health liaisons, rural health clinics/ hospitals, and local libraries.</p>	<p>Number of educational events completed at other local leadership: 95</p>
<p>AAA will conduct formal and informal educational presentations to the public, including seniors and caregivers of older adults, in settings such as senior centers, senior social organizations, caregiver support groups, health and faith-based organizations.</p> <p>Progress: AAS continues to look for multiple outreach and educational opportunities.</p>	<p>Number of Public Education and Outreach Reports of Activities: 403</p>
<p>AAS, Lead agencies, APS, and other community resources will meet on a monthly basis (at minimum quarterly basis) to discuss cooperative efforts of serving at-risk elders, staffing cases, and resolving referral issues</p> <p>Progress: AAS has had conversations with APS Regional Director to discuss reoccurring meetings to discuss APS trends and other referral issues.</p>	<p>Number of APS meetings conducted: (In development)</p>

<p>Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.</p>	
<p>Explanation 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.</p>	
	<p>Progress</p>

Strategies		
	AAS will maintain referral information regarding community resources available from informal sources such as churches, service clubs, food closets, adaptive equipment loan programs and other community agencies.	Number of calls received by Elder Helpline: 39,200
Progress:	AAS continues to add and maintain resources within the ReferNet system that Information and Referral specialists utilize to provide information & referrals to clients. AAS staff continues to add new resources once discovered.	Number of resources within Refernet: 6308 Agencies 17068 Sites 66274 Services
	AAS will review Elder Needs Index Information and Performance Measurements to ensure outreach efforts are targeting at risk seniors and their caregivers in the community.	Number of “not met” performance standards: 9
Progress:	AAS is only not meeting in 9 performance measurements that are not meeting. About half are under the rural category. AAS will be reviewing additional community partners and community gate keepers to target outreach efforts to meet those standards.	
	AAS will include in each Advisory Council meeting an opportunity for council members to share what senior population trends are happening within their specific county to provide AAS with local insight to senior needs.	Number of Advisory Council Meetings: 4
Progress:	AAS has quarterly Advisory Council meetings that provide representatives an opportunity to share information about trends happening with senior populations. AAS has implemented a form to provide a guided discussion for council members to prepare prior to meetings to help utilize meeting time for identification of different trends.	

Objective 1.4 Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.

Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.

		Progress
Strategies		
Increase the number of client & caregivers that have contacted the Elder Helpline annually through outreach and educational efforts.		Number of calls received by Elder Helpline: 39200
Progress: Elder Helpline has seen an increase in the number of calls from the last reported date in the 2023 update of 28,678 (an increase of 10,522 calls).		
Increase the number of seniors served through the State Funded General Revenue Programs (ADI, CCE, HCE, and LSP)		Number of unduplicated seniors ACTV in GR programs: ADI – 140 CCE – 402 HCE – 123 LSP – 9 Total: 674
Progress: Number of seniors were not reported in previous years. 2024 update numbers will be baseline for comparison in future updates.		
Increase the number of seniors served through the Older Americans Act Programs (OAC1, OAC2, OA3B, and OA3E)		Number of unduplicated seniors ACTV in OAA programs: OAC1- 1,201 OAC2 - 727 OA3B - 441 OA3E - 31 Total: 2,400
Progress: Number of seniors were not reported in previous years. 2024 update numbers will be baseline for comparison in future updates.		
AAA/Lead Agencies will partner with DOEA, Department of Health, local County Health Departments and other health care providers to promote community-wide campaigns that combine highly visible messages to the public, community and support groups that encourage older people to become or remain in optimal health and engaged in the community.		Date/ Partnership of Campaign: 1
Progress:		

<p>AAS SHINE liaison initiated a campaign during 2024 to reach all local Departments of Health to include SHINE information at all locations. Campaign was well received. AAS will continue to work on additional future campaigns.</p>	
<p>AAS will produce a monthly newsletter to provide education and guidance on possible senior resources and information about programs.</p>	<p>Dates of Frequency of newsletters: 1st week of each month</p>
<p>Progress: AAS continues to provide monthly newsletters with education and information for seniors about programs.</p>	
<p>Conduct at minimum quarterly public service announcement in print media concerning Elder Abuse prevention and information about the Elder Helpline number.</p>	<p>Dates of public service announcements: 12/06/23 03/13/24 04/11/24</p>
<p>Progress: AAS continues to meet expectations with sending out at minimum one quarterly public service announcement concerning Elder Abuse prevention.</p>	
<p>AAS will ensure distribution of department-approved elder abuse prevention and crime prevention materials at exhibits, festivals, health fairs and other forums or public places.</p>	<p>Number of materials distributed: 18,680</p>
<p>Progress: AAS continues to provide department approved elder abuse prevention materials. Reporting period is Sept 2023- Sept 2024.</p>	
<p>Conduct outreach and educational events that will provide seniors with information concerning the SHINE, SMP, and MIPPA information and volunteer opportunities.</p>	<p>Number of SHINE events: 347</p>
<p>Progress: AAS continues to meet monthly expectations for SHINE, SMP, and MIPPA outreach and educational benchmarks.</p>	
<p>AAS/ADRC website will be kept current with information database and opportunity to contact the agency for assistance.</p>	<p>Ongoing</p>
<p>Progress:</p>	

Agency continues to maintain website with current information about program access and contact information.	
Information and Referral services will be available for inquirers 8:00 am to 5:00 pm (Eastern Time), Monday –Friday.	Ongoing:
Progress: AAS continues to operate during the business hours of Monday through Friday from 8am – 5pm EST.	
All inquiries will be documented in ReferNet to track information/referral assistance.	Number of Refernet contacts: 590,117
Progress: AAS continues to utilize ReferNet to track information and referral assistance.	
Invite the Florida Alliance for Assistive Services & Technology to case manager, OAA, and other trainings to share information concerning FFAST services.	Number of presentations: 0
Progress: AAS has not provided a training opportunity at this time for FFAST to present. Opportunity will be included in the 2025 planning cycle.	

Objective 1.5 Bring attention and support to caregivers, enabling them to thrive in this fundamental role.	
Explanation The primary intent of this objective is to strengthen caregiver services to meet individual needs.	
	Progress
Strategies	
Increase the percentage of caregivers whose ability to provide care is maintained or improved after one year of service intervention.	Outcome measurement percentage: N/A
Progress: AAS does not currently have access to a report that provides this information at this time.	

<p>ADRC supervisor will hold on-going training for ADRC staff to be refreshed on current programs and opportunities in the community for caregivers.</p>	
<p>Progress: The trainings were provided on the following topics:</p> <ul style="list-style-type: none"> - Performance Measures (for ADRC) - Medicaid Eligibility - ADRC Policies & Procedures - Long- term care education - 701s screening guide <p>2024 trainings will be scheduled to be completed following the submission of the 2024 update.</p>	<p>Date of trainings: 09/01/23 11/6-7/23 11/28/23 11/29/23</p>
<p>AAS program staff will be encouraging providers to expand resources that include caregiver support that may assist or prevent a caregiver from falling in crisis (e.g., subcontracts with other agency that may have the resources that they cannot provide).</p>	<p>Number of provider subcontracts: 2</p>
<p>Progress: AAS is working with providers that have begun to subcontract with local agencies. AAS has provide technical assistance to those providers on monitoring subcontractors.</p>	
<p>Provide Health & Wellness classes that provide caregiver services to meet caregiver needs (e.g., Powerful Tools for Caregivers).</p>	<p>Number of Health & Wellness classes: 25</p>
<p>Progress: AAS works with the community partner, Big Bend Area Health Education Center (Big Bend AHEC) to deliver health and wellness classes throughout the PSA.</p>	
<p>Provide caregiver training and support programs within the service area.</p>	<p>Number of caregiver support services:</p>
<p>Progress: AAS continues to encourage the provision of supportive services to caregivers including training and other supportive services such as counseling.</p>	<p>GECI – 369 units CTSI – 58.25 units CTSG – 15.75 units</p>

Provide facility and home-based respite services to caregivers in the service area.	Number of respite services: RESF – 33,985 units RESP – 42,905 units
<p>Progress: AAS continues to encourage the provision of supportive services to caregivers including training and other support such as respite.</p>	
Increase the number of caregivers provided individualized care plans through the TCARE program.	Number of TCARE caregivers: 1
<p>Progress: AAS is working to aggressively promote TCARE services to interested caregivers. Provided flyers at August COA meeting. Information and Referral specialists have been educated on services for potential callers that can benefit from TCARE screening.</p>	
Increase the percentage of caregivers who self-report “being very confident about their ability to continue to provide care” following a service intervention.	Outcome measurement percentage: N/A
<p>Progress: Will be reviewed once reporting becomes available in the eCIRTS database.</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.

Objective 2.1 Directly support communities in becoming dementia friendly.

Explanation 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.

		Progress
Strategies		
Take part in awareness campaigns for caregivers and those with dementia such as, spotlighting National Family Caregiver Month through the Advantage Aging Solutions, Inc. newsletter & encourage the use of the NCOA #CaregivingAroundtheClock media campaign through Facebook for 2023.		Date of published post: November 2023
Progress: AAS did have within the November 2023 newsletter information on the National Family Caregiver Month. Additional caregiver information was provided during posts for April 2024. A different hashtag was promoted using #CaregiversConnect by the Caregiver Action Network.		
AAS will continue to serve as co-chair to the Dementia Care and Cure Initiative meetings.		Dates of Frequency of meetings: 3 rd Friday Bimonthly
Progress: AAS continues to serve as co-chair to the Dementia Care and Cure Initiative meetings and attends all scheduled meetings.		
Provide caregiver training and support services.		Number of caregiver support services: GECI – 369 units CTSI – 58.25 units CTSG – 15.75 units
Progress: AAS continues to encourage the provision of supportive services to caregivers including training and other supportive services such as counseling.		
Provide facility and home-based respite services.		

<p>Progress: AAS continues to encourage the provision of supportive services to caregivers including training and other support such as respite.</p>	<p>Number of respite services provided: RESF – 33,985 units RESP – 42,905 units</p>
<p>With approval of Direct Service Waiver, AAA will provide access to highest level evidence-based Powerful Tools for Caregivers program to help care partners and caregivers learn techniques and strategies for taking care of their own needs while caring for someone else.</p>	<p>Number of PTFC classes: 0</p>
<p>Progress: At the time of reporting, no Powerful Tools for Caregivers classes had been provided through the partnership with BBAHEC. AAS will review challenges for 2024 and how to increase opportunities to provide these classes for 2025.</p>	

<p>Objective 2.2 Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.</p>	
<p>Explanation The primary intent of this objective is to encourage the AAA to expand education and training opportunities across the spectrum of aging related issues.</p>	
<p>Strategies</p>	<p style="text-align: right;">Progress</p>
<p>AAS website will post training dates and other resources.</p>	<p>Event Published Dates: April 2024 - AP Training - DEEP Training - DCCI Training - ACTS 2 Training May 2024 - WEAAD June 2024 - Medicare Fraud Prevention</p>

	<ul style="list-style-type: none"> - Disaster Preparedness Roundtable - Disaster Prep Workshop - FCOA Conference <p>August 2024</p> <ul style="list-style-type: none"> - Legal Services Boot Camp training
AAS will assist the DCCI task force in providing free dementia sensitivity trainings to various business and agencies to increase public knowledge about persons with dementia and receiving a decal signifying their commitment to being Dementia- Caring.	Number of Trainings by DCCI: 15
Progress: AAS continues to promote DCCI related trainings. DCCI training and events are shared on the agency's social media.	
Lead agencies will be encouraged to promote educational programs under the OAA programs.	Number of OAA educational units: 603 units
Progress: Service providers continue to be encouraged to promote educational programs through OAA funded programs.	
AAS will utilize the Coalition on Aging network to promote and share educational and training opportunities that are provided by members.	Number of COA newsletter sent: 15
Progress: AAS continues to utilize shared education and training opportunities that are provided by AAS and COA members through the COA newsletters.	

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.	
Progress	
Strategies	
AAS public education/outreach includes information relative to the Alzheimer’s Disease Initiative, memory disorder clinics, educational materials about dementia, and resources for care partners and caregivers.	Number of DCCI materials provided: 100
Progress: AAS continues to promote DCCI related events and information to clients, care partners, and caregivers.	
AAS coordinates annual four hour in-service training with the TMH Memory Disorder Clinic related to Alzheimer’s disease and other forms of dementia for respite care providers, health care providers, case managers and other professionals. Updated strategy: AAS will provide information on TMH sponsored trainings and information on certified Alzheimer’s disease trainers.	Dates of training: Date of Training with Information provided: (New strategy)
AAS/ Providers utilize the Senior Companion Program of the National Service Corporation to provide low touch respite services in the area.	Number of Senior Companion Program participants: 32

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.	
Progress	
Strategies	
AAS will collaborate and work with already established working organizations in the PSA 2 area to understand current programs and opportunities in the community to target safe housing.	Development of community partners:

<p>Progress: AAS is continuing to identify and connect with community partners that work with programs related to housing and homelessness assistance. In September of 2024, AAS staff will be attending the Florida Supportive Housing Coalition Summit to network with community partners and learn about additional housing programs.</p>	<p>-Big Bend Continuum of Care - Florida Housing Finance Corporation - SPM Florida Division</p>
<p>AAS will add new housing resources to the Refernet database as resources are discovered within the service area.</p>	<p>Number of housing/ housing related resources: 948</p>
<p>Progress: AAS continues to identify new resources to assist with housing and housing related costs. Will use as a baseline for the next cycles reporting.</p>	
<p>AAS will develop partnerships with the local HUD housing agencies to provide cross training and referral opportunities.</p>	<p>Dates of Trainings: 0</p>
<p>Progress: AAS is working on identification of key players for HUD housing agencies to contact for initial meetings and being to discuss possibilities of cross training with aging network staff. AAS has met contacts with the following at the time of reporting:</p>	

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.

		Progress
Strategies		
AAA will collaborate and work with already established working organizations in the PSA 2 area to understand current programs and opportunities in the community to target safe housing.		Development of community partners: -Big Bend Continuum of Care - Florida Housing Finance Corporation - SPM Florida Division
Progress: AAS is continuing to identify and connect with community partners that work with programs related to housing and homelessness assistance. In September of 2024, AAS staff will be attending the Florida Supportive Housing Coalition Summit to network with community partners and learn about additional housing programs.		
I&R will maintain the Refernet database with information specifically related to Housing programs and related agencies.		Number of referrals for housing assistance through I&R: 856
Progress: AAS Information and Referral specialists continue to provide callers with information on resources available for housing assistance.		
AAA/Lead agencies provide access for clients to apply for EHEAP assistance.		Number of EHEAP applications: 304
Progress: AAS continues to work with service providers to complete and review for approval Emergency Home Energy Assistance for the Elderly Program.		

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.

		Progress
Strategies		
AAS will keep aware of upcoming research and publications of emerging programs or activities that promote interaction between different generations through attendance of age related conferences and workshops.	Conferences attended: Completed -5 Upcoming – 2	
Progress: AAS staff have attended various conferences during the 2024 year including aging related conferences such as: UsAging, Florida Council on Aging, and South Eastern Association of Area Agencies on Aging.		
Provide services including education through the Grandparents as Parents program with the Tallahassee Senior Center.	Number of education units provided through GAP: 217	
Progress: AAS GAP providers continue to provide educational services to Grandparents to assist with providing care to grandchildren.		
AAS will encourage seniors to review and speak with an appropriate medical doctor or other qualified professional to discuss the recommended current vaccination options for seniors & caregivers through social media and agency newsletter in conjunction with monthly awareness campaigns (e.g. Flu season).	Number of newsletter articles on senior vaccination recommendations: (New strategy)	
Progress: New strategy. Update provided in 2025 cycle		

<p>AAS will participate in the Ageism Awareness Day annually by providing awareness information from the American Society on Aging through service providers, newsletters/ social media, and Coalition opportunities.</p>	<p>Dates of awareness campaign provided: (New strategy)</p>
<p>Progress: New strategy. Update provided in 2025 cycle</p>	

<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.</p>	
<p>Explanation The primary intent of this objective is to promote seamless access to available services.</p>	
<p>Strategies</p>	<p>Progress</p>
<p>Community health information will be passed through the aging network to help encourage and promote health living lifestyles through the agency’s newsletter and social media posts.</p>	<p>Topics & Dates published: Alzheimer’s Association Brain Bus – Sept 2023 Safety in Heat – Sept 2023 Ageless Grace – Nov 2023 Vaccination & Hand washing awareness – Dec 2023 BBAHEC classes – Jan 2024 SAMHSA information – Jan 2024 Heart Health – Feb 2024 Brain Health – March 2024 Heat Health – June 2024 Mental Awareness Month – July 2024 Heat Health/ Awareness – August 2024 Medicare and Mental Health Benefits – August 2024</p>
<p>Progress: AAS continues to utilize social media and agency newsletters to provide information on healthy living lifestyles & resources for seniors/ caregivers to access in meeting those lifestyles.</p>	

<p>AAA/ADRC website will be kept current with information database and opportunity to contact the agency for assistance.</p>	<p>Number of website visitors: 3,298</p>
<p>Progress: AAS website is maintained for updated information, connection to resources, and other posts that are appropriate. The reported period of website visitor is from Jan 2024 due to a website update that happened in Jan 2024.</p>	
<p>Promote the SHINE, SMP, and MIPPA volunteer assistance programs through information provided on agency newsletters and social media posts. Information is provided through the use of Medicare Moments that cover various Medicare related information.</p>	<p>Medicare Moments Released in newsletter: 11</p>
<p>Progress: AAS SHINE Liaison has continued to provide Medicare Moment articles for each month of the agency newsletter. Topics focus on educating the public about various parts of Medicare and how they may be able utilize the program for the greatest benefit.</p>	

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.

		Progress
Strategies		
AAA will designate an Elder Abuse Prevention Program Coordinator who will coordinate education for local law enforcement and professionals relative to identifying abuse, neglect and exploitation, and resources available to assist victims.		Name of designated staff member: April Ryan
Progress: AAS has a April Ryan, the agency’s Program Specialist Team Lead as the Elder Abuse Prevention Program Coordinator.		
AAS will complete an annual local World Elder Abuse Awareness Day Event.		Date of WEAAD Event: 06/12/2024
Progress: AAS participated in the 2024 statewide WEAAD event. PSA 02 provided connections to one of the guest speakers, Nikki Cole, who is the training supervisor at the Florida Abuse Hotline.		Number of persons attending event: 142 people statewide
AAS will build at minimum one new collaboration with a community partner that may provide an opportunity to conduct Elder Abuse trainings or provide educational information on how to report Elder Abuse each quarter.		Name of community partnership development: <ul style="list-style-type: none"> • Synovous Bank • TSC Lifelong Learners (TALL)
Progress: AAS continues to build a minimum of one new collaboration with a community partner a quarter.		

	<ul style="list-style-type: none"> • Wakulla County Veterans Services • Career Source • Flipper Chapel • Florida Abuse Hotline • Brookstone Senior Residences • Jamestown Wood Apartments
AAS will conduct a minimum of 2 Elder Abuse and Awareness trainings with community partners per quarter.	Dates of trainings: 03/24/2024 03/27/2024 05/09//2024 06/19/2024
Progress: AAS continues to conduct a minimum of two Elder Abuse and Awareness trainings within the service area per quarter.	

Objective 4.2 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.	
Explanation The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.	
Progress	
Strategies	
Lead Agencies will submit an APS checklist to the AAA program specialist for each High Risk referral to ensure compliance with protocols. If not received, AAA program specialist will follow up with Lead Agency.	Number of Lead Agencies at 100% submission rate: 8 out of 8 Lead Agencies
Progress: AAS Lead Agencies have continued to submit APS checklists to AAS program staff. Staff have developed tracking log and update the log upon receipt of checklists for each High Risk referral received.	
A monthly report will be run by AAS program staff to ensure all APS High Risk referrals are assessed and receive crisis resolving service within 72 hours of referral.	Dates of report run: 10/26/2023

	01/05/2024 02/16/2024 05/16/2024
Progress: AAS review of documentation of report dates are missing some dates for reports during the Sept 2023-Sept 2024 year. Reports are being run on a monthly basis following internal calendar reminders for program staff. It was identified that some reports were not being filed in agency documentation if no issues were identified on the report. Will be documenting all reports in future runs.	
AAS will include in the quarterly case manager training information on their role as mandatory reporters of suspected abuse, neglect and/or exploitation of elders and how to report these cases.	Dates of trainings: 03/27/2024 05/29/2024
Progress: AAS has added Elder Abuse training information to the master quarter Basic Case Manager training presentation to be included in all future trainings.	
AAA Elder Abuse Prevention Coordinator participates in quarterly conference calls with DOEA.	Dates of calls: 10/13/2024 01/12/2024 04/12/2024 07/12/2024
Progress: AAS continues to participate in quarterly Elder Abuse Prevention Coordinator calls with DOEA.	
Appropriate AAS staff will participate in training for APS Investigators	Dates of trainings: October 2024
Progress: AAS has successfully reconnected with the APS Regional Director to begin cross training opportunities. During the earlier part of 2024, attempts at contacting leadership were made by AAS but experienced a delayed reply. AAS program staff will be a guest speaker in the next API training date to be hosted in October of 2024. Specific date and time is to be determined.	

Objective 4.3 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.
Explanation 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.

		Progress
Strategies		
AAS ensure that public service announcements are completed at least one per quarter.		Dates of announcements: 12/06/2023 03/13/2024 04/11/2024
<p>Progress: AAS continues to provide at minimum once a quarter a public service announcement about Elder Abuse Awareness and Prevention. Location of the announcement is on a rotating basis to provide all counties within the service area with information. If an increased risk in one county is identified, targeting specific counties may be determined by the AAS Elder Abuse Coordinator or Executive Director.</p>		
AAS will distribute department approved elder abuse prevention, crime prevention, and Senior Medicare Patrol (SMP) materials at exhibits, festivals, health fairs and other forums or public places. (See targeting plan)		Number of SMP outreach/education events: 277
<p>Progress: AAS SHINE staff have completed 277 units of education and outreach events to provide SMP information to the public through different events. The reporting period is Sept 2023- Sept 2024. SHINE staff continue to plan to target community partners, events, and other forums to continue to provide SMP information for the planning year 2025.</p>		
AAS will conduct formal and informal educational presentations to the public, including seniors and caregivers of older adults, in settings such as senior centers, senior social organizations, caregiver support groups, health and faith-based organizations.		Number of educational events: 48 educational/outreach events
<p>Progress: AAS continues to provide communities with information about Elder Abuse Awareness and Prevention through outreach events. The reporting period is Sept 2023- Sept 2024.</p>		

<p>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.</p>
<p>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.</p>

		Progress
Strategies		
AAS Refer database will include information relative to Statewide Legal Hotline		Number of inquirers to Elder Helpline seeking legal assistance: 6,524
AAS Refer database will include information/referral sources for legal assistance		
AAS will contract with Legal Services of North Florida and Three Rivers Legal Services to ensure access to legal assistance through Title IIIB of the Older Americans Act.		
Progress: AAS Information and Referral specialists continue to provide legal assistance information to callers.		
AAS will seek cross training opportunities with legal service providers.		Date of trainings provided/received: 05/22/2024 05/23/2024
Progress: AAS has connected with Legal Services of North Florida to provide training during the Disaster Preparations workshop and a training provided to the agency's Advisory Council. Plans for 2025 include additional cross training opportunities that will be discussed during the 2025 Joint Planning Session with legal service providers.		
AAS designated Information and Referral staff will be trained on the Senior Medicare Patrol (SMP) program to help assist seniors calling into the Elder Helpline concerning potential Medicare fraud to report it to the OIG.		Number of OIG referrals made: 0
Progress: At the time of the Area Plan update reporting, no OIG referrals have been submitted. SHINE volunteers continue to provide access to OIG reporting if a client is concerned about suspected Medicare fraud activities.		

Goal 5 Increase Disaster Preparation and Resiliency	
Objective 5.1 Strengthen emergency preparedness through comprehensive planning, partnerships, and education.	
Explanation The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.	
	Progress
Strategies	
By the end of Quarter 1, AAS will update points of -contact, update Emergency Operations, Plan (EOP) to include any lessons learned.	Date of Completion: 05/01/2024
Progress: AAS emergency contact information was updated in Quarter 2, with the updating the CEMP and COOP plan. Plans for 2025 preparations will readjust to completion during the planned Quarter 1 timeframe.	
Conduct a personnel disaster preparedness training with AAS annually usually conducted prior to June 1 st of each year.	Date of Training: 06/03/2024
Progress: AAS hosted the annual staff training for personal disaster preparations on 06/03/2024. This year a guest speaker from the Small Business Administration provided training on post disaster recovery information about SBA loans.	
Collect new AAS staff personal disaster information upon hire.	Number of new staff: 7
Progress: All new AAS staff have updated personal disaster plans upon hire. Agency CEMP and COOP have current employee emergency contact information. Reporting period of Sept 2023-Sept 2024.	
AAS will ensure that all providers have submitted an updated emergency plan no later than June 1 st of each year.	Date of All Plans Submitted:

<p>Progress: All AAS service providers submitted updated emergency disaster plans. All were received within the due date of 06/03/2024.</p>	<p>Date of All Plans Submitted: 06/03/2024 (The 1st fell on a weekend date- provided extension to the next business day)</p>
<p>AAS will provide each provider with client emergency contact information provided by DOEA to review for any needed client information updates prior to an emergency.</p>	<p>Date of client contacts sent to providers: 03/20/2024</p>
<p>Progress: AAS provided service providers with a requirement to review client addresses in eCIRTS. Email was provided on 03/20/2024. All service providers that needed validation responded.</p>	
<p>Providers will be encouraged to purchase Emergency Home Delivered Meals for clients prior to June 30th each year in preparations for a potential need & mitigating potential stock issues through discussion or emailed notification.</p>	<p>Date of contact: 06/04/2024</p>
<p>Progress: AAS scheduled a call with larger service providers such as the providers for Bay, Leon, and Jackson for a direct call concerning ordering EHDM. Other providers received encouragement throughout conversations during budget discussions.</p> <p>AAS plans for a uniformed email to be provided in the second Quarter of 2025 with recommendations for EHDM orders prior to hurricane season.</p>	

<p>Objective 5.2 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.</p>
<p>Explanation The primary intent of this objective is to focus attention on the importance of interagency communication and collaboration in disaster preparedness and response activities.</p>

		Progress
Strategies		
Conduct disaster preparations workshop with providers prior to Hurricane season on senior evacuation needs, identification of potential issues, and sharing of best practices.		Date of workshop: 05/22/2024
<p>Progress: AAS hosted the first workshop that included information on expectations for preparations, reporting requirements, and response expectations for providers. Guest speaker from Legal Services of North Florida spoke on scams and post disaster legal trends. Workshop evaluations indicate that the workshop will be well received in future years.</p> <p>Plans for next workshop include increased amount of time for presentation, more emergency management guest speakers, and encouragement of peer to peer discussion on disaster preparations.</p>		
No later than June 1 st , AAS lead agencies and providers will submit an updated Emergency Disaster Plan (agency COOP & CEMP plan).		Date of All Plans Submitted: 06/03/2024 (The 1 st fell on a weekend date- provided extension to the next business day)
<p>Progress: All AAS service providers submitted updated emergency disaster plans. All were received within the due date of 06/03/2024.</p>		
AAS will attend local and state emergency management workshops, meetings, and other community collaborative opportunities.		Attended meetings:
<p>Progress: AAS staff have attended various local and stateside emergency management collaborative opportunities in the Sept 2023-Sept 2024 reporting year.</p>		<ul style="list-style-type: none"> • Jefferson County Big Bend Disaster Task Force • Madsion Long Term Recovery Task Force • Big Bend Community Organizations Active in Disaster (COAD) • Big Bend Health Care Coalition (BBHCC) • Florida Volunteers

AAS will participate in statewide preparation and post disaster calls conducted by DOEA to ensure coordination of services for statewide preparations/recovery efforts.	(Contingent on disaster) : Hurricane Idalia May 10 th Tornados Hurricane Debby
Progress: AAS has attended statewide preparation and post disaster called as scheduled by DOEA.	
AAS will post/forward emergency management information on social media websites to assist in spreading preparation/recovery information to the general public.	(Contingent on disaster): Hurricane Idalia May 10 th Tornados Hurricane Debby
Progress: AAS has posted information on the agency's Facebook for information sharing recovery information for the disasters during the Sept 2023- Sept 2024 timeframe.	

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.	
Progress	
Strategies	
AAS/ADRC includes Local Special Needs Registry contact information in all mailings to new enrollees on the DOEA wait lists for services.	Number of special needs information sent out: 2471
Progress: AAS Information and Referral Specialists will continue to provide special needs registration information to new enrollees on the DOEA waitlist for services.	
AAS program staff will include in case manager, OAA coordinator, and EHEAEP caseworker trainings best practices providing clients with information regarding emergency shelter information and how to access the special needs registries.	Date of trainings: 02/07/2024 05/30/2024
Progress:	

<p>AAS has added “Disaster Preparations Best Practices” in the master Basic Case Manager training presentation to be included in all future quarterly case manager trainings. Quarter 2 training was the first quarterly training that contained this information. Best Practices and expectations were included in the Feb. 2024 new Executive Director training provided by AAS.</p>	
<p>Maintain disaster related information on the AAS website with a link for the special needs registry for easy access.</p>	Ongoing
<p>Progress: Continues to maintain information about special needs registry on agency website under a special “Disaster Preparations” resource tab.</p>	
<p>Conduct an annual provider emergency meeting to discuss transportation needs for seniors that need to evacuate to a shelter in emergency preparations.</p>	Date of meeting: N/A
<p>Progress: Discussion was not included in first Disaster Preparation Workshop. AAS will plan on including this as an agenda item for the 2025 Disaster Preparation Workshop that will be hosted.</p>	

<p>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.</p>	
<p>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.</p>	
<p style="text-align: right;">Progress</p>	
<p>Strategies</p>	
<p>Encouragement of seniors and/or caregivers on evacuation planning through posting on agency website/social media outlets templates, handouts, or other evacuation guides for planning prior to May 31st of each year.</p>	<p>Number of handouts/guides provided:</p>

<p>Progress: AAS continues to have a tab on the agency website that connects views to disaster planning resources. In 2024, AAS provided social media posts to provide information about disaster planning resources. AAS will continue to identify for 2025 how to increase amount of disaster preparation information can be provided.</p>	<p>May 2024- post on Disaster Roundtable June 2024- Leon County preparations resource</p> <p>Ongoing tab on agency website with resource information</p>
<p>Provide emergency best practice trainings within the quarterly case manager trainings host by AAS, encouraging case managers to provide education & discussion with clients/caregivers regarding evacuation options.</p>	<p>Date of trainings with topic: 02/07/2024 05/30/2024</p>
<p>Progress: AAS has added “Disaster Preparations Best Practices” in the master Basic Case Manager training presentation to be included in all future quarterly case manager trainings. Quarter 2 training was the first quarterly training that contained this information. Best Practices and expectations were included in the Feb. 2024 new Executive Director training provided by AAS.</p>	
<p>Completion clients call down list verification, by provider, with a due date of no later than mid-May to ensure client contact information in preparation of hurricane season (maps include evacuation zone information).</p>	<p>Date of completion: 04/04/2024</p>
<p>Progress: All providers were provided eCIRTS address verifications and recommendations to ensure current client contacts are up to date. Last email of confirmation of eCIRTS address updates received 04/04/2024. Will include verification activities as best practice in future new CM, OAA, EHEAEP, and Executive Director trainings.</p>	

DIRECT SERVICE WAIVER REQUEST FORM #1

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 III D III E

Services: **A Matter of Balance, Enhanced Wellness, Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), Arthritis Foundation’s Walk with Ease, Diabetes Empowerment Education Program (DEEP), and TCare**

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency’s or Area Agency on Aging’s **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

By directly coordinating program planning and implementation of approved evidence-based programs, the Advantage Aging Solutions, Inc. will ensure equality of access to these beneficial programs throughout PSA 2. AAS will be able to engage in partnerships with professional staff of community resources such as Big Bend Area Health Education Center(AHEC), area hospitals, colleges and universities, rural health clinics, community health workers and Lead Agencies to successfully deliver the above evidence-based programs; thereby improving the health and quality of life of the participants.

The ability to integrate these programs into our local communities is directly dependent on the identification, recruitment, training and coordination of qualified

health care and wellness professionals, para-professionals and volunteers throughout the 14-county area of PSA 2. Advantage Aging Solutions, Inc., recognized as an Aging and Disability Resource Center and with contractual relationships with Lead Agencies in every community, is in a unique position for accomplishing this.

In addition, AAS has been able to utilize opportunities for training and development through our partnership with Florida Health Networks. The Direct Service Waiver is essential to accomplishing this goal.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

The Area Agency on Aging for North Florida, Inc. published a notice in Florida Administrative Weekly on June 29th, 2023 announcing public hearings to be held in Jackson County and Leon County.

In addition to FAW, notices were published on the Agency's Facebook page, and the public hearing was added to the calendar of events at the Jackson County Senior Citizens Organization, Inc. Text of the notice for the Facebook page states:

"Posted on June 27, 2023 at 9:36 pm by / 0

The Area Agency on Aging for North Florida (d/b/a Advantage Aging Solutions) will host two public hearings to discuss our Area Plan on Aging for 2024-2027 and inform participants about the Older Americans Act (OAA) health promotion and disease prevention services we coordinate and deliver. These programs include: A Matter of Balance, Enhance Wellness, Program to Encourage Active, Rewarding Lives for Seniors (PEARLS), Arthritis Foundation's Walk with Ease, Diabetes Empowerment Education Program (DEEP), TCARE and Screening/ Assessment & Intake for the National Family Caregiver Support Program. Participants will be provided the opportunity to make comments.

Public Hearing #1:

Wednesday, July 12, 2023 at 11:00am Eastern Standard Time

Advantage Aging Solutions, Inc.

2414 Mahan Drive

Tallahassee, FL 32308

A virtual option will be provided for public hearing #1 with a zoom link at:

https://us02web.zoom.us/meeting/register/tZAvdOGrqzksGNOWHXch_7fth-vZBtKjhKE2

Public Hearing #2:

Thursday, July, 13, 2023 at 10:00am Central Time

Jackson County Senior Center

2931 Optimist Drive
Marianna, FL 32448

We value input from our stakeholders and request your assistance in completing our Needs Assessment Survey, which can be accessed at this link:

<https://forms.office.com/r/rYrnpI2cRC>

Survey responses are due by Friday, July 28th in order to be incorporated into our 2024 Area Plan on Aging”

The AAANF is maintaining a copy of the sign-in sheet from each public hearing, a handout that was provided to all participants and individuals notified electronically and copies of completed needs assessment surveys.

DIRECT SERVICE WAIVER REQUEST FORM #2

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 III D III E

Service: **Screening and Assessment**

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

By not limiting eligible providers from participating in our RFP process for Title III E programming, many of our III E providers do not have direct access to the Electronic Client Information and Registration Tracking System (eCIRTS) nor are they familiar with the variety and scope of services coordinated by Advantage Aging Solutions. We believe that by providing Intake and Screening/Assessment directly we can ensure that the most efficient screening and referral procedures for consumer access to programs across the PSA is being provided.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

The Area Agency on Aging for North Florida, Inc. published a notice in Florida Administrative Weekly on June 29th, 2023 announcing public hearings to be held in Jackson County and Leon County.

In addition to FAW, notices were published on the Agency's Facebook page, and the public hearing was added to the calendar of events at the Jackson County Senior Citizens Organization, Inc. Text of the notice for the Facebook page states:

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Wednesday, July 12, 2023 at 11:00am Eastern Standard Time

Advantage Aging Solutions, Inc.

2414 Mahan Drive

Tallahassee, FL 32308

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https://us02web.zoom.us/meeting/register/tZAvdOGrqzksGNOWHXch_7fth-vZBtKjhKE2

Public Hearing #2:

Thursday, July, 13, 2023 at 10:00am Central Time

Jackson County Senior Center

2931 Optimist Drive

Marianna, FL 32448

We value input from our stakeholders and request your assistance in completing our Needs Assessment Survey, which can be accessed at this link:

<https://forms.office.com/r/rYrnpj2cRC>

Survey responses are due by Friday, July 28th in order to be incorporated into our 2024 Area Plan on Aging"

The AAANF is maintaining a copy of the sign-in sheet from each public hearing, a handout that was provided to all participants and individuals notified electronically and copies of completed needs assessment surveys.

DIRECT SERVICE WAIVER REQUEST FORM #3

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: III B III C1 III C2 III D III E

Service: **Intake**

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (ii) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

By not limiting eligible providers from participating in our RFP process for Title III E programming, many of our III E providers do not have direct access to the Electronic Client Information and Registration Tracking System (eCIRTS) nor are they familiar with the variety and scope of services coordinated by Advantage Aging Solutions. We believe that by providing Intake and Screening/Assessment directly we can ensure that the most efficient screening and referral procedures for consumer access to programs across the PSA is being provided.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

The Area Agency on Aging for North Florida, Inc. published a notice in Florida

Administrative Weekly on June 29th,2023 announcing public hearings to be held in Jackson County and Leon County.

In addition to FAW, notices were published on the Agency's Facebook page, and the public hearing was added to the calendar of events at the Jackson County Senior Citizens Organization, Inc. Text of the notice for the Facebook page states:

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Wednesday, July 12, 2023 at 11:00am Eastern Standard Time

Advantage Aging Solutions, Inc.

2414 Mahan Drive

Tallahassee, FL 32308

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Public Hearing #2:

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2931 Optimist Drive

Marianna, FL 32448

We value input from our stakeholders and request your assistance in completing our Needs Assessment Survey, which can be accessed at this link:

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Survey responses are due by Friday, July 28th in order to be incorporated into our 2024 Area Plan on Aging"

The AAANF is maintaining a copy of the sign-in sheet from each public hearing, a handout that was provided to all participants and individuals notified electronically and copies of completed needs assessment surveys.

Assurances & Attestations

Section 306 Older Americans Act

Area Agency on Aging for North Florida, Inc. assures that all provisions of 42 U.S.C. § 3026 and 42 U.S.C. § 3027, including but not limited to the specific provisions detailed below, are adhered by, including:

1. The AAA assures that an adequate proportion, as required under section 307(a)(2) of the OAA and ODA Policy 205.00, Priority Services, of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services: services associated with access to services (transportation, health services including behavioral and mental health services, outreach, information and assistance and case management services), in-home services, and legal assistance; and assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded. (§306(a)(2))
2. The AAA assures it will set specific objectives for providing services to older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan. (§306(a)(4)(A)(i))
3. The AAA assures that it will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
 - a. Specify how the provider intends to satisfy the service needs of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
 - b. To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
 - c. Meet specific objectives established by the AAA, for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area. (§306(a)(4)(ii))
4. The AAA assures it will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - a. Older individuals residing in rural areas;
 - b. Older individuals with greatest economic need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);

- c. Older individuals with greatest social need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);
- d. Older individuals with severe disabilities;
- e. Older individuals with limited English proficiency;
- f. Older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and
- g. Older individuals at risk for institutional placement, specifically including survivors of the Holocaust.

5. The AAA further assures that it will inform the older individuals referred to above, and the caretakers of such individuals, of the availability of such assistance. (§306(a)(4)(B))

6. The AAA assures it will ensure that each activity undertaken, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas. (§306(a)(4)(C))

7. The AAA assures it will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and those at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities. (§306(a)(5))

8. The AAA assures that it will provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title. (§306(a)(10))

9. The AAA assures it will provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as older Native Americans) including:

- a. Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- b. An assurance that the AAA will, to the maximum extent practicable, coordinate the services provided under Title VI; and
- c. An assurance that the AAA will make services under the area plan available to the same extent; as such services are available to older individuals within the planning and service area, who are older Native Americans. (§306(a)(11))

10. The AAA assures it will maintain the integrity and public purpose of services provided, and service providers, under 42 USCS §§ 3021 *et seq.* in all contractual and commercial relationships. (§306(a)(13)(A))

11. The AAA assures it will disclose to the Assistant Secretary and the State Agency:

- a. The identity of each non-governmental entity with which such agency has a contract or commercial relationships relating to providing any service to older individuals; and
- b. The nature of such contract or such relationship. (§306(a)(13)(B))

12. The AAA assures it will demonstrate that a loss or diminution on the quantity or quality of the services provided, or to be provided, under 42 USCS §§ 3021 *et seq.* by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships. (§306(a)(13)(C))

13. The AAA assures it will demonstrate that the quantity and quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships. (§306(a)(13)(D))

14. The AAA assures it will, on the request of the Assistant Secretary of State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals (§306(a)(13)(E))

15. The AAA assures that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title. (§306(a)(14))

16. The AAA assures that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. (§306(a)(14))

17. The AAA assures that funds received under this title will be used:
- a. To provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
 - b. In compliance with the assurances specified in paragraph (13) and the limitations specified in section 212. (§306(a)(15))

18. The AAA assures that data will be collected to determine that services are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019 and to determine the effectiveness of the programs, policies, and services provided by AAAs in assisting such individuals. (§306(a)(18))

19. The AAA assures that outreach efforts will be used to identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019. (§306(a)(19))

Area Agency on Aging Director

Name: Lisa L Bretz

Signature: Lisa L Bretz

Date: 8/24/23

DEPARTMENT OF HEALTH AND HUMAN SERVICES REGULATIONS TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Area Agency on Aging for North Florida, Inc., hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR§ 80) issued pursuant to the title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal financial assistance from the Department; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the recipient by the Department, this assurance shall obligate the recipient, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar service or benefits. If any personal property is so provided, this assurance shall obligate the recipient for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the recipient for the period during which the federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the recipient by the Department, including installment payments after such date on account of the applications for federal financial assistance which were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the recipient.

Area Agency on Aging Director

Name: Lisa Bretz Signature: Lisa J. Bretz

Date: 9/11/2023

DEPARTMENT OF HEALTH AND HUMAN SERVICES SECTION 504 OF THE REHABILITATION ACT OF 1973

Area Agency on Aging for North Florida, Inc. hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), all requirements imposed by the applicable HHS regulation (45 C.F.R. § 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to [45 C.F.R. § 84.5(a)], the recipient gives this Assurance in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, (except procurement contracts and contracts of insurance or guaranty), property, discounts, or other federal financial assistance extended by the Department of Health and Human Services after the date of the Assurance, including payments or other assistance made after such date on applications for federal financial assistance that were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means.

This Assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which federal financial assistance is extended to it by the Department of Health and Human Services or provided for in [45 C.F.R. § 84.5]. Pursuant to 45 C.F.R. § 84.7(a), if the recipient employs fifteen or more persons, the recipient designates the following person(s) to coordinate its efforts to comply with the regulation.

Name of Designee(s): Lisa Bretz

Title: Executive Director

Recipient's Address: 2414 Mahan Drive
Tallahassee, FL 32308

Pursuant to 45 C.F.R. § 84.7(b), if the recipient employs fifteen persons or more, the recipient shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part. Such procedures need not be established with respect to complaints from applicants for employment or from applicants for admission to postsecondary educational institutions.

IRS Employer I.D. Number: 59-1844633

AAA Board President (or other authorized official)

I certify that the above information is complete and correct to the best of my knowledge.

Name: Cheryl Smith Signature: Cheryl Smith

Date: 8/24/23

AVAILABILITY OF DOCUMENTS

AREA AGENCY ON AGING FOR NORTH FLORIDA, INC. HEREBY GIVES FULL ASSURANCE that the following documents are current and maintained in the administrative office of the AAA and will be filed in such a manner as to ensure ready access for inspection by DOEA or its designee(s) at any time.

The AAA further understands that these documents are subject to review during monitoring by DOEA.

- (1) Current board roster
- (2) Articles of Incorporation
- (3) AAA Corporate By-Laws
- (4) AAA Advisory Council By-Laws and membership composition
- (5) Corporate fee documentation
- (6) Insurance coverage verification
- (7) Bonding verification
- (8) AAA staffing plan
 - (a) Position descriptions
 - (b) Pay plan
 - (c) Organizational chart
 - (d) Executive director's resume and performance evaluation
- (9) AAA personnel policies manual
- (10) Financial procedures manual
- (11) Functional procedures manual
- (12) Interagency agreements
- (13) Affirmative Action Plan
- (14) Civil Rights Checklist
- (15) Conflict of interest policy
- (16) AAA Board of Directors and Advisory Council meeting minutes
- (17) Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers
- (18) Consumer outreach plan
- (19) ADA policies

- (20) Documentation of match commitments for cash, voluntary contributions, and building space, as applicable
- (21) Detailed documentation of AAA administrative budget allocations and expenditures
- (22) Detailed documentation of AAA expenditures to support cost reimbursement contracts
- (23) Subcontractor Background Screening Affidavit of Compliance

Certification by Authorized Agency Official:

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging. Assurance is given that DOEA or its designee(s) will be given immediate access to these documents, upon request.

AAA Board President (or other authorized official)

Name: Cherry Smith Signature: Cherry Smith
Date: 8-24-23 Title: President

	<i>Population of Seniors 60+</i>	<i>% Seniors 60+ vs Total Population</i>	<i>Population of Seniors 85+</i>	<i>% Seniors 85+ vs Total Population</i>	<i>At Poverty Level</i>	<i>Below 125%</i>	<i>Minority at Poverty Level</i>	<i>Minority Below 125%</i>	<i>Male Living Alone</i>	<i>Female Living Alone</i>	<i>Total Living Alone</i>	<i>White</i>	<i>Black</i>	<i>Other</i>	<i>Hispanic (White and Non-White)</i>	<i>Total Minority</i>	<i>% of Census Tracts: Rural</i>	<i>% of Census Tracts: Urban</i>	<i>Access to Internet</i>	<i>Probable Alzheimer's Cases</i>
<i>Bay</i>	44,244	25	4,313	2	3,665	5,925	990	1,735	4,470	6,855	11,325	39,481	3,611	1,152	1,152	5,915	2	98	88	4,078
<i>Calhoun</i>	3,876	27	322	2	355	650	75	220	360	630	990	3,475	342	59	64	465	33	67	71	353
<i>Franklin</i>	3,634	30	294	2	285	555	25	90	440	455	895	3,357	252	25	61	338	75	25	84	332
<i>Gadsden</i>	12,044	26	819	2	1,520	1,765	874	1,130	1,430	1,875	3,305	6,521	5,419	104	313	5,836	0	100	70	955
<i>Gulf</i>	10,017	33	399	3	515	640	14	50	625	435	1,060	4,355	439	32	52	523	67	33	79	437
<i>Holmes</i>	5,777	29	438	2	655	1,085	28	119	624	785	1,409	5,511	19	75	62	328	50	50	81	525
<i>Jackson</i>	13,021	28	1,270	3	1,295	1,975	548	745	1,300	2,810	4,110	10,261	2,625	135	207	2,967	91	9	76	1,265
<i>Jefferson</i>	4,713	33	310	2	365	590	170	190	450	630	1,080	3,443	1,248	22	71	1,341	0	100	83	368
<i>Leon</i>	59,267	20	4,676	2	3,160	6,350	1,910	3,365	5,515	9,310	14,825	45,052	12,814	1,401	2,047	16,262	0	100	88	4,937
<i>Liberty</i>	1,636	19	111	1	140	345	35	14	179	230	409	1,452	154	30	30	214	0	100	70	127
<i>Madison</i>	5,389	28	467	2	390	1,080	355	420	544	790	1,334	3,804	1,548	37	102	1,687	20	80	70	487
<i>Taylor</i>	6,763	30	454	2	845	1,075	258	364	485	900	1,385	5,821	865	77	94	1,036	100	0	73	579
<i>Wakulla</i>	7,520	22	436	1	650	905	55	180	625	1,015	1,640	6,788	649	83	128	860	0	100	91	539
<i>Washington</i>	6,660	26	445	2	570	1,305	245	300	635	870	1,505	5,932	628	100	75	803	43	57	76	556
<i>PSA 2 Total</i>	179,370	24	14,754	2	14,410	24,245	5,582	8,922	17,682	26,960	44,642	145,253	30,785	3,332	4,458	38,575	34	66	79	16,157

(Source: Department of Elder Affairs County Profiles 2022)

Outreach Type	Activity or Event	Event Dates	Location Name	Address 1	City	State	Zip Code	Target Audience(s) [check boxes]		If Other Target, Please Explain	Type of Caregiver (if target)		Outreach (Current, Future, or Both)		Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)	Program Information Provided
									€			€		€				
Standard Community Outreach	Education	Qtr 1 Jan - Feb 2025	Dollar General	13437 State Hwy 167	Fountain	FL	32438	Rural					Future		Bay	25	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education	Qtr 1 Jan - Feb 2025	Dollar General	17835 US - 231	Fountain	FL	32438	Rural					Future		Bay	25	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education	Qtr 1 Jan - Feb 2025	Dollar General	12610 US- 231	Youngstown	FL	32466	Rural					Future		Bay	25	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education	Qtr 1 Jan - Feb 2025	Cathey's Hardware And Tackle	3004 US-98	Mexico Beach	FL	32456	Rural					Future		Bay	10	Local hardware shop may be a location that rural seniors may go for hardware needs.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Dollar General	1810 Georgia St	Alford	FL	32420	Rural					Future		Jackson	10	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Dollar Tree	4879 Westside Plaza	Marianna	FL	32448	Rural					Future		Jackson	10	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Walmart	2255 FL-71	Marianna	FL	32448	Rural					Future		Jackson	25	Walmart is an affordable marketplace that rural seniors and caregivers may travel to meet household needs.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Three Rivers State Park	7908 Three Rivers Park Rd	Sneads	FL	32460	Rural					Future		Jackson	15	State parks may provide local low-cost entertainment to caregivers and seniors. Staff may be aware of seniors in need of services.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Dollar Tree	4879 Westside Plaza	Marianna	FL	32448	Rural					Future		Jackson	15	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Marvin Chapel Free Will Baptist	2041 Hope School Dr	Marianna	FL	32448	Rural					Future		Jackson	15	Churches provide socialization to many including those in rural communities which may be the center for many events.	

Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Chipola Family Ministries	3004 FL - 71	Marianna	FL	32446	Rural	€	€	Future	€	Jackson	15	Churches provide socialization to many including those in rural communities which may be the center for many events.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Chipola Quick Care	4984-5000 FL-71	Marianna	FL	32446	Rural	€	€	Future	€	Jackson	15	Clinic workers or attendees may be aware of rural seniors in need of additional services.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Jackson County Tax Collector Office	8087 US - 90	Sneads	FL	32460	Rural	€	€	Future	€	Jackson	15	Seniors that live alone may need to attend to the DMV for taxes or other registration needs during the year
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Dollar General	22225 FL- 20	Hosford	FL	32334	Rural	€	€	Future	€	Liberty	10	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Liberty County Tax Collector	10818 FL - 20	Bristol	FL	32321	Rural	€	€	Future	€	Liberty	20	DMV workers may receive telephone calls or aware of additional seniors.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Faith Baptist Church	134 SW Meeting Ave	Madison	FL	32340	Rural	€	€	Future	€	Madison	10	Churches provide socialization to many including those seniors that may live alone and need socialization opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Farmer's Cooperative, Inc.	748 SW Horry Ave	Madison	FL	32340	Rural	€	€	Future	€	Madison	10	Farmer's Cooperative may have senior farmers or have family caregivers that are on farmland that can spread information about services to farther reaching parts of the county.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Madison Blue Spring State Park	8300 FL - 6	Lee	FL	32059	Rural	€	€	Future	€	Madison	20	Rural seniors may utilize the springs and other state parks for cheap and closer recreational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Lee Public Library	7783 US - 90	Lee	FL	32059	Rural	€	€	Future	€	Madison	20	Library may attract rural seniors when traveling into town for supplies and recreational activities such as library books or events.

Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Greenville Public Library	1325 SW Main St	Greenville	FL	32331	Rural	€			Future	€	Madison	20	Library may attract rural seniors when traveling into town for supplies and recreational activities such as library books or events.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Faith Baptist Church	134 SW Meeting Ave	Madison	FL	32340	Rural, Social Need	€			Future	€	Madison	10	Churches provide socialization to many including those seniors that may live alone and need socialization opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Faith Baptist Church	134 SW Meeting Ave	Madison	FL	32340	Rural, Social Need, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD		Future	€	Madison	10	Churches provide socialization to many including those seniors that may live alone and need socialization opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Madison Blue Spring State Park	8300 FL - 6	Lee	FL	32059	Rural, Caregiver	€	Children with Disabilities, Social Need		Future	€	Madison	20	Rural seniors may utilize the springs and other state parks for cheap and closer recreational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Lee Public Library	7783 US - 90	Lee	FL	32059	Rural, Caregiver	€	Economic Need, Social Need		Future	€	Madison	20	Library may attract rural seniors when traveling into town for supplies and recreational activities such as library books or events.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Greenville Public Library	1325 SW Main St	Greenville	FL	32331	Rural, Caregiver	€	Economic Need, Social Need		Future	€	Madison	20	Library may attract rural seniors when traveling into town for supplies and recreational activities such as library books or events.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Econfina River State Park	4741 Econfina River Rd	Lamont	FL	32336	Rural	€			Future	€	Taylor	10	Rural seniors may volunteer or attend the local state parks for recreation. State park rangers may also see regular senior that may fish or do other activities at the park.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Dollar Store	4154 US - 19	Perry	FL	32348	Rural	€			Future	€	Taylor	15	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Taylor County Extension Office	203 Forest Park Dr	Perry	FL	32348	Rural	€			Future	€	Taylor	15	Workers at extension may be aware of rural seniors in need of services that have been in contact with the office for nutritious meal information.

Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Johnson's Bakery	128 S Jefferson St	Perry	FL	32347	Rural	€	€	Future	€	Taylor	15	Local favorite hotspot for pastries. Many locals will make weekend trips or may be aware of other locals in need of services.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Walmart Supercenter	1900 S Jefferson St	Perry	FL	32348	Rural	€	€	Future	€	Taylor	50	Walmart is a heavy trafficked area with only one location in the county. Rural seniors may attend for stocking up on necessities.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Econfina River State Park	4741 Econfina River Rd	Lamont	FL	32336	Rural, Social Need	€	€	Future	€	Taylor	10	Rural seniors may volunteer or attend the local state parks for recreation. State park rangers may also see regular senior that may fish or do other activities at the park.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Johnson's Bakery	128 S Jefferson St	Perry	FL	32347	Rural, Social Need	€	€	Future	€	Taylor	15	Local favorite hotspot for pastries. Many locals will make weekend trips or may be aware of other locals in need of services.	
Standard Community Outreach	Education/ Outreach	Qtr 1 Jan - Feb 2025	Econfina River State Park	4741 Econfina River Rd	Lamont	FL	32336	Rural, Social Need, Caregiver	€	Children with Disabilities, Social Need	€	Future	€	Taylor	10	Rural seniors may volunteer or attend the local state parks for recreation. State park rangers may also see regular senior that may fish or do other activities at the park.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Dollar Store	4154 US - 19	Perry	FL	32348	Rural, Caregiver	€	Economic Need	€	Future	€	Taylor	15	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Housing Department	11 Bream Fountain Rd	Crawfordville	FL	32327	Rural	€	€	Future	€	Wakulla	15	Housing authority staff may come across rural and low-income seniors that need housing assistance.	
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Holled Be Thy Name Church	292 Triplett Rd	Crawfordville	FL	32327	Rural	€	€	Future	€	Wakulla	25	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.	
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Walmart Supercenter	35 Mike Stewart Dr	Crawfordville	FL	32327	Rural	€	€	Future	€	Wakulla	50	Walmart is a heavy trafficked area with only one location in the county. Rural seniors may attend for stocking up on necessities.	
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Wakulla Urgent Care	41 Feli Way	Crawfordville	FL	32327	Rural	€	€	Future	€	Wakulla	15	Clinic workers may be aware of those seniors that are living alone after seeking care.	

Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Tallahassee Memorial Health Care	15 Council Moore Rd	Crawfordville	FL	32327	Rural	€	€	Future	€	Wakulla	15	Clinic workers may be aware of those seniors that are living alone after seeking care.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Family Dollar	3515 Elckam Blvd	Chipley	FL	32428	Rural	€	€	Future	€	Washington	15	Dollar Stores generally may have seniors that reside in rural areas due to the variety of supplies and the cost.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Chipley Housing Authority	1370 Old Bonifay Rd	Chipley	FL	32428	Rural	€	€	Future	€	Washington	20	Housing authority staff may come across rural and low-income seniors that need housing assistance.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Health Clinic	1351 South Blvd.	Chipley	FL	32428	Rural	€	€	Future	€	Washington	15	Workers or attendees of the clinic center may be assisting seniors. These seniors may be traveling to the clinic from rural areas without other medical access.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Northwest Florida Community Hospital	1360 Brickyard Rd	Chipley	FL	32428	Rural	€	€	Future	€	Washington	15	Rural clients may need to come to the hospital for services and hospital social workers may also be educated on services.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Northwest Family Health	1243 Main St	Chipley	FL	32428	Rural	€	€	Future	€	Washington	15	Rural clients may need to come to the clinic for services and clinic workers may also be educated on services.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Holmes County Library	303 J Harvey Etheridge	Bonifay	FL	32425	Low-Income	€	€	Future	€	Holmes	15	Library is a free resource to many in the community and may have low-income seniors utilize the different benefits.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Health Department Annex	1177 US-90	Bonifay	FL	32425	Low-Income	€	€	Future	€	Holmes	10	DOH workers may receive telephone calls or aware of additional seniors.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Food Distribution Center- ICNA Relief USA Program	800 US-90	Bonifay	FL	32425	Low-Income	€	€	Future	€	Holmes	50	Food distribution centers may attract low-income seniors that may be looking for assistance with food supplies.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Food Distribution Center- Holmes County Ministerial Association	604 Us- 90	Bonifay	FL	32425	Low-Income	€	€	Future	€	Holmes	50	Food distribution centers may attract low-income seniors that may be looking for assistance with food supplies.

Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Holmes County Housing Authority	107 E Montana Ave	Bonifay	FL	32425	Low-Income	€				Future	€	Holmes	10	Housing authority staff may come across rural and low-income seniors that need housing assistance.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	One Stop Career Center	757 Hoyt St	Chipley	FL	32428	Low-Income	€				Future	€	Washington	10	Career center may have elders that are looking to supplement their income.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Walmart Supercenter	4400 W Tennessee St	Tallahassee	FL	32304	Low-Income	€				Future	€	Leon	50	Walmart is a heavy trafficked area with low cost and a wide variety of supplies. In a low-income zip code.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Walmart Supercenter	1940 Pat Thomas Pwky	Quincy	FL	32351	Low-Income	€				Future	€	Gadsden	50	Walmart is a heavy trafficked area with low cost and a wide variety of supplies. In a low-income zip code.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Walmart Supercenter	2255 FL-71	Marianna	FL	32448	Low-Income	€				Future	€	Jackson	50	Walmart is a heavy trafficked area with low cost and a wide variety of supplies. In a low-income zip code.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Gulf County Public Library	110 Library Dr	Port St Joe	FL	32456	Low-Income	€				Future	€	Gulf	10	Libraries have free resources and benefits for community members. Low-income seniors may utilize the library for low-cost recreational activities.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Blountstown Community Church	16345 Co Rd 69	Blountstown	FL	32424	Living Alone	€				Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	First Baptist Church	17091 S Main St	Blountstown	FL	32424	Living Alone	€				Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Altha Church of God	26000 Fuqua Cr	Altha	FL	32421	Living Alone	€				Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.

Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Calvary Baptist Church	19603 Church St	Blountstown	FL	32424	Living Alone	€			Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Bibleway Church- God in Christ	21092 Mayhaw Dr	Blountstown	FL	32424	Living Alone	€			Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Bo Lynn's Grocery	850 Port Leon Dr	St Marks	FL	32355	Other, Social Need	€	Living Alone		Future	€	Wakulla	25	Grocery store within zip code of high number of possible seniors living alone.
Standard Community Outreach	Education/ Outreach	Qtr 2 April - June 2025	Holled Be Thy Name Church	292 Triplett Rd	Crawfordville	FL	32327	Other, Social Need	€	Living Alone		Future	€	Wakulla	25	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	First Baptist of Church of Wakulla Station	1584 Old Woodville Hwy	Crawfordville	FL	32327	Other, Social Need	€	Living Alone		Future	€	Wakulla	25	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Jefferson County Library	375 S Water St	Monticello	FL	32344	LEP, Social Need	€			Future	€	Jefferson	10	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Faith Baptist Church	134 SW Meeting Ave	Madison	FL	32340	Other, Social Need	€	Living Alone		Future	€	Madison	15	Churches provide socialization to many including those seniors that may live alone and need socialization opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Holmes County Library	303 J Harvey Etheridge	Bonifay	FL	32425	Low-Income, Social Need	€			Future	€	Holmes	15	Library is a free resource to many in the community and may have low-income seniors utilize the different benefits.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	West Bonifay Baptist Church	609 W Indiana Ave	Bonifay	FL	32425	Minority, Social Need	€			Future	€	Holmes	15	Churches many times are a center of activities for different groups. The church is located within the zip code of those likely meeting the minority category.

Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	White Water Baptist Church	1099 Co Rd 179	Bonifay	FL	32425	Minority, Social Need	€	€	Future	€	Holmes	15	Churches many times are a center of activities for different groups. The church is located within the zip code of those likely meeting the minority category.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Gulf County Public Library	110 Library Dr	Port St Joe	FL	32456	Low-Income, Social Need	€	€	Future	€	Gulf	15	Libraries have free resources and benefits for community members. Low-income seniors may utilize the library for low-cost recreational activities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Capital Regional Medical Center	2626 capital Medical Blvd	Tallahassee	FL	32308	Disabilities	€	€	Future	€	Leon	20	Hospital case managers may be aware of newly disabled seniors that may need additional assistance. May also have therapies or group sessions that can provide educational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	TMH	1201 -1299 Centerville Rd	Tallahassee	FL	32303	Disabilities	€	€	Future	€	Leon	20	Hospital case managers may be aware of newly disabled seniors that may need additional assistance. May also have therapies or group sessions that can provide educational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Calhoun Liberty Hospital	20370 Burns Ave	Blountstown	FL	32424	Disabilities	€	€	Future	€	Calhoun	20	Hospital case managers may be aware of newly disabled seniors that may need additional assistance. May also have therapies or group sessions that can provide educational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Life Management Center	16869 NE Pear St	Blountstown	FL	32424	Disabilities	€	€	Future	€	Calhoun	10	Management center workers may work with those that are disabled and qualify for services.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Life Management Center of NW	4094 Lafayette St	Marianna	FL	32446	Disabilities	€	€	Future	€	Jackson	10	Management center workers may work with those that are disabled and qualify for services.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Bay County Vet Center	3109 Minnesota Ave	Panama City	FL	32405	Disabilities	€	€	Future	€	Bay	25	Veterans' clinics may have disabled veterans seeking assistance and may provide for an educational opportunity.

Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Perry VA Center	1224 N Peacock Ave	Perry	FL	32347	Disabilities	€	€	Future	€	Taylor	25	Veterans' clinics may have disabled veterans seeking assistance and may provide for an educational opportunity.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Iglesia Rey De Reyes	101 S Adams St	Quincy	FL	32351	LEP	€	€	Future	€	Gadsden	15	Hispanic church that may have LEP seniors or LEP caregivers that may need services.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Las Delicias	1123 W Jefferson St	Quincy	FL	32351	LEP	€	€	Future	€	Gadsden	15	Hispanic restaurants may have senior patrons that may need assistance.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Taqueria Miranda	18870 Blue Star Hwy	Quincy	FL	32351	LEP	€	€	Future	€	Gadsden	10	Hispanic restaurants may have senior patrons that may need assistance.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Laredo Grill	6765 Ben Bostick Rd	Quincy	FL	32351	LEP	€	€	Future	€	Gadsden	10	Hispanic restaurants may have senior patrons that may need assistance.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	El Tamaulipeco	40 Pavilion Dr	Quincy	FL	32351	LEP	€	€	Future	€	Gadsden	10	Hispanic restaurants may have senior patrons that may need assistance.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Rancho Grande Mexican Restaurant	290 N Cherry St	Monticello	FL	32344	LEP	€	€	Future	€	Jefferson	10	Only Hispanic restaurant located within the county, may have LEP seniors attend for food and company.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Jefferson County Library	375 S Water St	Monticello	FL	32344	LEP, Social Need	€	€	Future	€	Jefferson	10	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Jefferson's Farmers Market	690 E Washington St	Monticello	FL	32344	LEP	€	€	Future	€	Jefferson	20	Local farmers market with fresh produce and face-to-face transactions. LEP seniors may attend for simplified purchases/ local partnerships.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Piggly Wiggly	575 S Jefferson St	Monticello	FL	32344	LEP	€	€	Future	€	Jefferson	20	Local grocery store, one of few located within the county. LEP seniors will need to purchase food supplies and other necessities.

Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Tallahassee Memorial Family Med	1549 S Jefferson St	Monticello	FL	32344	LEP	€			Future	€	Jefferson	10	Clinic workers or attendees may be aware of LEP seniors in need of additional services.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Rancho Grande Mexican Restaurant	307 Pinckney St	Madison	FL	32340	LEP	€			Future	€	Madison	15	A population local eatery that has authentic Hispanic dishes indicating that LEP seniors may attend for meals out in the town.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	C & E Market Place	821 M I Martin Luther King Jr Dr	Madison	FL	32340	LEP	€			Future	€	Madison	15	Local meat market outer parts of the city which may attract LEP seniors due to the smaller size and potentially more individualized assistance if needed.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Madison Blue Spring State Park	8300 FL - 6	Lee	FL	32059	LEP	€			Future	€	Madison	20	Public parks are inexpensive and require little reading/comprehension need to enjoy the facilities. LEP senior may utilize the parks for recreational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Lee Public Library	7783 US - 90	Lee	FL	32059	LEP	€			Future	€	Madison	20	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Greenville Public Library	1325 SW Main St	Greenville	FL	32331	LEP	€			Future	€	Madison	20	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Tallahassee Memorial Health Care	15 Council Moore Rd	Crawfordville	FL	32327	Other, ADRD	€	Living Alone		Future	€	Wakulla	15	Clinic workers may be aware of those seniors that are living alone after seeking care.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Capital Regional Medical Center	2626 Captial Medical Blvd	Tallahassee	FL	32308	Disabilities, ADRD	€			Future	€	Leon	20	Hospital case managers may be aware of newly disabled seniors that may need additional assistance. May also have therapies or group sessions that can provide educational opportunities.

Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	TMH	1201 -1299 Centerville Rd	Tallahassee	FL	32303	Disabilities, ADRD	€	€	Future	€	Leon	20	Hospital case managers may be aware of newly disabled seniors that may need additional assistance. May also have therapies or group sessions that can provide educational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 3 July - Sept 2025	Cook Discount Drugs	5324 Brown St	Graceville	FL	32440	ADRD, Risk of Institutional Placement	€	€	Future	€	Jackson	25	Caregivers may be picking up medications for clients with ADRD.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	CVS Pharmacy	1037 Main St	Chipley	FL	32428	ADRD, Risk of Institutional Placement	€	€	Future	€	Washington	25	Caregivers may be picking up medications for clients with ADRD.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Jay's Pharmacy	828 S Jefferson St	Perry	FL	32347	ADRD, Risk of Institutional Placement	€	€	Future	€	Taylor	25	Caregivers may be picking up medications for clients with ADRD.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Tallahassee Neuro-Balance Center	4838 Kerry Forest Pkwy	Tallahassee	FL	32309	ADRD	€	€	Future	€	Leon	20	One of the few neurological centers within the PSA. Doctors may be aware of those newly diagnosed or caregivers in need of services.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Southeast Neurologist Specialists	1401 Oven Park Dr	Tallahassee	FL	32308	ADRD	€	€	Future	€	Leon	20	One of the few neurological centers within the PSA. Doctors may be aware of those newly diagnosed or caregivers in need of services.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Brain and Spine Specialists	2011 Harrison Ave	Panama City	FL	32405	ADRD	€	€	Future	€	Bay	20	One of the few neurological centers within the PSA. Doctors may be aware of those newly diagnosed or caregivers in need of services.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Bay Neurological Institute	2559 Hunt cliff Ln	Panama City	FL	32405	ADRD	€	€	Future	€	Bay	20	One of the few neurological centers within the PSA. Doctors may be aware of those newly diagnosed or caregivers in need of services.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Cook Discount Drugs	5324 Brown St	Graceville	FL	32440	ADRD, Risk of Institutional Placement	€	€	Future	€	Jackson	25	Caregivers may be picking up medications for clients with ADRD.

Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	CVS Pharmacy	1037 Main St	Chipley	FL	32428	ADRD, Risk of Institutional Placement	€			Future		Washington	25	Caregivers may be picking up medications for clients with ADRD.	
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Jay's Pharmacy	828 S Jefferson St	Perry	FL	32347	ADRD, Risk of Institutional Placement	€			Future		Taylor	25	Caregivers may be picking up medications for clients with ADRD.	
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Ascension Sacred Heart Bay Outpatient Rehabilitation at Panama City	2497 FL-77	Panama City	FL	32405	Risk of Institutional Placement	€			Future		Bay	20	Case workers in rehabilitation center may be aware of seniors in need of services or at risk of placement.	
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Encompass Health and Rehabilitation Hospital of Tallahassee	1675 Riggins Rd	Tallahassee	FL	32308	Risk of Institutional Placement	€			Future		Leon	20	Case workers in rehabilitation center may be aware of seniors in need of services or at risk of placement.	
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Family Dollar	20180 W Central Ave West	Blountstown	FL	32424	Living Alone, Caregiver	€		Economic Need		Future		Calhoun	20	Dollar Stores general may have those that are living alone and low-income shop for daily necessities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Dollar General	26014 N Main St	Altha	FL	32421	Living Alone, Caregiver	€		Economic Need		Future		Calhoun	20	Dollar Stores general may have those that are living alone and low-income shop for daily necessities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	DG Market	17380 Main St	Blountstown	FL	32424	Living Alone, Caregiver	€		Economic Need		Future		Calhoun	20	DG market is a discounted store like dollar stores. Low income and living alone seniors are likely to need to shop for necessities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Dollar General	16427 Demont Rd	Clarksville	FL	32430	Living Alone, Caregiver	€		Economic Need		Future		Calhoun	20	Dollar Stores general may have those that are living alone and low-income shop for daily necessities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Blountstown Community Church	16345 Co Rd 69	Blountstown	FL	32424	Living Alone, Caregiver	€		Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD		Future		Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.

Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Clarksville Baptist Church	16207 Demont Rd	Clarksville	FL	32430	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	St Paul AME Church-Parsonage	16076 SE River St	Blountstown	FL	32424	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Macedonia First Baptist Church	20300 NE Macedonia Rd	Blountstown	FL	32424	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	First Baptist Church	17091 S Main St	Blountstown	FL	32424	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Altha Church of God	26000 Fuqua Cr	Altha	FL	32421	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Calvary Baptist Church	19603 Church St	Blountstown	FL	32424	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Bibleway Church- God in Christ	21092 Mayhaw Dr	Blountstown	FL	32424	Living Alone, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Calhoun	15	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.

Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	First Baptist of Church of Wakulla Station	1584 Old Woodville Hwy	Crawfordville	FL	32327	Other, Social Need, Caregiver	€	Living Alone	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Wakulla	25	Churches may have new residents or current residents looking for guidance or socialization, including those seniors that may be newly alone.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Jefferson's Farmers Market	690 E Washington St	Monticello	FL	32344	LEP, Caregiver	€		Economic Need	€	Future	€	Jefferson	20	Local farmers market with fresh produce and face-to-face transactions. LEP seniors may attend for simplified purchases/ local partnerships.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Piggly Wiggly	575 S Jefferson St	Monticello	FL	32344	LEP, Caregiver	€		Economic Need	€	Future	€	Jefferson	20	Local grocery store, one of few located within the county. LEP seniors will need to purchase food supplies and other necessities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Faith Baptist Church	134 SW Meeting Ave	Madison	FL	32340	Other, Social Need, Caregiver	€	Living Alone	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Madison	15	Churches provide socialization to many including those seniors that may live alone and need socialization opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Madison Blue Spring State Park	8300 FL - 6	Lee	FL	32059	LEP, Caregiver	€		Children with Disabilities, Social Need	€	Future	€	Madison	20	Public parks are inexpensive and require little reading/comprehension need to enjoy the facilities. LEP senior may utilize the parks for recreational opportunities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Lee Public Library	7783 US - 90	Lee	FL	32059	LEP, Caregiver	€		Economic Need, Social Need	€	Future	€	Madison	20	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Greenville Public Library	1325 SW Main St	Greenville	FL	32331	LEP, Caregiver	€		Economic Need, Social Need	€	Future	€	Madison	20	Library may have materials in other languages or have English reading/speaking classes that may attract LEP seniors.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Food Distribution Center- ICNA Relief USA Program	800 US-90	Bonifay	FL	32425	Low-Income, Caregiver	€		Economic Need, Children with Disabilities	€	Future	€	Holmes	50	Food distribution centers may attract low-income seniors that may be looking for assistance with food supplies.

Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Food Distribution Center-Holmes County Ministerial Association	604 Us- 90	Bonifay	FL	32425	Low-Income, Caregiver	€	Economic Need, Children with Disabilities	€	Future	€	Holmes	50	Food distribution centers may attract low-income seniors that may be looking for assistance with food supplies.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Holmes County Housing Authority	107 E Montana Ave	Bonifay	FL	32425	Low-Income, Caregiver	€	Disabled Adults, Economic Need	€	Future	€	Holmes	15	Housing authority staff may come across rural and low-income seniors that need housing assistance.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	West Bonifay Baptist Church	609 W Indiana Ave	Bonifay	FL	32425	Minority, Social Need, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Holmes	20	Churches many times are a center of activities for different groups. The church is located within the zip code of those likely meeting the minority category.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	DG Market (Dollar General)	1718 S Waukesha St	Bonifay	FL	32425	Minority, Caregiver	€	Economic Need	€	Future	€	Holmes	25	Dollar stores provide low cost and a variety of supplies that may attract many seniors. This dollar store is located within the like zip code of those meeting the minority category.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	White Water Baptist Church	1099 Co Rd 179	Bonifay	FL	32425	Minority, Social Need, Caregiver	€	Children with Disabilities, Social Need, Economic Need, Disabled Adults, ADRD	€	Future	€	Holmes	20	Churches many times are a center of activities for different groups. The church is located within the zip code of those likely meeting the minority category.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Shawn's Grocery Store	1296 Co Rd 179	Bonifay	FL	32425	Minority, Caregiver	€	Economic Need	€	Future	€	Holmes	15	Mom & pop grocery store in the upper portion of the county that may be the closest grocery store to that section of the county.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Gulf County Public Library	110 Library Dr	Port St Joe	FL	32456	Low-Income, Social Need, Caregiver	€	Economic Need, Social Need	€	Future	€	Gulf	20	Libraries have free resources and benefits for community members. Low-income seniors may utilize the library for low-cost recreational activities.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Bay County Vet Center	3109 Minnesota Ave	Panama City	FL	32405	Disabilities, Caregiver	€	Disabled Adults	€	Future	€	Bay	10	Veterans' clinics may have disabled veterans seeking assistance and may provide for an educational opportunity.
Standard Community Outreach	Education/ Outreach	Qtr 4 Oct - Dec 2025	Perry VA Center	1224 N Peacock Ave	Perry	FL	32347	Disabilities, Caregiver	€	Disabled Adults	€	Future	€	Taylor	10	Veterans' clinics may have disabled veterans seeking assistance and may provide for an educational opportunity.