

Goals, Objectives, and Strategies

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

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

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

Strategies	Progress
<p>With DOE's approval, AAAPP will continue to provide evidenced based mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Utilizing secure and encrypted telehealth applications such as Whatsapp and Uniper technology, clients are connected with and educated on these modalities to access mental health support without leaving their home. At least 50 clients in the 2024, 2025 and 2026 contract years will receive mental health counseling with a licensed professional via telehealth services as funding allows.</p>	<p>In the calendar year 2024, the mental health counseling program served 34 seniors through a telehealth platform. Through July 2025, the mental health counseling program has served 38 seniors through telehealth platforms, thus far. 47 seniors were served in 2024 across all modalities. Through July 2025, the mental health counseling program has served 49 seniors, across all meeting modalities. In the fall of 2025, the AAAPP will be introducing an Electronic Health Record system designed for mental health counseling called Simple Practice. This streamlined software will integrate all aspects of mental health counseling, including all paperwork, forms, and</p>

	assessments, and will offer a robust and HIPAA compliant telehealth option for seniors. This software will continue to strengthen AAAPP's use of technology to reach seniors. In 2026, the AAAPP will continue to educate and empower seniors to utilize therapy through telehealth platforms and expect to serve 35 clients in the mental health counseling program using secure telehealth platforms.
With DOEA's approval, AAAPP will continue short term case management and technology services under our Senior Community Health program, which receives referrals from medical partners in Pasco and Pinellas counties. Short term case management identifies short term needs and provides service coordination for clients to access services such as technology (TECH). TECH services, including u.connected and robotic pets promote socialization and independence of older adults in their homes. At least 150 clients will receive TECH services in calendar year 2024.	Short term case management and technology services ended with ARP as of 9/30/24. As of June 2024, 25 robotic pets have been provided and 112 clients received services through Uniper. As of 9/30/24, short term case management and technology services ended with the sunset of ARP funding. With the use of ARP funds from 2022-2024, a total of 295 clients participated in the u.connected program and 317 clients received a robotic pet.
The AAAPP will continue to add assistive technology resources to the Refer database in 2024 as they become available. All resources will be updated in Refer annually.	Refer resources continue to be updated annually. As of 11/25/25 Refer Resources migrated to eCIRTS. The AAAPP continues to work with the ADRC Workgroup,

	WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be managed in eCIRTS, we have a spreadsheet that is updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.
Using the progress of F4A's exploration and research into available technologies for senior service implementation, the AAAPP will execute a vendor agreement with a viable company by 12/31/24 to offer seniors in PSA5 a 21 st Century technological resource to assist with caregiving.	The AAAPP recognizes the growing needs of caregivers in Pasco and Pinellas Counties. Over one in five Americans are unpaid caregivers for a loved one, and many provide over 20 hours of care each week. Without the right support at the right time, caregivers are burning out. They're losing their ability to keep caring for their loved one at home, and their own health suffers, too. In 2024, the AAAPP comprehensively reviewed the evidence-based TCare Program. Through this review we learned that TCARE's goal is to prevent this burnout through better care for the caregiver. TCARE's clinical protocol incorporates caregiver

	<p>insights, advanced data algorithms, and high-touch human support to give caregivers what they need when they need it. In 2024, the AAAPP encountered multiple obstacles of providing the TCare program after needing to transition 3 major OAA programs to new providers and the sunseting of American Rescue Plan and its related programs. Currently, the additional funding required for the implementation of TCare is not available and as a result AAAPP is not moving forward with this strategy.</p>
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Objective 1.2 Increase the AAA’s functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.

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.

Strategies

The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer’s and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to various sectors of the community about the aging network and available resources. Educational events are currently targeted towards dining establishments and community events to disseminate information outside of the familiar community sectors.

Progress

The AAAPP continues to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer’s and Memory Loss for Pasco and

	<p>Pinellas. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants. The AAAPP continues to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. The Task Force, in partnership with the State Health Improvement Plan, set a goal to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force continues to reach its goal to provide dementia-sensitivity training to 100 individuals in Pasco County by the end of the calendar year. Targeted outreach and education sectors of the community in</p>
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	2025 and 2026 are the local schools by hosting age-appropriate dementia-awareness campaigns by using age-appropriate books and learning tools.
The AAAPP will continue to collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to strengthen the bidirectional referral process.	Monthly contact continues to occur with the Madonna Ptak Center for Alzheimer's and Memory Loss to engage in a collaborative referral process.
The Department of Program Accountability collaborates with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP Providers, and to all General Revenue vendors. This training occurs yearly and includes an overview of resources for older adults.	The Madonna Ptak Center for Alzheimer's Disease and Memory Loss has provided two sessions of training to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on March 13, 2024, and April 10, 2024. The Madonna Ptak Center for Alzheimer's Disease and Memory Loss has provided two sessions of training offered to AAAPP, lead agencies, OAA providers, EHEAP providers and all General Revenue vendors on April 16, 2025, and May 21, 2025.
The AAAPP will pursue partnerships in the PSA through Better Living for Seniors (BLS) and Pasco Aging Network (PAN) to expand marketing; address gaps in services; identify new technologies and trends; and expand resources.	The AAAPP participates in the Pinellas Better Living for Seniors and the Pasco Aging Network monthly meetings. This participation includes the

	<p>AAAPP participating staff giving a monthly update to the group's members regarding the programs and services provided through the AAAPP in the respective counties. Promotion of the Helpline occurs through a standard agenda item and printed Helpline brochures are provided monthly to BLS and PAN membership.</p>
<p>Engage in new partnership and collaboration with the Pinellas County Coordinated Access Model to assist in allowing for standardization and increased transparency in how consumers, families, caregivers, and professionals can access the right services among the entire social support system.</p>	<p>In April 2024, the AAAPP leadership team met with Pinellas County to discuss its role in the Coordinated Access Model renamed "Care About Me" or CAM. A Referral Pilot Project was launched to refer Pinellas County residents presenting all intensities of mental health, addiction or co-occurring issues. Training with the AAAPP Helpline provided to make referrals. As of August 2025, 13 clients were referred to CAM after contacting AAAPP Helpline.</p>
<p>As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. In 2024 and will continue through 2027, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.</p>	<p>The AAAPP Board of Directors and Agency leadership determined that they must strategically address the lack of affordable senior housing in the counties we serve. The AAAPP demonstrated their</p>

	<p>commitment to this complex issue in many ways which prioritized affordable senior housing as a goal in the Board of Directors' Strategic Plan 2022-2025. Affordable senior housing was also cited as an area of concern in the AAAPP's Area Plan 2024 – 2027. In November 2023, this commitment was further demonstrated when the AAAPP convened a diverse group of senior housing stakeholders to discuss affordable housing in roundtable meetings held in Pinellas and Pasco counties. The Affordable Housing Roundtable meetings resulted in the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies to address these emergent concerns. In 2024, the AAAPP's Board of Directors designated Board funding (non DOEAFunding) to expand affordable senior housing options in Pasco and Pinellas Counties. Through the Senior Affordable Housing Impact Grants, funding was awarded to four local nonprofit organizations that are focused</p>
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	<p>on one or more of the following objectives: 1) expand home sharing options for seniors; 2) expand availability for retrofitting existing seniors' homes; or 3) expand policies and practices for supporting seniors so they can live at home. The AAAPP Leadership participates in the Continuum of Care/Homeless Leadership Alliance meetings in Pinellas and Pasco Counties. The organization strives to prevent, divert, and end homelessness in Pinellas and Pasco Counties by providing leadership to community partners and stakeholders in the planning, implementation, and alignment of the community-wide crisis response system. In June 2024, AAAPP received a grant to specifically address crisis housing needs in 8 designated zip codes in Pinellas county. From June 2024 – July 31, 2025, a total of 77 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits.</p>
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	<p>In 2024, AAAPP received \$1.2 million HUD CPF appropriation to provide initial funding for a Senior Affordable Housing project in Pasco County. Many stakeholders committed to expanding affordable housing options in Pasco are actively working with the AAAPP on this legacy project on behalf of Pasco's seniors.</p>
<p>PSA 5 will continue to host a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.</p>	<p>PSA 5 continues to host a quarterly virtual meeting with staff from the AAAPP, DCF, and lead agencies. These calls have been instrumental to introduce new staff members to one another and communicate trends and levels of need being seen in the community, especially as the cost of living continues to increase. The most recent meeting occurred July 24, 2025.</p>
<p>PSA 5 will continue to host a quarterly meeting via Microsoft Teams with DCF, PSA 6, PSA 8 and the CARES Unit to enhance our regional relationships, share best practices and develop efficiencies.</p>	<p>Quarterly virtual meetings with DCF, PSA 5, 6, 8 and the CARES Unit continue to promote open communication among all partners. This has been extremely helpful over the past year as the ADRC has assisted clients who have lost their Medicaid eligibility</p>

	<p>due to Medicaid Unwinding. Meetings continue on a quarterly basis, with the last meeting being held on 5/21/25. DCF's migration to a statewide Center of Excellence and the CARES Unit migration to eCIRTS has strengthened the need for these meetings to promote increased communication between the ADRCs, DCF and CARES Unit staff.</p>
<p>The Local ADRC Coalition Workgroup will continue to enhance community partnerships through 2 meetings per year. AAAPP will continue to host these meetings to maintain and promote awareness of the community and long-term care resources for older adults and persons aged 18 and older with a disability. The work group will share information and focus on continual improvement in access to services.</p>	<p>AAAPP continues to host 2 virtual meetings per year. The most recent meeting occurred on 6/18/25.</p>
<p>The Invitation to Negotiate (ITN) issued by the Agency for Health Care Administration (AHCA) in 2023 will result in the selection of approved Managed Care Organizations (MCOs) to serve seniors in PSA5. When the approved MCOs are selected and announced for 2024, the AAAPP will explore collaborations with at least 2 MCOs to expand service opportunities within the rules promulgated by DOEA and/or AHCA.</p>	<p>The final bid awards were announced in July 2024. AAAPP formalized a partnership agreement with ILS/FCC who was the successful respondent to ACHA's ITN, to work together to address caregivers in crisis and care coordination.</p>

Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.

<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>	
Strategies	Progress
AAAPP Staff to attend Kinship Care meetings quarterly to promote community partnerships among agencies working with grandparents or relatives raising grandchildren.	AAAPP staff continue to attend Kinship Care meetings on a quarterly basis to share related resources and learn of other providers programs, insights and emerging trends within the Kinship Care network.
As part of the AAAPP strategic plan, partnerships with community stakeholders focusing on senior housing will be established with the goal of preventing homelessness in seniors and advocating for affordable housing. In addition, AAAPP staff will gather data by the end of 2023 to appropriately target those most impacted by the housing crisis in Pasco and Pinellas counties in 2024 and through 2027.	The 2023 housing data from the Refer database reflected a total of 2,692 housing related calls and 224 clients identifying as “homeless” at the time they spoke with the Helpline. As a result of this significant trend, the AAAPP in November 2023, convened a diverse group of senior housing stakeholders to discuss affordable housing in roundtable meetings held in Pinellas and Pasco counties. The Affordable Housing Roundtable meetings resulted in the Senior Housing Community Action Plans for Pinellas and Pasco Counties

	<p>which include defined goals and strategies to address these emergent concerns. This data was shared with local stakeholders and housing roundtable meetings held to address the senior housing crisis in Pasco and Pinellas counties. The AAAPP Executive Director and Chief Operating Officer participate regularly in the Continuum of Care Coalition meetings in Pinellas and Pasco Counties. In June 2024, the AAAPP received a grant to specifically address crisis housing needs in 8 designated zip codes in Pinellas County. From June 2024 – July 31, 2025, a total of 77 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits.</p>
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<p>The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer’s disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.</p>	<p>AAAPP continues to require providers to provide routine updates on their outreach efforts targeting individuals with greatest social need, at risk of institutional placement, and older individuals with limited English proficiency. Provider’s outreach efforts are reviewed at each provider’s annual monitoring.</p>
<p>The AAAPP Director of Healthcare and Community Innovation and Outreach Manager are responsible for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan’s Targeted Outreach Plan section. This section describes actions to implement as well as goals covering CY2024-2027.</p>	<p>In 2025, the AAAPP Director of Healthcare and Community Innovation and Outreach Manager completed the AAAPP Outreach and Targeting Plan activities as defined. All OAA Outreach contractual requirements were evaluated to ensure contractual compliance, and it was determined that all contract requirements were complete and on schedule.</p>

<p>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.</p>	
<p>Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.</p>	
<p>Strategies</p>	<p>Progress</p>

The AAAPP Helpline will continue to serve as the entry point for the Aging and Disability Resource Center by providing access to long term care services for seniors, caregivers, and adults with disabilities. The Helpline will serve clients 8 am to 5 pm Monday through Friday providing information and referral to clients to the most appropriate entity to address their need. Resources provided will include those funded through DOEA (CCE, ADI, HCE, OAA, SMMCLTCP, SHINE) as well as non-profit organizations and private for-profit businesses in the community. For calls outside the 8 am to 5 pm hours, the Helpline's voice mail will continue to provide callers with the 9-1-1 number for police, fire and medical emergencies and with the 2-1-1 number for after-hours assistance with other human service needs.	The AAAPP Helpline continues to be the entry point for the ADRC. In 2025, the Helpline received 22,116 calls when utilizing the same time period as noted in last year's annual update (Jan-June).
The Helpline will link individuals by scheduling a 701S Screening for funded programs to determine priority ranking for services. The Helpline also connects callers with staff providing other Medicaid functions, including long-term care education, grievance/complaint, and assistance with lost Medicaid.	The Helpline continues to assist callers by scheduling appointments through Timetap to connect individuals to screening, long term care education, grievance/complaint and lost Medicaid.

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.	
Strategies	Progress
With DOEA's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community and through a telehealth modality. Clients served include those who identify as primary caregivers who seek counseling services to reduce their risk of or alleviate current symptoms of burnout.	<p>Outreach efforts will continue to be provided through DCCI and with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide information on available mental health services for primary caregivers, over the age of 60.</p> <p>In calendar year 2024, six (6) seniors, who identify as primary caregivers, received mental health counseling services. In</p>

	2025, to date, eight (8) seniors who identify as primary caregivers, have received mental health counseling services. Outreach efforts will continue to be provided during DCCI and with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide information on available mental health services for primary caregivers, over the age of 60.
The AAAPP will contract with Lead Agencies to provide support to caregivers of elders through the Home Care for the Elderly and Alzheimer's Disease Initiative Programs.	The AAAPP continues to contract with Pasco County Senior Services and Gulf Coast Jewish Family and Community Services, Inc for HCE and ADI case management. In the 2024-2025 state fiscal year, approximately 281 caregivers received in-home or facility-based respite and other support services in ADI. 257 clients and their primary caregivers were assisted with case management services in HCE in the 2024-2025 state fiscal year.
The AAAPP will contract with Lead Agencies for Community Care for the Elderly to provide services to clients and their caregivers if applicable. Services allowable under Community Care for the Elderly include respite, home delivered meals, companionship, home repair, adult day care, and emergency alert response.	The AAAPP continues to contract with Pasco County Senior Services and Gulf Coast Jewish Family and Community Services, Inc. 781 seniors have received case management and other support services in the 2024-2025 state fiscal year. Approximately 122 caregivers

	have received respite and other support services through CCE funding in the 2024-2025 state-fiscal year.
The AAAPP will ensure case managers complete the on-line assessment training, prior to conducting any assessment interviews. This training will provide the necessary tools to adequately assess the needs of caregivers and address the needs in the care plan.	All case managers are required to complete the DOEA online 701B training prior to completing any assessments. This standard is monitored during annual lead agency monitoring. During 2025 monitoring activities, all case managers had taken this required training prior to completing any assessments.
Once available in eCIRTS, data will be generated by providers and lead agencies indicating barriers to achieving the “caregiver ability” outcome measure. AAAPP staff and providers will review this information regularly to identify trends within the PSA that may be addressed to assist caregivers in continuing to provide care.	Outcome measures continue to be unavailable in eCIRTS as of August 2025. Case managers continue to work one-on-one with caregivers to address any unmet needs as they are communicated.
AAAPP will conduct annual outcome measure training with all contracted providers, which includes discussion on resources and recognizing caregiver needs.	AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2025. The last Outcome Measure training was held November 13, 2024.
The AAAPP will ensure all providers are addressing the needs of caregivers as reviewed during review of client files and assessments on an annual and quarterly basis for clients enrolled in all General Revenue Programs, including the Alzheimer’s Disease Initiative Program.	During annual monitoring and regular file monitoring, AAAPP ensures that caregiver needs, as documented, are routinely and thoroughly followed up on by case managers.

<p>The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.</p>	<p>The AAAPP provided semi-annual case manager training on December 11, 2024, and July 30, 2025. The next semi-annual case manager training will be held in December 2025. All aspects of inclusive care planning are discussed at all trainings.</p>
<p>The AAAPP will continue to contract with Lead Agency providers to administer the Alzheimer's Disease Initiative program. 300 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.</p>	<p>In calendar year 2024, approximately 343 caregivers received in-home or facility-based respite services with Alzheimer's Disease Initiative funding. Through July 2025, approximately 207 caregivers have received in-home or facility-based respite services with Alzheimer's Disease Initiative funding. It is expected to serve 315 total caregivers in the ADI program in calendar year 2025 and again in 2026.</p>
<p>The AAAPP will continue to contract with Lead Agency providers to administer the Community Care for the Elderly program. 100 clients who have a primary caregiver will be served in this program in the 2024 calendar year. The AAAPP will maintain service vendor agreements with a variety of licensed home health agencies and adult day care vendors to promote respite options for primary caregivers to reduce the risk of caregiver burnout.</p>	<p>In calendar year 2024, approximately 113 caregivers received in-home or facility-based respite services through CCE funding. Through July 2025, approximately 92 caregivers received in-home or facility-based respite services through CCE funding. It is expected to serve 100 total caregivers in the CCE program in calendar year 2025 and again in 2026.</p>

<p>The AAAPP will continue to contract with Lead Agency providers to administer the Home Care for the Elderly program. 150 clients who have a primary caregiver will be served in this program in the 2024 calendar year. Case Managers will arrange for caregivers to receive a monthly basic subsidy service to offset some of the expenses for providing support and maintenance of care recipients.</p>	<p>In calendar year 2024, approximately 310 caregivers have been served in the HCE program. Through July 2025, approximately 243 caregivers have been served in the HCE program. It is expected to serve 250 total caregivers in the HCE program in calendar year 2025 and again in 2026.</p>
<p>The AAAPP will require Older Americans Act providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act nutrition providers will also be required to provide outreach to older individuals with severe disabilities, Alzheimer's disease and related disorders. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.</p>	<p>AAAPP continues to require providers to provide routine updates on their outreach efforts targeting individuals with greatest social need, at risk of institutional placement, and older individuals with limited English proficiency. Provider's outreach efforts are reviewed at each provider's annual monitoring.</p>
<p>The AAAPP Helpline will continue providing information on caregiver resources. This includes providing information on non-profit and for-profit resources in addition to government funded programs. Resources may include adult day care, nutrition services, transportation options, PACE, respite services, caregiver support groups, kinship care and screening for funded programs that provide a range of in-home services. ADRC staff will add new resource information in Refer as new caregiver options become available and ensure existing resources are updated annually.</p>	<p>The AAAPP Helpline continually updates the Refer database including caregiver resources available. The AAAPP continues to work with the ADRC Workgroup, WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be</p>

		managed in eCIRTS, we have a spreadsheet that is updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.
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.		
Strategies		Progress
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.		The AAAPP continues to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. The Task Force, in partnership with the State Health Improvement Plan, set a goal to provide dementia-

	<p>friendly education to 100 individuals per county in calendar year 2025. The Task Force continues to reach its goal to provide dementia-sensitivity training to 100 individuals in Pasco County by the end of the calendar year. Targeted outreach and education sectors of the community in 2025 and 2026 are the local schools by hosting age-appropriate dementia-awareness campaigns by using age-appropriate books and learning tools. Through the Task Force's work of engaging and training restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants.</p>
In collaboration with the Morean Arts Center, those living with memory disorder and their care partners may access a free program called Memory Mornings. On Sundays and Wednesdays, participants will	In 2025, the AAAPP continues to collaborate

receive a 30-minute private tour of the museum before opening hours, followed by a 30-minute guided art activity inspired by the art displayed at the museum.	with the Morean Arts Center, and other community providers, to provide a meaningful and supportive experience to those living with a memory disorder and their care partners through the free program called "Memory Mornings."
The AAAPP will provide semi-annual case manager training for lead agency case managers who are providing case management services to clients enrolled in the Alzheimer's Disease Initiative. This training will include information on appropriate care planning to reflect the client's and caregiver's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.	The AAAPP provided semi-annual case manager training on December 11, 2024, and July 30, 2025. The next semi-annual case manager training will be held in December 2025. All aspects of inclusive care planning are discussed at all trainings.
The Local ADRC Workgroup meetings, held twice a year, will include discussion of the Dementia Care and Cure Initiative to promote awareness and participation to increase community support of people living with dementia and their caregivers.	DCCI continues to be a standing agenda item on the Local ADRC Workgroup meetings.
Based on DOEA approval for the AAAPP to continue to provide OAA Title IIID Savvy Caregiver, the AAAPP will serve 60 caregivers, caring for an individual with Alzheimer's Disease or a related disorder, per year.	In calendar year 2024, 95 primary caregivers caring for an individual with Alzheimer's disease or related memory disorder have participated in Savvy Caregiver. Through July 2025, 10 primary

	caregivers caring for an individual with Alzheimer's disease or related disorder have participated in Savvy Caregiver so far in 2025. The AAAPP has begun to offer this class through virtual means in 2025, in accordance with the program's fidelity. This revised format will allow more caregivers to take this class without having to leave their loved one or worry about respite options. The AAAPP continues to expect to serve 60 caregivers with Savvy Caregiver classes in 2025 and 60 caregivers with Savvy Caregiver classes in 2026.
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Objective 2.2 Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.	
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.	
Strategies	Progress
The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County	The AAAPP continues to co-lead the Dementia

<p>communities. Along with a multitude of partners in the aging network, education will be provided to all sectors of the community to provide awareness of what memory disorders are, how someone living with a memory disorder may act (or not act), and how members of the community to interact safely and intentionally with those living with a memory disorder and their caregivers. Educational events are currently targeted towards dining establishments to promote an engaging and livable community.</p>	<p>Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. The Task Force, in partnership with the State Health Improvement Plan, set a goal to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force continues to reach its goal to provide dementia-sensitivity training to 100 individuals in Pasco County by the end of the calendar year. Targeted outreach and education sectors of the community in 2025 and 2026 are the local schools by hosting age-appropriate dementia-awareness campaigns by using age-appropriate books and learning tools. Through the Task Force's work of engaging and training</p>
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	<p>restaurants in the Pasco and Pinellas communities, the Task Force has been able to not only train staff at two restaurants but have also developed monthly caregiver wellness lunch hours for those living with memory disorders and their caregivers at these two restaurants.</p>
<p>The Department of Program Accountability will collaborate with the Madonna Ptak Center for Alzheimer's and Memory Loss to provide annual training to AAAPP, lead agencies, Older Americans Act Providers, EHEAP Providers, and to all General Revenue direct service vendors. This training occurs yearly and includes an overview of resources for older adults.</p>	<p>The AAAPP continues to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. The Task Force, in partnership with the State Health Improvement Plan, set a goal to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force continues to reach its goal to provide dementia-sensitivity</p>

	training to 100 individuals in Pasco County by the end of the calendar year. Targeted outreach and education sectors of the community in 2025 and 2026 are the local schools by hosting age-appropriate dementia-awareness campaigns by using age-appropriate books and learning tools.
The AAAPP will provide semi-annual case manager training for lead agency case managers on how to assess caregiver needs, resources for caregivers, and how to prepare individualized care plans addressing the needs of not only the client, but also the caregiver.	The AAAPP provided semi-annual case manager training on December 11, 2024, and July 30, 2025. The next semi-annual case manager training will be held in December 2025. All aspects of inclusive care planning are discussed at all trainings.
Provided that the State of Florida continues to provide funding for this initiative, the AAAPP will continue to contract with the Alzheimer's Association Brain Bus to provide education and resources to community members throughout the state. PSA 5 providers will be made aware of Brain Bus activity in Pasco and Pinellas counties as events are announced by the Alzheimer's Association.	In 2024, the Department of Elder Affairs notified the AAAPP that they will no longer administer the Alzheimer's Association Brain Bus program after June 30, 2024. To ensure a smooth transition to the new AAA that will administer the Brain Bus Program,

	PSA 5 coordinated multiple meetings in 2024 to provide adequate guidance to the new AAA regarding knowledge gained through our multi-year oversight of the program. PSA 5 will continue to assist with program promotion when upcoming stops and events by the Brain Bus program are scheduled within PSA 5. In 2025, the AAAPP was available to the new AAA that is administering the Brain Bus Program if guidance was needed.
The AAAPP SHINE Program will increase Education and Training opportunities from levels achieved in CY2023.	The AAAPP SHINE Program has conducted all contractual deliverables for Education and Training opportunities for the SHINE program.
Objective 2.3 Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.	
Explanation The primary intent of this objective is for the AAA to foster increased collaboration with external organizations and stakeholders in order to identify best practices and effective methodologies.	
Strategies	Progress

<p>The AAAPP will continue to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for the Pasco and Pinellas County communities. Along with a multitude of partners in the aging network, monthly meetings will continue to occur where three areas of work at reviewed that promote widespread support: education/training, awareness/outreach, and engagement.</p>	<p>The AAAPP continues to co-lead the Dementia Care and Cure Initiative Task Force along with the Madonna Ptak Center for Alzheimer's and Memory Loss for Pasco and Pinellas. The Task Force, in partnership with the State Health Improvement Plan, set a goal to provide dementia-friendly education to 100 individuals per county in calendar year 2025. The Task Force continues to reach its goal to provide dementia-sensitivity training to 100 individuals in Pasco County by the end of the calendar year. Targeted outreach and education sectors of the community in 2025 and 2026 are the local schools by hosting age-appropriate dementia-awareness campaigns by using age-appropriate books and learning tools.</p>
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<p>AAAPP will meet with Lead Agencies monthly to discuss unmet needs and share best practices in meeting the needs of both clients and caregivers experiencing a memory disorder.</p>	<p>AAAPP continues monthly meetings with Lead Agency leadership to discuss budgeting and projections, program releases, share best practices, and explore any unmet needs. The last meeting occurred on July 25, 2025. Additionally, PSA 5 hosted a best practices meeting on grant funding management and service expenditures with all PSA 5 Lead Agencies on April 30, 2025.</p>
<p>AAAPP will conduct annual outcome measure training with all contracted providers. This training addresses eCIRTS related issues and workflow information for increased efficiency, information on community resources, and review of the legislatively required outcome measures. Previous years' outcome measures are reviewed along with how providers can continue to meet clients' needs to improve measures.</p>	<p>AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2025. The last Outcome Measure training was held November 13, 2024.</p>
<p>Utilizing our partnership with both Pinellas and Pasco County Communications departments, the AAAPP will host and produce one "Aging on the Suncoast" television episode, airing throughout PSA5, covering Alzheimer's Disease or a Related Disorder (ADRD), the issues surrounding ADRD, as well as the resources that are available.</p>	<p>In 2024, the AAAPP in conjunction with Pinellas County and Pasco County Communication Departments produced multiple OAA focused Aging on the Suncoast television shows for area seniors, caregivers and adults with disabilities. These shows include</p>

	such topics as Emergency Preparedness, Caregiving, Mental Health Counseling; and Elder Abuse. In 2025, Kathryn Bursch, an accomplished, journalist, producer and reporter joined the AAAPP. Kathryn has demonstrated her impressive journalism experience to update and enhance the Aging on the Suncoast television show. All Aging on the Suncoast shows that are produced, and broadcast highlight the programs funded through the Older Americans Act.
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Objective 2.4 Increase access to supportive housing with services and increase supports for older adults at risk of experiencing residential insecurity.	
Explanation The primary intent of this objective is the exploration of policies to specifically address shortages of supportive housing options in the AAA's area and encouraging targeting of elders that have been identified as facing residential insecurity.	
Strategies	Progress
As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices	The AAAPP Board of Directors and Agency leadership determined that they must

<p>from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.</p>	<p>strategically address the lack of affordable senior housing in the counties we serve. The AAAPP demonstrated their commitment to this complex issue in many strategic ways which prioritized affordable senior housing as a goal in the Board of Directors' Strategic Plan 2022-2025. Affordable senior housing was also cited as an area of concern in the AAAPP's Area Plan 2024 – 2027. In November 2023, this commitment was further demonstrated when the AAAPP convened a diverse group of senior housing stakeholders to discuss affordable housing in roundtable meetings held in Pinellas and Pasco counties. The Affordable Housing Roundtable meetings resulted in the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies to address these emergent</p>
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	<p>concerns in key affordable housing issues for seniors which are: Homeless Prevention, Eviction Prevention, Multiple Use Zoning, Properties for Redevelopment, Public / Private Partnerships, Development Barriers Removal, and Home Share Expansion. The AAAPP Leadership actively participates in the Continuum of Care/Homeless Leadership Alliance meetings in Pinellas and Pasco Counties. The organization strives to prevent, divert, and end homelessness in Pinellas and Pasco Counties by providing leadership to community partners and stakeholders in the planning, implementation, and alignment of the community-wide response system. The AAAPP Executive Director is on the Pinellas Continuum of Care which has added</p>
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	<p>seniors as a vulnerable population, ensuring that funding would be available to specifically serve seniors who are unhoused.</p> <p>In June 2024, AAAPP received a grant to specifically address crisis housing needs in 8 designated zip codes in Pinellas County. From June 2024 – July 31, 2025, a total of 77 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits. The AAAPP received HUD CPF funding to assist with the development of an 80-unit Senior Affordable Housing community in Pasco County.</p>
<p>Data will be captured monthly by ADRC staff to identify the number of callers identifying as “homeless” along with number of “housing related calls”. This information will be tracked to identify trends. The data will be shared with the Services Workgroup to facilitate discussion with stakeholders.</p>	<p>Data provided to ED monthly. Data compiled utilized at 2024 housing roundtable discussions with community stakeholders.</p>

	<p>“Housing related calls” and callers identifying as “homeless” tracked monthly and provided to ED monthly.</p>
<p>The AAAPP will identify one new funding source in 2024 to assist its efforts to advocate for additional safe and affordable housing for limited income seniors in our PSA.</p>	<p>A grant was received from the Pinellas Community Foundation in June 2024 to support senior housing needs and mitigate loss of housing. 18 seniors have received funding so far which has ensured that they would have safe housing and prevented eviction. From June 2024 – July 31, 2025, a total of 77 clients has received assistance to prevent homelessness. Types of assistance include late rent payments, pet deposits, mortgage assistance, home repair, HOA fees and security deposits. The AAAPP received HUD CPF funding to assist with the development of an 80-unit Senior Affordable Housing community in Pasco County.</p>

The AAAPP will raise this issue at a minimum of 2 municipal meetings in our PSA each year and seek to present data and the need for additional safe and affordable housing for seniors.	The AAAPP Executive Director presented to the Largo City Commission in Pinellas County on December 10, 2024, and to the New Port Richey City Council on August 18, 2025, regarding the topic of the AAAPP programs, services and the need for more affordable housing options for seniors. Additional presentations are pending to local municipalities and other senior forums.
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Goal 3 Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.

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

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

Strategies

As part of the AAAPP strategic plan, stakeholders in the community that are working towards the prevention of older adults experiencing homelessness and who are already increasing the availability of affordable and safe housing for older adults will be identified. Throughout 2024, utilizing best practices from across Florida and the country, the AAAPP will work with stakeholders to identify, develop, and advocate for policies that support housing issues for older adults in PSA 5.

Progress

In November 2023, the AAAPP convened a diverse group of senior housing stakeholders to discuss senior affordable

	housing and senior homelessness in roundtable meetings held in Pinellas and Pasco counties. In 2024, the Senior Affordable Housing Roundtable meetings reconvened to develop the Senior Housing Community Action Plans for Pinellas and Pasco Counties which include defined goals and strategies in key affordable housing issues for seniors which are: Homeless Prevention, Eviction Prevention, Multiple Use Zoning, Properties for Redevelopment, Public / Private Partnerships, Development Barriers Removal, and Home Share Expansion.
Increase new partnerships with local housing authorities in Pasco and Pinellas County by at least 2 per year. These partnerships will support collaboration on how housing needs may be met through potential financial assistance with down payments or referrals to outside resources the Helpline is aware of.	In late 2023 and 2024, the AAAPP cultivated new partnerships with the Pinellas County Housing Authority, St. Petersburg Housing Authority, Tarpon Springs Housing Authority/Home Share Program and the Pasco

	County Housing Authority. These new collaborations resulted in new OAA IID evidence-based wellness sites at Housing Authority locations, Hurricane Supplies distribution, and extensive Outreach related to AAAPP related programs and services.
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Objective 3.2 Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.

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

Strategies	Progress
With DOEA's approval, AAAPP will continue to provide mental health counseling services in Pasco and Pinellas counties directly and will ensure the provision of services in the home, community, and through a telehealth modality. At least 50 clients will receive mental health services with a licensed counselor in the calendar year 2024.	The AAAPP continues to offer and educate on the ease of seeking therapy through telehealth modalities as well as offering in-person sessions at local senior centers. In 2025, AAAPP will continue to educate and empower seniors to utilize therapy through telehealth platforms and expect to serve 45

	<p>clients in the mental health counseling program, through both in-person and telehealth modalities. 47 seniors were served in 2024 in the mental health counseling program, across all modalities. Through July 2025, the mental health counseling program served 49 seniors in 2025. In the fall of 2025, the AAAPP will be introducing an Electronic Health Record system designed for mental health counseling called Simple Practice. This streamlined software will integrate all aspects of mental health counseling, including all paperwork, forms, and assessments, and will offer a robust and HIPAA compliant telehealth option for seniors. This software will continue to strengthen AAAPP's use of technology to reach seniors. In 2026, the AAAPP will continue to</p>
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	educate and empower seniors to utilize therapy through telehealth platforms and expect to serve 35 clients in the mental health counseling program using secure telehealth platforms and a total of 45 seniors across all modalities.
The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on appropriate care planning to reflect the client's goals and choices. The care plan will be inclusive of the client's choices to address their needs and will promote self-sufficiency, allowing the client to remain in the least restrictive environment while maintaining their highest level of well-being.	The AAAPP provided semi-annual case manager training on December 11, 2024, and July 30, 2025. The next semi-annual case manager training will be held in December 2025. All aspects of inclusive care planning are discussed at all trainings.
The AAAPP will continue to contract for the provision of home delivered meals, congregate meals, nutrition education, and nutrition counseling in Pasco and Pinellas counties under the Older Americans Act. In addition to promoting better health among elders through improved nutrition, these services' focus will be to reduce isolation of aging, educate on options and methods for improving nutritional status and physical activity choices, and offer the opportunity to live with dignity. At least 3,500 unique clients will be provided with a nutrition service in PSA 5 in the 2024 calendar year.	AAAPP continues to contract for the provision of home delivered meals, congregate meals, nutrition education, and nutrition counseling in Pasco and Pinellas counties. Approximately 4,435 Seniors have received a nutrition service in PSA 5 between January 1,

	<p>2024 – December 31, 2024. Through July 31, 2025, approximately 3,776 seniors have received a nutrition service in PSA 5. AAAPP continues to expect at least 3,500 unique clients to be served with a nutrition service again in 2026.</p>
<p>With DOE approval, Technology services will continue at AAAPP, including the use of Uniper software for the u.connected program. At least 150 clients in 2024 will receive access to the “virtual senior center” that includes socialization, wellness, and mental health programming.</p>	<p>Technology services did sunset with ARP as of 9/30/24. As of June 2024, 25 robotic pets have been provided and 112 clients received service through Uniper. As of 9/30/24, technology services, including Uniper/u.connected, ended with the sunset of ARP funding. With the use of ARP funds from 2022-2024, a total of 295 clients participated in the u.connected program</p>
<p>With DOE approval, Pet Support services will continue. During 2024, 125 clients will receive Pet Support services. Pet Support services allow clients to adequately care for their pets, promoting overall wellness and improved mental health.</p>	<p>The AAAPP continues to explore ways to continue the Pet Support program after ARP ended on 9/30/24. In 2024, 150 clients received Pet Support services. The</p>

	<p>Pet Support program ended on 9/30/24. A total of 185 clients received pet support services from 2022-2024.</p>
<p>Based on DOE approval for the AAAPP to continue to provide OAA Title IIID Evidenced Based services directly, the AAAPP will provide the following Health and Wellness services:</p> <ul style="list-style-type: none"> • Savvy Caregiver – 8 Courses in CY2024 • A Matter of Balance – 8 Courses in CY2024 • Chronic Disease Self-Management – 4 Courses in CY2024 • Chronic Pain Self-Management – 3 Courses in CY2024 • Diabetes Self-Management – 4 Courses in CY2024 <p>The AAAPP will continue to sub-contract with the YMCA of the Suncoast for provision of the evidenced based service, “Enhanced Fitness” equaling 12 courses in CY2024. The AAAPP continues to provide OAA Title IIID Evidence Based services in 2025. The AAAPP was approved to add the OAA IIID Evidence Based health and wellness training, “Bingocize” to its evidence based class offerings funded through OAA IIID.</p>	<p>In calendar year 2024, the AAAPP provided the following Health and Wellness services under Title IIID:</p> <ul style="list-style-type: none"> • Savvy Caregiver – 9 Courses • A Matter of Balance – 22 Courses • Chronic Disease Self-Management – 4 Courses • Chronic Pain Self-Management – 2 Courses • Diabetes Self-Management – 1 Courses <p>The AAAPP continues to subcontract with the YMCA of the Suncoast to provide Enhanced Fitness in PSA 5. 12 classes of Enhanced Fitness have been completed in calendar year 2024.</p>

	<p>Through July 2025, the AAAPP has provided the following Health and Wellness services under Title IID thus far in 2025:</p> <ul style="list-style-type: none"> • Savvy Caregiver – 1 Course • A Matter of Balance – 16 Courses • Chronic Disease Self-Management – 3 Courses <p>The AAAPP continues to subcontract with the YMCA of the Suncoast to provide Enhanced Fitness in PSA 5. 4 classes of Enhanced Fitness have been completed, thus far, in calendar year 2025. In 2025, AAAPP expects to complete these additional classes:</p> <ul style="list-style-type: none"> • Savvy Caregiver – additional 4 Courses • A Matter of Balance – additional 7 Courses
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	<ul style="list-style-type: none"> • Chronic Pain Self-Management – additional 1 Course • Diabetes Self-Management – additional 1 Course • Bingocize – 5 courses <p>AAAPP continues to work with a variety of new community partners to identify students of these classes as well as diverse locations to provide these classes. The self-management programs have proven to be a more difficult class to fill and provide in the community. Over the course of 2025, AAAPP is targeting new partners in the primary care sector to market these classes to in order to improve attendance and offering availability. AAAPP will provide the same Health and Wellness classes. In 2025, pending DOEA approval, the AAAPP will continue to provide</p>
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	these current evidenced-based programs.
The SHINE Program will increase targeting and outreach to vulnerable groups of eligible individuals to receive unbiased counseling covering Medicare health insurance coverage and health care navigation, education on prevention of healthcare fraud and abuse under the Senior Medicare Patrol Program, and access to the Low-Income Subsidy (LIS) and Medicare Savings Plan (MSP) programs under MIPPA to assist low-income seniors.	The AAAPP's SHINE Program has increased targeting and outreach to vulnerable groups that are eligible for SHINE related counseling, health care navigation, education on prevention of healthcare fraud and abuse under the Senior Medicare Patrol Program and access to the Low-Income Subsidy and Medicare Savings Plan programs under MIPPA. The AAAPP SHINE SMP program has worked stridently to expand awareness of the Senior Medicare Patrol Project through targeted outreach and education, collaborating with the local news media, highlighting the SMP program on the AAAPP's Aging on the Suncoast television show and by replicating the SMP Bingo educational activity at local Senior Centers and Senior Communities.

Objective 3.3 Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.	
Explanation The primary intent of this objective is to promote seamless access to available services.	
Strategies	Progress
<p>The AAAPP Helpline will continue as the entry point for the ADRC and the first step in receiving information, referrals to resources, and access to waitlists including the Statewide Medicaid Managed Long Term Care Program. Helpline staff link callers to screening and other Medicaid functions including Long Term Care Education, grievance/complaint, and assistance with lost Medicaid. Helpline staff schedule screenings through Timetap while they have the client on the phone to streamline access to government funded programs. The Helpline may also provide information to Active Statewide Medicaid Managed Long Term Care clients on how to reach their managed care organization. Incoming calls will be tracked monthly to capture call volume and needs.</p>	<p>The AAAPP Helpline continues to be the entry point for the ADRC. Due to increase in call volume, an additional I&R FTE was added in 2024. In 2025, the Helpline received 22,116 calls when utilizing the same time period (Jan-June).</p>
<p>ADRC Medicaid staff will continue to assist clients when they are released for funding into the Statewide Medicaid Managed Long Term Care program. Medicaid staff will work with clients and health care providers to obtain a properly completed 3008 form and assist with the eligibility determination process as outlined in the ADRC contract and EMS Release Procedures. Each case will be tracked through the eligibility process by utilizing the eCIRTS MW Timeline and the ADRC's internal Sharepoint tracking tool. Progress on the EMS release will be reported to the DOEA ADRC Contract Manager monthly.</p>	<p>Progress on the EMS Release provided to DOEA ADRC Contract Manager, every 1st Thursday of each month</p>
<p>AAAPP will continue to coordinate quarterly calls with DCF, CARES Unit, PSA 6 and PSA 8 to facilitate communication and collaboration on assisting clients efficiently through the Medicaid Eligibility Process.</p>	<p>Quarterly calls with DCF, PSA 5, 6, 8 and the CARES Unit continue to promote open communication among all partners. This has been extremely helpful over the past year as the ADRC has assisted</p>

	<p>clients who have lost their Medicaid eligibility due to Medicaid Unwinding. Meetings continue on a quarterly basis, with the last meeting held on 5/21/25. DCF's migration to a statewide Center of Excellence and the CARES Unit migration to eCIRTS has strengthened the need for these meetings to promote increased communication between the ADRCs, DCF and CARES Unit staff.</p>
<p>ADRC Director will include information on Semi-Annual Local ADRC Workgroup calls regarding the EMS Release process and number of releases. The CARES Unit and DCF will continue to participate in these workgroup meetings to provide feedback to the ADRC. In addition, feedback will be requested from the Local ADRC Workgroup regarding AAAPP's Annual Improvement Plan.</p>	<p>Information shared at the 6/26/24 Local ADRC Workgroup Call: EMS release numbers for the 2023-2024 SFY totaled 2,350. 70 Lost Eligibility cases assisted. CARES and DCF are in attendance. Feedback for AIP discussed, and request sent to group to finalize 2025 AIP. During the last Local ADRC Workgroup call held on June 18, 2025, the following information was shared:2024-2025</p>

	SFY EMS releases totaled 2,498. 74 lost eligibility cases also assisted. 2026 AIP updated and sent to workgroup for feedback.
AAAPP staff will continue regular participation in eCIRTS weekly meetings to discuss issues and raise awareness of potential challenges as Phase II rolls out. Phase II includes the migration of Refer resources and contact data to eCIRTS which is essential to accessing services.	AAAPP staff continue to participate in the weekly DOE A SCTF and Super User calls and actively participate in workflow, data clean-up and other essential discussions surrounding successful implementation of the I&R function in eCIRTS.
PSA 5 will continue to lead the Statewide ADRC Workgroup through June 2024. Communication and collaboration with all ADRC's will facilitate best practices and consistency statewide.	AAAPP Executive Director and ADRC Director co-chaired the ADRC Workgroup through 6/30/24. The AAAPP continues to actively participate and advocate for streamlined and consistent processes statewide.
In 2025, the Director of Healthcare and Community Innovation and the Outreach Manager are responsible for the for the development, maintenance and evaluation of the AAAPP Outreach and Targeting Plan described in this Area Plan's Targeted Outreach Plan section. This section describes actions to implement as well as goals covering CY2024-2027. Outreach to all communities including those that have been historically vulnerable will promote streamlined access to available resources	The AAAPP Outreach Manager completed the Outreach activities as per the 2025 Outreach Plan. The AAAPP is replicating the

either directly to the aging network sub-contracted partner or via the Aging and Disability Center Helpline.	successful 2024 Outreach activities that were conducted with the Pasco County Housing Authority in the rural Lacoochee area of Pasco County. This collaboration was with the Pasco County Housing Authority resulted in expanded Hurricane Preparedness, Abuse, Neglect and Exploitation outreach as well as Helpline resources and educational materials were distributed in this targeted rural area within Pasco County.
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Goal 4 Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.

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

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

Strategies	Progress
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<p>The AAAPP will provide semi-annual case manager training for lead agency case managers. This training will include information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.</p>	<p>The AAAPP provided semi-annual case manager training on December 11, 2024, and July 30, 2025. The next semi-annual case manager training will be held in December 2025. Training continues to cover information on abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.</p>
<p>AAAPP will conduct annual outcome measure training with all contracted providers. This training includes information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse hotline.</p>	<p>AAAPP will be hosting its annual Outcome Measure Training in the Fall of 2025. The last Outcome Measure training was held November 13, 2024. Information on recognizing elder abuse, neglect, and exploitation and how to report suspected abuse, neglect, and exploitation to the Abuse Hotline will be included.</p>
<p>PSA 5 will continue to host a quarterly meeting via conference call with staff from the AAAPP, DCF, and lead agencies to share best practices, discuss cases, and develop efficiencies among the APS referrals to the Aging Network process.</p>	<p>PSA 5 continues to host a quarterly meeting via conference call with staff from AAAPP, DCF, and lead agencies. These calls have been helpful</p>

	in introducing new staff members to one another and communicating trends and levels of need being seen in the community, especially as the cost of living continues to increase. The most recent meeting occurred July 24, 2025.
Lead Agencies will ensure High Risk referrals from Adult Protective Services (APS) will receive crisis-resolving services within 72 hours of the referral being made. AAAPP will monitor this measure on a monthly basis utilizing eCIRTS data and during vendor invoice processing.	Lead Agencies continue to ensure High Risk referrals from APS receive crisis-resolving services within 72 hours of the referral being made. The AAAPP continues to monitor this measure on a monthly basis during routine file monitoring and during vendor invoice processing. PSA 5 received and accepted 93 high-risk APS referrals in 2024. Through July 2025, PSA 5 has received and accepted 40 high-risk APS referrals thus far in 2025.
The AAAPP will offer the DOEA approved F4A abuse, neglect, and exploitation training to all contracted providers at least once a quarter. Providers must demonstrate all staff, and any subcontractors have received training on elder abuse, neglect, and exploitation at least once a year. The AAAPP will monitor the completion of this training during annual programmatic monitoring.	All providers continue to be monitored for successful completion of approved training on elder abuse, neglect,

	and exploitation prevention and reporting. All providers are made aware of upcoming virtual training opportunities and completion of training is reviewed at annual monitoring.
The ADRC will continue to receive APS to ALF referrals from DCF when DCF determines placement in an assisted living facility is needed for an individual not currently enrolled in the Statewide Medicaid Managed Long Term Care Program. ADRC staff will work with the client to navigate the Medicaid eligibility process. These cases will be tracked in the eCIRTS MW Timeline.	In SFY 2024-2025, the AAAPP/ADRC assisted 98 APS to ALF referrals from DCF. All cases are tracked in eCIRTS, through the eligibility process.
ADRC Intake staff will continue to receive Intermediate and Low Risk APS referrals from DCF through the ARTT system. The ADRC will ensure these referrals are screened and placed on all appropriate waitlists. ARTT will be updated regarding status on all referrals received.	In SFY 2024-2025, the AAAPP/ADRC received 220 Intermediate/Low Risk referrals from DCF. AAAPP continues ensure referrals are screened and placed on appropriate referrals. ARTT is updated to reflect status of referral.

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.

Strategies	Progress
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<p>Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.</p>	<p>The AAAPP is compliant with all contractually required OAA Title VII deliverables which includes: 1) Six completed education in-person outreach events per quarter (re. January – March 2025; April – June 2025; July – September 2025. The Outreach events conducted provided information on the special needs of elders regarding abuse, neglect and exploitation. All training was conducted in-person at diverse locations in Pinellas and Pasco Counties.</p>
<p>Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.</p>	<p>The Director of Healthcare and Community Innovation and the Outreach Manager conducted at minimum two training sessions each quarter for professionals or paraprofessionals working with older adults using the DOEA approved curriculum.</p>

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.	
Strategies	Progress
Quarterly, AAAPP staff will conduct a minimum of six education outreach events to educate the public about the special needs of elders about the risk factors for abuse in vulnerable adults. The AAAPP will continue to conduct outreach in a virtual format when necessary.	The AAAPP is compliant with all contractually required OAA Title VII deliverables which includes: 1) Six completed education in-person outreach events per quarter (re. January – March 2025; April – June 2025; July – September 2025. The Outreach events conducted provided information on the special needs of elders regarding abuse, neglect and exploitation. All training was conducted in-person at diverse locations in Pinellas and Pasco Counties.
Quarterly, the AAAPP staff will provide a minimum of two training sessions each quarter for professionals or paraprofessionals working with older adults using DOEA approved curriculums.	The Director of Healthcare and Community Innovation and Outreach Manager conducted at minimum two training sessions

	each quarter for professionals or paraprofessionals working with older adults using the DOEA approved curriculum.
The AAAPP website, I.E., will provide one section regarding information to the public on the identification and reporting of abuse and community resources for assistance. The section will be reviewed and updated twice annually as needed.	The AAAPP website includes information to the public on the identification and reporting of abuse and community resources for assistance. The section was reviewed on 1/12/2025 and 7/26/2025 to ensure compliance.
The AAAPP Facebook social media platform will provide 3 postings annually regarding information to identify and prevent abuse, neglect and exploitation, and community resources in a socially responsible and accessible approach.	The AAAPP Facebook social media platform has provided 3 posts regarding identifying and preventing abuse, neglect and exploitation and community resources.
The AAAPP will support existing relationships (e.g., District Adult Protective Services (APS), local law enforcement, State Attorney, SHINE and Long-Term Care Ombudsman Program, Pinellas and Pasco County Consumer Protection Agencies) and cultivate new relationships with related stakeholders (e.g., Financial Institutions, etc.) to strengthen elder abuse prevention.	The AAAPP supports existing collaborations with APS, local Law Enforcement, State Attorney, SHINE and the Long-Term Care Ombudsman Program through collaboration through the ADRC

	workgroup and other established meetings.
The AAAPP will distribute Department approved elder abuse prevention and crime prevention materials at two health fairs, festivals, exhibits, and other forums annually.	The AAAPP consistently distributes the Departments approved elder abuse prevention and crime prevention materials at multiple health fairs, community events and forums in 2025.
The AAAPP will prepare and/or distribute one Public Service Announcement or other media contact per quarter to raise awareness of elder abuse.	The AAAPP has fulfilled all OAA Title VII requirements of distributing Public Service Announcements related to raising awareness of elder abuse through social media and the Aging on the Suncoast television show.
The AAAPP will support and/or cultivate two innovative approaches to raise awareness among older adults, their loved ones, advocates, and stakeholders of abuse, neglect and exploitation, and support them in their ability to exercise their full rights annually.	In 2025, the AAAPP conducted multiple ANE Outreach events during multiple Hurricane Preparedness events conducted by Pinellas County Emergency Management in Pinellas County. The AAAPP is replicating its 2024 ANE and Hurricane Preparedness efforts in September 2025 with the Pasco County

	Housing Authority and their rural housing locations in Lacoochee and Trilby. These approaches are innovative because it is vital that the ANE information is provided in these prioritized areas.
The AAAPP staff will promote World Elder Abuse Day activities in June annually.	The AAAPP collaborated with the statewide initiative promoting World Elder Abuse Day in June 2025. Kathryn Bursch, AAAPP Outreach Manager hosted the live, virtual statewide event in 2025 which raised awareness about this important topic. The initiative resulted in an online multi-discipline educational offer for seniors that raised awareness among older adults, their loved ones, advocates and stakeholders of abuse, neglect and exploitation.
The AAAPP staff will participate in two crime forums, joining with other service providers, to educate elders about consumer protection and to identify victims of crimes and/ or elder abuse.	The AAAPP collaborated with Bay Area Legal Services, and the Pinellas County Consumer Protection to

	<p>produce and broadcast the Elder Abuse Aging on the Suncoast Show. These episodes highlighted the ongoing need for disaster recovery legal support to address exploitation issues resulting from the 2024 hurricanes that impacted Pinellas and Pasco Counties. The AAAPP participated in the statewide collaboration of the World Elder Abuse Online forum which Kathryn Bursch, AAAPP Outreach Manager hosted.</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>	
Strategies	Progress
<p>The AAAPP will provide information to the public on legal resources including OAA legal service providers, one of whom serves as the statewide Senior Legal Helpline. Information in the form of fliers or brochures will be distributed during events where AAAPP staff will be attending for reasons of Outreach.</p>	<p>The AAAPP Outreach staff and other AAAPP staff members regularly and strategically distribute the OAA legal providers resources which include the</p>

	<p>statewide Senior Legal Helpline at all Outreach events conducted in Pasco and Pinellas Counties. The AAAPP staff fulfilled its requirement to staff the Disaster Recovery Centers (DRC) after the 2024 Hurricanes in Pinellas and Pasco Counties. These efforts involved collaborating with the Legal Providers who were also providing resources post storm at the DRCs.</p>
<p>Legal services will be maintained in the Helpline database, which AAAPP staff access to make appropriate referrals.</p>	<p>AAAPP continues to work with the ADRC Workgroup, WellSky, and DOEA to develop the resource management role in eCIRTS and the ability to add/update resources in eCIRTS. Until resources can be managed in eCIRTS, we have a spreadsheet that is updated by our Helpline Manager to assist staff in finding the most current information to provide to clients.</p>
<p>Raise awareness through outreach, training, community events, and partnership with Legal and Case Management providers to refer individuals to the statewide website www.FloridaElderLaw.org for housing</p>	<p>Outreach staff and other AAAPP staff members</p>

<p>important legal information, legal related resources for seniors, including the Florida Senior Legal Helpline and the Florida Elder Law Risk Detector. All providers will receive information on these resources during annual Outcome Measure training conducted by the AAAPP.</p>	<p>consistently raise awareness through various methods which include outreach, training, community events and partnership with the legal and case management providers to review individuals to the statewide legal website for housing related legal information, legal resources, etc. Additionally, this requirement is fulfilled when the AAAPP Staff complete the Outcome Measure training.</p>
<p>The AAAPP will require Older Americans Act legal services providers to provide outreach to older individuals with greatest economic need, individuals with greatest social need (with particular attention to low-income minority individuals and older individuals residing in rural areas), older individuals at risk for institutional placement, and older individuals with limited English proficiency. Older Americans Act legal providers will also be required to provide outreach to the identified legal priority issue areas which include, income, health, long term care, nutrition, housing, utilities, defense of Guardianship/Protective Services, abuse, neglect, and exploitation, and age discrimination. These outreach activities will involve a wide array of the community and will make the availability of Older American Act services known to primary caregivers. All Older Americans Act Providers submit their outreach plans on an annual basis. Outreach plans are reviewed by the AAAPP with Providers on a quarterly basis and during annual programmatic monitoring.</p>	<p>AAAPP continues to require legal providers to provide outreach to targeted senior populations. Legal providers submit routine updates on their outreach efforts.</p>
<p>The AAAPP will hold an annual Legal Joint Planning meeting including OAA Title IIIB legal providers and the aging network in order to identify senior legal priority issues and strategize effective legal service delivery.</p>	<p>The AAAPP will hold an annual Legal Joint Planning meeting in the Fall of 2025. The last Legal Joint Planning</p>

	meeting occurred November 8, 2024.
The OAA Title IIIB legal service providers will remain a part of the ADRC workgroup that facilitates communication and coordination within the PSA network. The ADRC workgroup meets twice each year.	Legal providers are invited and attend the local ADRC workgroup meetings. AAAPP continues to host 2 meetings per year. The most recent meeting occurred on 6/18/2025.
As part of the AAAPP Strategic Plan, the AAAPP will invite the OAA Title IIIB legal service providers to participate in at least one stakeholder meeting regarding housing related issues.	OAA Title IIIB legal service provider representatives have participated in stakeholder housing workgroups occurring on February 27, 2024, March 28, 2024, and May 9, 2024. OAA Legal providers also presented several legal issues faced by seniors, including housing related concerns, to the AAAPP advisory council on March 11, 2024.

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.	
Strategies	Progress

<p>The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.</p>	<p>Kerry Marsalek, assumed the responsibilities of the ECO through May 2025 which included the two Hurricanes in 2024. The Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan were updated to reflect all necessary plan changes for PSA 5 and were submitted to DOEA for review and comment. In June 2025, Ann Marie Winter, Executive Director, assumed the responsibilities of the ECO and DOEA was notified of this change.</p>
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<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>	
<p>Strategies</p>	<p>Progress</p>
<p>The AAAPP develops and consistently evaluates our Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP) and the Pandemic Plan. These planning documents not only take into consideration AAAPP circumstances but additionally illustrate the planning of our sub-contracted aging network partners as a holistic means for preparation and recovery</p>	<p>The Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations</p>

<p>activities in conjunction with DOEA, FEMA, and both Pinellas and Pasco Emergency Management offices.</p>	<p>Plan (COOP) and the Pandemic Plan were updated to reflect all necessary plan changes for PSA 5 and were submitted to DOEA for review and comment. As of 9/2025, no comments were received, and the plans were effectively referenced and utilized during the preparation, impact and post storm Hurricanes Helene and Milton in 2024. The AAAPP participates in the respective County VOAD meetings to ensure continued communication and partnership.</p>
<p>The AAAPP Emergency Coordinating Officer meets regularly with both Pinellas and Pasco Emergency Management offices as well as the Pinellas County Long Term Recovery groups.</p>	<p>The AAAPP ECO meets with the Pinellas and Pasco Emergency Management Offices to ensure adequate communication occurs. Additionally, the AAAPP featured Emergency Management and Hurricane Preparedness as one of its produced and broadcast Aging on the Suncoast Television shows. This show was broadcast in both</p>

	Pinellas and Pasco Counties.
The AAAPP meets annually with the PSA5 Aging Network provider emergency coordinators for purposes of understanding disaster coordination and expectations.	The AAAPP held an emergency coordinator meeting with all contracted providers on June 25, 2024. The AAAPP held an emergency coordinator meeting with all contracted providers on August 29, 2025.
Objective 5.3 Explore and support efforts to make community disaster shelters more responsive to elder needs in general, with specific emphasis on providing appropriate emergency shelter to elders with dementia related concerns.	
Explanation The primary intent of this objective is to explore ways in which the AAA can support and extend emergency shelter options available to older adults residing within the PSA.	
Strategies	Progress
The AAAPP advocates for senior needs when applicable during joint Emergency Management coordination meetings. Additionally, the AAAPP has a working relationship with both Department of Health entities in PSA5 where Special Needs Sheltering is a topic of importance regarding accommodation and registration.	The AAAPP ECO consistently advocates for senior needs in respective Emergency Management coordination meetings. The ECO effectively collaborated with the Pinellas County Emergency Management post event when Hurricanes Helene and Milton impacted our two counties. Multiple senior related issues were

		referred to us through the DOEA Emergency Management staff which were then referred to our Helpline and Pinellas County Emergency Management.
Objective 5.4 Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.		
Explanation The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.		
Strategies		Progress
The AAAPP and the PSA5 Aging Network provide education to seniors regarding tools to staying safe during severe weather and/or other emergency events. This includes distribution of county sponsored All Hazards Guides as well as access to the digital DOEA Disaster Resource Guide for Older Adults. All three publications stress making preparedness plans that include sheltering options and what disaster kits to include for evacuation purposes.		The AAAPP and the PSA 5 Aging Network provide education to seniors regarding tools to adequate hurricane preparedness through the distribution of the Hurricane Guides, Hurricane Preparedness Kits, Aging on the Suncoast and other targeted Outreach events. The Duke Energy Foundation provided funding to the AAAPP to compile hurricane preparedness kits for seniors in PSA 5.