

2024-2027

FOUR-YEAR AREA PLAN

 *Program Module*



**Area Agency on Aging of Palm
Beach/Treasure Coast, Inc.**

Planning and Service Area 9

Submission Date – August 28, 2024



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Table of Contents

Executive Summary	3
Mission and Vision Statements	6
Profile	7
Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis	20
Performance and Targeted Outreach	23
Unmet Needs and Service Opportunities	63
Emergency Preparedness	72
Goals and Objectives	75
Appendix A	115
Appendix B	116

2024-2027 Four-Year Area Plan Program Module

Executive Summary

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is pleased to present this EXECUTIVE SUMMARY for the 2024-2027 Area Plan. Planning and Service Area 9 includes Palm Beach County, Indian River County, Martin County, Okeechobee County and St. Lucie County. In close partnership with the Department of Elder Affairs, the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. administers Older Americans Act, General Revenue, and Statewide Managed Care funds as well as private grants and donations for service provision and access to information, resources and assistance. The service network includes more than 11 contracted providers.

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. (the Agency) is a private, non-profit organization that provides services to and advocacy for seniors, adults with disabilities and those who care for them. Established in 1988, the Area Agency on Aging was designated as an “Area Agency on Aging” (AAA) by the Florida Department of Elder Affairs in accordance with the Older Americans Act and as a fully implemented “Aging Resource Center” in 2008. In 2012 the Department of Elder Affairs expanded the designation of the Area Agency on Aging to an Aging & Disability Resource Center. This designation reflects the expansion of information and referral services to adults with disabilities.

Our focus for service delivery will continue to prioritize those in greatest economic or social need, with attention to low-income older individuals; including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. The role of the Agency has expanded to include person-centered access to information and resources to persons of all ages with respect to individual service needs and/or related caregiver concerns. Along these lines, the Agency recognizes the need for people of all ages to prepare for retirement and old age while helping them understand the service infrastructures that are available to support people as they age.

The four years that have passed since the completion of the last full cycle area plan have shown remarkable changes. Across the five (5) county service area, there are 703,349 individuals who are 60+ according to the 2022 DOEA County Profiles. The 60+ population in our Planning and Service Area has grown by nearly 8.6% from 2018 to 2022.

Organizational accomplishments since the previous plan are listed below.

- Completed a financial turnaround based on financial challenges that occurred in prior years. The Agency retired all debts and obligations restoring the financial health of the Agency.
- Implemented new financial policies including monthly reporting to governance to enhance transparency and controls.
- Segregated bank accounts for processing provider payments to enhance controls on restricted funds.
- Successfully completed the General Revenue competitive bid process to allocate nearly \$8.5 million of funding in our five-county service area with a service array of over 30 services.
- Successfully completed the Older Americans Act competitive bid process to allocate nearly \$6.5 million of funding in our five-county service area with a service array of over 30 services.
- Implemented \$ 18.9 million of new funding ensuring contract compliance with five new funding sources across contracted providers which resulted in more than 2.6 million meals for homebound seniors since the start of the pandemic as well as increased supportive services of counseling, telephone reassurance, expanding access to COVID-19 vaccines and energy assistance.
- Enhanced provider relations and support for PSA 9 Area Agency providers by working in a highly collaborative manner. This included increasing awareness of provider services among all Agency staff and Board Members.
- Supported providers with a high level of technical guidance to modify service delivery during COVID 19 emergency declarations.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Florida Blue, Florida Power and Light, Palm Beach County, Palm Health Foundation, Quantum Foundation and United Way to expand technology and staffing to support the COVID-19 response.
- Secured donations from community partners including the Community Foundation for Palm Beach and Martin Counties, Quantum Foundation and United Way to expand access to nutrition services.
- Implemented remote working plans and policies to continue supporting Agency obligations by associates during the pandemic. Post pandemic, implemented hybrid work schedules to attract and retain associates.
- Implemented a telephone reassurance program providing information on topics such as fall prevention, managing chronic conditions, vaccine resources, preventing elder scams and obtaining food and housing resources.
- Partnered with the Memory Disorder Clinics to establish a Palm Beach County Dementia Care and Cure Task force representing the areas of transportation, direct services, communications, research, legal, first responders, departments of health, local funders, Alzheimer's Association, caregivers, adult protective services and veterans.

- Secured a 3-year renewal grant from AmeriCorps Seniors to fund the Foster Grandparent Program. Also secured and implemented augmentation funding from AmeriCorps Seniors for the purchase of iPads to enable the Foster Grandparent volunteers to tutor at-risk elementary students virtually.
- eCIRTS Superuser led the implementation of the new DOEA client database across the Planning and Service area.
- Partnered with the local Health Care District to implement HRSA's program for the distribution of N95 masks and COVID Testing Kits to older adults and persons with a disability.
- Incorporated Healthy Aging Department and DOEA program participation strategies into the Community Health Improvement Plans for Martin, St. Lucie, Okeechobee and Palm Beach counties.
- Implemented the new service of Caregiver Follow-up to continue the support and socialization for caregivers who completed Powerful Tools for Caregivers.
- Implemented the Enhanced HCE program to assist seniors with home improvements.
- Expanded Healthy Aging evidence-based workshops to include both in-person and virtual workshops.
- Continued the Veterans Independence Program in collaboration with the West Palm Beach Veterans Administration Medical Center.
- Promoted the Hope Heroes volunteer opportunities with providers and the community at large.

Mission and Vision Statements

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

Mission:

Our MISSION is to promote, support and advocate for the independence, dignity and wellbeing of seniors, adults with disabilities, and those who care for them in a manner that values diversity, reflects the communities we serve and embraces the collaboration of the aging network.

Vision

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. is the recognized gateway to services for seniors, adults with disabilities and those who care for them.

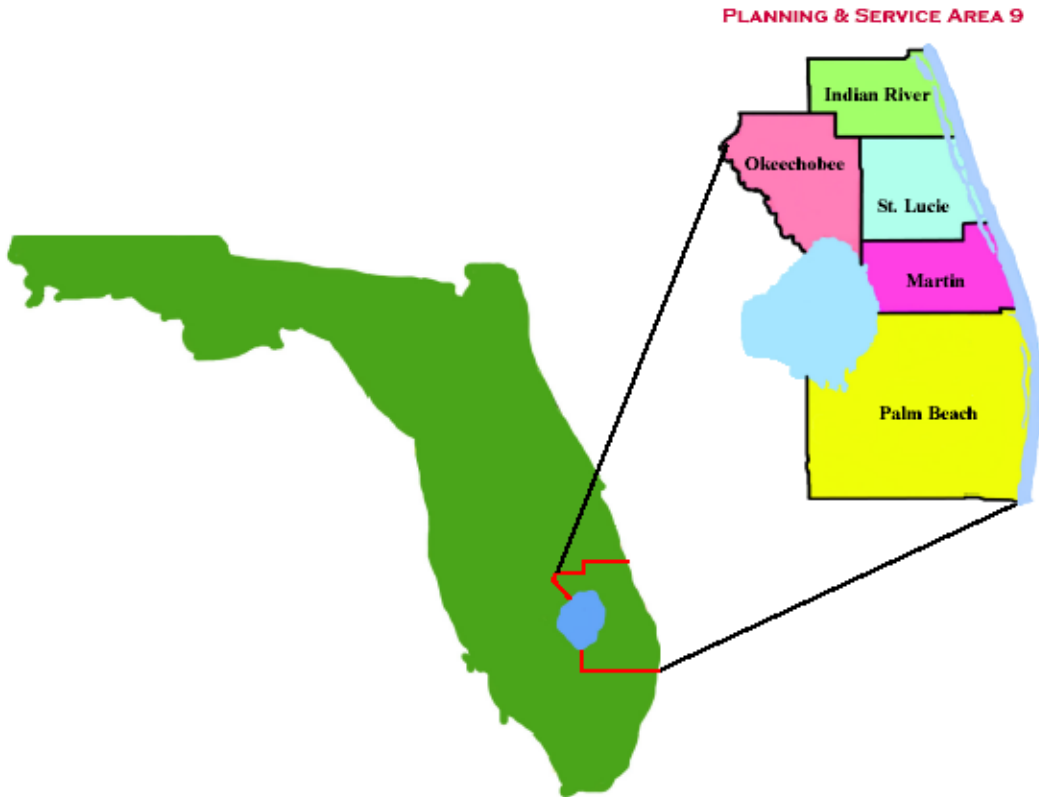
Profile

This section provides an overview of the social, economic, and demographic characteristics of the PSA. The focus of this overview includes consideration of those geographic areas and population groups within the PSA of older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.

Identification of Counties:

PSA 9 encompasses five counties of Palm Beach County, Okeechobee County and the Treasure Coast Counties of Indian River, Martin, and St. Lucie. A map depicting both the counties within PSA 9 and the relation of PSA 9 to the state of Florida is pictured below. Four of the five counties (Palm Beach, Martin, St. Lucie, and Indian River) are bordered on their East coast by the Atlantic Ocean. Okeechobee County is located on the banks of Lake Okeechobee, the second largest body of freshwater in the United States.

**PLANNING & SERVICE AREA 9
IN RELATION TO STATE OF FLORIDA**



INDIAN RIVER COUNTY

Indian River County is bordered on the north by Brevard County, on the west by Okeechobee and Osceola Counties, on the south by St. Lucie County, and on the east by the Atlantic Ocean. It is the northernmost county in PSA 9 and is approximately 503 square miles in geographic size.

MARTIN COUNTY

Martin County is 100 miles north of Miami and 250 miles south of Jacksonville. It is bordered to the north by St. Lucie County, the west by Glades County, the south by Palm Beach County, and the east by the Atlantic Ocean. It is approximately 556 square miles in size geographically.

OKEECHOBEE COUNTY

Okeechobee County is located on the northern banks of Lake Okeechobee, 70 miles northwest of West Palm Beach and 110 miles south of Orlando. Okeechobee is bordered to the north by Indian River and Osceola Counties, the west by Highlands and Glades Counties, the south by Palm Beach County and the east by St. Lucie and Martin Counties. It is approximately 774 square miles in size geographically. Okeechobee County is the smallest county in the PSA in terms of population.

PALM BEACH COUNTY

Palm Beach County is bordered on the north by Martin County, on the west by Hendry County and Lake Okeechobee, on the south by Broward County, and on the east by the Atlantic Ocean. It is the most southern county in Planning and Service Area 9. At 2,023 square miles, Palm Beach County is the largest county geographically in the State of Florida and is approximately the same size as the entire state of Rhode Island. Its sheer size presents unique challenges to service delivery.

ST. LUCIE COUNTY

St. Lucie County is bordered on the north by Indian River County, on the west by Okeechobee County, on the south by Martin County, and on the east by the Atlantic Ocean. It is approximately 572 square miles in size geographically. Incorporated in 1905, St. Lucie County is included in the Port St. Lucie, FL Metropolitan Statistical Area, which is also included in the Miami-Fort Lauderdale-Port St. Lucie, FL Combined Statistical Area. It is comprised of the City of Fort Pierce (county seat), City of Port St. Lucie and St. Lucie Village.

Identification of Major Communities:

INDIAN RIVER COUNTY COMMUNITIES

Indian River County, is made up of five districts and is governed by a five-member commission elected county-wide. Within the county are five incorporated municipalities. Following is a brief summary of the major communities in Indian River County.

Vero Beach

The City of Vero Beach is the county seat and the largest incorporated municipality with an estimated population of more than 15,220. Greenery, open space, unspoiled

beaches, and ocean vistas characterize this community which is the commercial and cultural center of the county. Originally a stop on the Florida East Coast Railroad, Vero Beach was incorporated in 1910. The city is under a council-manager form of government.

Sebastian

At the northern end of the county, Sebastian is a community of an estimated 22,000 people. It grew up around the fishing industry and today is enjoyed by residents as well as visitors for surfing, fishing, swimming, boating and other water-oriented activities. An incorporated city, Sebastian has the friendliness of a small town. It has a council-manager form of government.

Fellsmere

A rural town of an estimated 3,813 residents in northwestern Indian River County, Fellsmere was once a center for growing sugar cane and pineapple. Today, the community's economy is based on citrus crops and cattle. It is incorporated and has a council-mayor form of government.

Indian River Shores

Between ocean and river north of Vero Beach, Indian River Shores is an exclusive residential community with an estimated population of more than 3,901, many of whom are retired corporate executives. It is incorporated and has a council-manager form of government.

Orchid

Orchid, with its population of about 140, is a new, luxury, barrier island community. It is incorporated and has a council-manager form of government.

MARTIN COUNTY COMMUNITIES

Most of Martin County is unincorporated with Stuart being the largest municipality and the small communities of Ocean Breeze Park, Sewall's Point, and Jupiter Island being the only other incorporated municipalities.

Martin County is significantly rural, although significant growth in terms of housing starts has taken place in the central sector of the county, particularly in Palm City and Hobe Sound. The three primary population centers of Stuart, Sewall's Point and Jupiter Island are along the eastern coastal corridor. Indiantown is the only community in the western part of the county and its population is small, largely migrant, and low-income. Martin County is known for its policies of controlled development – there is little urban or suburban sprawl and the result is limited overall population growth from year to year.

OKEECHOBEE COUNTY COMMUNITIES

The City of Okeechobee is the major population center in Okeechobee County with Fort Drum to the northwest being the only other small outlying town. This is a highly rural county.

PALM BEACH COUNTY COMMUNITIES

The largest city both in area and population in Palm Beach County is West Palm Beach, which covers 52 square miles and has an incorporated population of 101,668. Boca Raton is second with 85,413 residents, followed by Boynton Beach, 68,741, Delray Beach, 61,495, and Wellington, 57,514. The county's smallest town in population is Cloud Lake with 133 residents. The smallest municipalities in land area are Briny Breezes and Cloud Lake, both at .06 of a square mile.

ST. LUCIE COUNTY COMMUNITIES

The two largest cities in St. Lucie County are Fort Pierce and Port St. Lucie. Fort Pierce and St. Lucie County continue to lead the State of Florida in grapefruit production. Several large juice companies are based in St. Lucie, including Tropicana.

Socio-Demographic and Economic Factors:

AGE

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
60+	64,618	40%	66,082	40%	10,832	26%	463,191	31%	98,626	30%	703,349	32%	6,100,379	28%
85+	8,030	5%	8,393	5%	978	2%	61,221	4%	9,733	3%	88,355	4%	610,475	3%

All of our counties have 60+ and 85+ population percentages equal to or higher than the State except for Okeechobee.

INCOME – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
60+ At Poverty Level	5,645	9%	4,915	7%	1,250	12%	34,670	7%	9,910	10%	56,390	8%	501,430	8%
60+ Below 125% of Poverty Level	7,410	11%	6,505	10%	1,775	16%	57,995	13%	15,075	15%	88,760	13%	840,135	14%

Indian River, Okeechobee, and St. Lucie counties have percentages of 60+ at poverty level that are higher than the State's. Okeechobee and St. Lucie counties also have higher percentages of 60+ below 125% of poverty level than the State's.

RACE AND ETHNICITY – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
White	60,927	94%	63,543	96%	10,214	94%	401,514	87%	82,617	84%	618,815	88%	5,269,968	86%
Black	3,100	5%	1,848	3%	491	5%	51,888	11%	14,283	14%	71,610	10%	685,585	11%
Other Minorities	591	1%	691	1%	127	1%	9,789	2%	1,726	2%	12,924	2%	144,796	2%
Total Hispanic	2,954	5%	2,375	4%	878	8%	49,426	11%	9,112	9%	64,745	9%	1,025,515	17%
White Hispanic	2,776	4%	2,101	3%	839	8%	45,383	10%	8,306	8%	59,405	8%	955,686	16%
Non-White Hispanic	178	0%	274	0%	39	0%	4,043	1%	806	1%	5,340	1%	69,829	1%
Total Non-Hispanic	61,664	95%	63,707	96%	9,954	92%	413,765	89%	89,514	91%	638,604	91%	5,074,864	83%
Total Minority	6,645	10%	4,914	7%	1,496	14%	111,103	24%	25,121	25%	149,279	21%	1,855,926	30%

Our PSA has a similar percentage of black and other minorities to the State's. St. Lucie County's percentage of black minorities is higher than any other county in our PSA and higher than the State's.

LIVING ALONE – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
Male Living Alone	6,300	10%	6,385	10%	1,425	13%	45,910	10%	18,275	19%	78,295	39%	530,676	40%
Female Living Alone	9,285	14%	9,935	15%	1,160	11%	74,230	16%	28,855	29%	123,465	61%	797,759	60%

GRANDPARENT RESPONSIBLE FOR GRANDCHILDREN

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
	390	1%	550	1%	115	1%	4,635	1%	1,245	1%	6,935	1%	69,790	1%

LIMITED ENGLISH PROFICIENT – 60+ POPULATION

	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
	1,350	2%	750	1%	385	4%	29,690	6%	2,880	3%	35,055	5%	457,981	8%

Our PSA as a whole and all of our counties have a lesser percentage of persons 60+ with limited English proficiency than the State.

VETERANS

AGE	COUNTY										PSA 9		FLORIDA	
	INDIAN RIVER		MARTIN		OKEECHOBEE		PALM BEACH		ST. LUCIE		Number	%	Number	%
	Number	%	Number	%	Number	%	Number	%	Number	%				
45-64	3,269	20%	2,925	22%	780	28%	20,442	25%	6,653	20%	34,069	25%	466,118	32%
65-84	8,905	55%	7,445	55%	1,401	50%	39,009	48%	11,371	55%	68,131	49%	600,825	41%
85+	2,617	16%	1,900	14%	347	12%	11,468	14%	2,887	18%	19,219	14%	139,732	10%

Economic and Social Resources:

In addition to DOEA programs, the Agency and its contracted providers manage other grant funds that provide economic and social resources for seniors and caregivers. Our Foster Grandparents Program provides volunteer opportunities for low-income seniors as well as a stipend. The Veterans' Independence Program supports Veterans with in-home supports. The Benefits Enrollment Center assists seniors to apply for subsidies, food stamps, and energy assistance. The Agency partners with the Florida Atlantic University Memory Disorder Clinic and Palm Beach Neuroscience to implement the Dementia Care and Cure Initiative in Palm Beach County. Florida Atlantic University also operates the Lewis and Ann Green Memory and Wellness Center. In Martin County, Martin County HUGS is a collaborative effort between Alzheimer's Community Care and the Council on Aging of Martin County at the Kane Center to make Martin County a Dementia Friendly

Community.

Both Legal Aid Society of Palm Beach County and Senior Resource Association provide public guardianship programs. Legal Aid Society of Palm Beach County also has a Fair Housing Project. They offer the program “Wills on Wheels.”

Many of our contracted providers operate senior centers that include opportunities for socialization, education, and economic assistance. In Martin County, The Joseph C. and Ann S. Day Medical Center is located at the Kane Center. The Kane Center operates an Integrated Memory Enhancement Program. Senior Resource Association’s DayAway centers are the only centers in Indian River County licensed by the Agency for Health Care Administration.

In Palm Beach County, The Volen Center provides a variety of educational and enriching opportunities and stimulating discussion. These include lecture series, philosophical and current event discussions, and computer classes. Palm Beach County Division of Senior and Veteran Services activities/programs include: book discussion groups, arts and crafts, creative writing and language classes, drawing, china and one-stroke painting, ceramics, wood carving, quilting, crochet, knitting, mahjong, bridge, cards, billiards and bingo. In conjunction with AARP, Palm Beach County Division of Senior and Veteran Services provide free income tax completion & filing for seniors. Ruth and Norman Rales Jewish Family Services provides emergency funds for basic necessities and other urgent needs. Their food pantry delivers bi-monthly food packages to qualified seniors, individuals and families providing much needed sustenance to those in need.

The Council on Aging of St. Lucie Senior Center has Line Dancing, Bingo and Movie Days. Okeechobee Senior Services has redesigned the Young at Heart Center to accommodate clients and expanded programming to include yoga classes and senior swim. Lola and Saul Kramer Services Agency operates MorseLife Care Management and Counseling Services which provides Care Management services to caregivers. Their PACE program operates in Palm Beach County.

Alzheimer’s Community Care operates a 24-hour crisis hotline. They offer Family Nurse Navigator services at no cost to families or to health insurance. They also provide ID Locator service.

Description of Service System:

HEALTH CARE AND LONG TERM CARE

The number of providers for the health care and long term care delivery systems for each of the counties in PSA 9 is shown below. The data was gathered from the DOEA 2022 Profiles of Older Floridians.

	INDIAN RIVER	MARTIN	OKEECHOBEE	PALM BEACH	ST. LUCIE
Adult Day Care	2	2	0	28	5
Adult Family Care Homes	1	0	0	12	8
Ambulatory Surgical Centers Facilities	10	3	0	44	4
Home Health Agencies	19	15	1	280	29
- Medicaid Certified	0	0	0	6	0
- Medicare Certified	10	6	1	67	15
Homemaker and Companion Service Companies	25	11	2	230	70
Assisted Living Facilities	22	18	1	201	77
Emergency Medical Service Providers	2	3	1	17	3
Hospitals	3	4	1	17	4
Hospitals with Skilled Nursing Units	1	0	0	0	0
Skilled Nursing Facilities with Beds	6	7	1	55	10
End-Stage Renal Disease Centers	7	2	1	41	7
Licensed Medical Doctors	443	483	34	4,938	401
Licensed Registered Nurses	2,186	2,436	344	19,137	5,144

There are six lead agencies in PSA 9 – one each in Indian River, St. Lucie, Okeechobee, and Martin counties. These are Senior Resource Association, Council on Aging of St. Lucie, Okeechobee Senior Services and Council on Aging of Martin County, respectively. In Palm Beach County, the Palm Beach County Division of Senior and Veteran Services serves the Northern part of the County. Mae Volen Senior Center serves the Southern part of the County. As Lead Agencies, these organizations manage the Community Care for the Elderly, Home Care for the Elderly, Alzheimer’s Disease Initiative and Emergency Home Energy Assistance for the Elderly programs. These same agencies serve as the OAA Nutrition Providers.

Additional OAA services are provided through the Lead Agencies mentioned above as well as Alzheimer’s Community Care, MorseLife Care Management and Counseling Services, and Ruth and Norman Rales Jewish Family Services. Legal Aid Society of Palm Beach County manages all OAA legal services throughout the PSA. Ruth and

Norman Rales also serves Holocaust Survivors through LSP funding. The Council on Aging of Martin County has LSP funding to serve seniors in the Village of Indiantown. Alzheimer’s Community Care provides services under the Alzheimer’s Disease Initiative.

Title IIID services are provided directly by the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. as are the Title III E services Powerful Tools for Caregivers, Caregiver Follow-up, and Caring for You, Caring for Me. The Helpline provides Information and Referral and Screening and Assessment services throughout the PSA. SHINE and BEC programs are also managed directly by the Agency as are the Elder Rights and Veteran’s Independence programs.

Role in Interagency Collaborative Efforts:

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. participates in a multitude of collaborative efforts across the PSA. These include initiatives directed toward transportation, healthy living, elder rights, wellness and more. The chart below reflects these collaborations and identifies the focus areas.

Area Served	Community Organization	Focus Area	Department
Palm Beach County	Countywide Community Revitalization Team	Share information with local communities and Palm Beach County Departments regarding Your ADRC services. Learn from local residents of their community needs	Consumer Care and Planning
Palm Beach County	Palm Beach County CHIP Advisory Council	Ensure strategies to address senior needs are included in the Community Health Improvement Plan	Consumer Care and Planning and Helpline
Palm Beach County	Homeless and Housing Alliance Palm Beach County	Collaboration with all agencies that provide resources for homelessness and housing within the Palm Beach County network.	Helpline
Palm Beach County	HHA Unmet Needs Committee- focus on Seniors	Identify and look for solutions to the unmet needs of affordable senior housing and homelessness	Helpline
Martin County	Martin County CHIP Advisory Council	Ensure strategies to address senior needs are included in the Community Health Improvement Plan	Consumer Care and Planning and Helpline
Boynton Beach Zip Code 33435 and Surrounding Area	Healthier Boynton Beach	Family Caregiving	Consumer Care & Planning
St. Lucie County	St. Lucie County Department of	Address Senior Needs for Community Health Needs	Consumer Care & Planning and Helpline

Area Served	Community Organization	Focus Area	Department
	Health	Assessment and Community Health Improvement Plan Participate in Age-Friendly Community Initiative	
St. Lucie County	St. Lucie Chamber of Commerce	Networking. Information for Area Plan Socio and Economic Profile	Consumer Care and Planning
Palm Beach County	Palm Beach County Medical Society	Participation in Future of Medicine Summit/educating physicians on resources for senior patients and caregivers	Communications/ Charitable Giving
All cities within Palm Beach County who are Members	Palm Beach County League of Cities	Outreach/Legislative updates/ and Advocacy	CEO and Consumer Care & Planning
Martin, St. Lucie, Indian River and Okeechobee Counties	Treasure Coast League of Cities	Outreach/Legislative updates/ and Advocacy	CEO and Consumer Care & Planning/Advisory Council Advocacy Chair
Palm Beach, Martin, St. Lucie, Indian River and Okeechobee Counties	WPB Veterans Affairs Medical Center	Veterans Independence Program	Director of Agency Compliance
Palm Beach	School District of Palm Beach County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Okeechobee	Okeechobee School Board	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	School Board of St. Lucie County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
Martin	School Board of Martin County	Mentoring/Tutoring youth Pre-K to 3rd grade.	Foster Grandparent
St. Lucie	Florida Department of Health in St. Lucie	Participation in the Community Health Improvement Plan	Consumer Care and Planning
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	Department of Children and Families	Medicaid and Food Stamp applications	Helpline
Palm Beach	MorseLife/PACE	Referrals for PACE program for Medicaid Probable clients	Helpline
Palm Beach,	CARES 9A and 9B	Collaboration on Home and	Helpline

Area Served	Community Organization	Focus Area	Department
Martin, St. Lucie, Indian River & Okeechobee Counties		Community Based Medicaid cases	
Palm Beach, Martin, St. Lucie, Indian River & Okeechobee Counties	211	Collaboration benefits for seniors to include: Elder Crisis Outreach and Sunshine Calls	Helpline
Okeechobee	United Way of Lee, Hendry, Glades and Okeechobee	Free Medicare Services, Outreach and Advocacy	SHINE
St Lucie & Martin	CRC (Community Resource Collaborative)	Member; Outreach and delivering needed services to the St Lucie and Martin County senior residents	SHINE
Martin & St Lucie	Treasure Coast Health Coalition	Member; Outreach and promotion of health information to St Lucie and Martin senior residents.	SHINE
Okeechobee County	Children's Services of Okeechobee County	FGP	Foster Grandparent Program
Palm Beach County	United Way of Palm Beach County	FGP	Foster Grandparent Program
Palm Beach	P.B. Economic Crime Unit	Economic crime	Elder Rights
Palm Beach/Treasure Coast	Better Business Bureau	Unscrupulous business practices, exploitation, advocacy for victims	Elder Rights
Palm Beach/Treasure Coast	International Association of Financial Crimes Investigators (IAFCI)	Financial Crimes/Fraud Intel	Elder Rights
Palm Beach County	State Attorney's Office – 15 th Judicial Circuit	Elder Abuse Task Force	Elder Rights
Palm Beach/Treasure Coast	Caregiver Media; Fearless Caregiver Conferences	Supporting, participating and educating caregivers on available resources	Communications/Healthy Aging/Helpline

Area Served	Community Organization	Focus Area	Department
Palm Beach/Treasure Coast	Alzheimer's Community Care	Support, participation and education for seniors and caregivers	Communications/ Charitable Giving
Palm Beach	Palm Beach Chamber of Commerce	Awareness and education	Communications/ Charitable Giving

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

SWOT Development Process Description:

The development of the SWOT analysis started through meetings with Senior Management. Senior Management included the Chief Executive Officer, Chief Financial Officer, Director Consumer Care and Planning, Compliance Officer, Helpline Director and Director of Communications/Foster Grandparents. The Director, Consumer Care and Planning served as the scribe and captured the elements of the analysis.

The draft SWOT was presented to the Advisory Council for additional input and feedback prior to advancing the document to the board. The board reviewed the SWOT at the February 28, 2023 meeting.

Strengths:

- The Agency has positive relationships in the community.
- The transparency and way the Agency acknowledged its financial challenges in 2019 and completed the financial recovery enhanced credibility with providers and community agencies.
- Revised financial policies including monthly reporting to governance (Finance Committee and Board) have enhanced transparency and controls.
- The Agency has secured special funding during the pandemic that has enabled a heightened level of service be delivered through 2024.
- The Agency has retired debt and obligations and has established a positive undesignated reserve.
- The collaborative nature that the Agency works with Aging Network providers has created a healthy environment and dedication to the delivery of services.
- Aging Network providers continued to perform at a high level during the pandemic.
- The Agency has a dedicated, diverse staff, many of whom have strong institutional knowledge of Agency operations.
- Associates have a commitment to the organization's mission and to serving all diverse needs regardless of financial situation or cultural barriers.
- The Agency has an Advisory Council and Board of Directors which are dedicated to ensuring the Agency fulfills its mission and delivers high quality services in the community.

- The Agency continues to receive support from the Department of Elder Affairs and maintains a positive relationship at all levels of the organization.
- During the pandemic, staff has learned how to continue productive operations outside the traditional office setting which will make us stronger during disasters or other emergency events.
- Staff is measured by outcomes, individual productivity, and accountability.

Weaknesses:

- The Agency lacks sufficient funds to meet the needs of all clients and follows a process of prioritizing services.
- The services delivered by the Agency and its aging network providers are not widely recognized by the community.
- The Agency is limited in the level of compensation for the knowledge level required in most positions.
- Recruitment is a challenge with several positions remaining vacant for months.
- Low unemployment rates/high inflation has resulted in excessive turnover and significant challenges in recruitment.
- The requirements under public meeting laws require an in-person quorum which at times is a governance challenge.
- The ADRC has limited hours (8:00 AM – 5:00 PM Monday through Friday) and after hour calls are managed on a call back basis.
- The transition to eCIRTS has impacted the productivity for Agency staff and providers.
- Outreach in the community can better reflect the scope of all programs and services offered by the Agency.

Opportunities:

- Management of surplus/deficit across all program funding and providers will be important to ensure the proper utilization of financial resources.
- Continue to build upon trusted relationships with providers by providing enhanced support and collaboration.
- Increase the public awareness of information, referral services available by the Agency.
- Continue to embrace local foundation support to meet matching requirements under various grants and programs.
- Improve Board development and recruitment to achieve continuity of institutional knowledge, diversity, and geographical representation.
- Enhance information and resources available through the website.

- Continue to build upon the long-standing relationship with community partners.
- Increase recruitment of volunteers particularly in the SHINE program.
- Develop programs that may assist caregivers fulfill their role more effectively and reduce fatigue.
- Enhance the reporting and visibility of the waitlist to demonstrate additional needs/ funding to support these older adults and their caregivers.
- Work collaboratively with the Department of Elder Affairs to refine eCIRTS and integrate the existing Refer data and functionality.
- Work closely with the West Palm Beach Veteran Affairs Medical Center to expand the Veterans Independence Program by providing services to those veterans located in non-rural areas
- Expand the awareness of all of the caregiver support services that are available through the aging network.

Threats:

- The Agency is subject to public health emergencies such as a pandemic and natural disasters such as hurricanes, floods, etc. and needs to continue to operate to serve seniors in need.
- While the Agency has enhanced funding through the American Rescue Act through 2024, there is not adequate funding to sustain the enhanced level of service.
- Legislative changes may modify or mandate the scope or operation of the Agency.
- There are key staff member dependencies and succession planning is challenging as a small non-profit organization.
- There are growing shortages of CNAs, HHAs, and other social and healthcare support staff to adequately staff home and community-based services.
- The resources needed to support eCIRTS at the Agency and provider level continue to put challenges on limited time and financial resources.
- eCIRTS interfaces and accurate reporting provide challenges for data integrity, outcome measurements, and contract compliance across the aging network.

Performance Analysis and Targeted Outreach

Performance Analysis:

2021-2022 Targeting Data for PSA 9 is shown below.

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
Indian River	85+	67,932	7,952	12%	1,119	409	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	134
Martin	85+	64,335	7,105	12%	802	326	41%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	96
Okeechobee	85+	10,513	877	9%	389	112	29%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	35
Palm Beach	85+	463,343	60,916	14%	9,939	3,477	35%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,391
St. Lucie	85+	105,242	8,149	8%	1,981	663	34%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	158
PSA 9	85+	711,365	84,999	12%	14,240	4,992	36%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,709
Indian River	Probable Alzheimer's Cases	67,932	6,453	10%	1,119	199	18%	Meets or Exceeds	-	-	112
Martin	Probable Alzheimer's Cases	64,335	6,051	10%	802	152	19%	Meets or Exceeds	-	-	80
Okeechobee	Probable Alzheimer's Cases	10,513	861	9%	389	60	16%	Meets or Exceeds	-	-	35
Palm Beach	Probable Alzheimer's Cases	463,343	45,735	10%	9,939	1,745	18%	Meets or Exceeds	-	-	994
St. Lucie	Probable Alzheimer's Cases	105,242	8,710	9%	1,981	337	18%	Meets or Exceeds	SUPER Exceeds	-	178
PSA 9	Probable Alzheimer's Cases	711,365	67,810	10%	14,240	2,493	18%	Meets or Exceeds	-	-	1,424
Indian River	Below Poverty Level	67,932	6,384	10%	1,119	379	34%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	112
Martin	Below Poverty Level	64,335	5,118	8%	802	224	28%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	64
Okeechobee	Below Poverty Level	10,513	1,144	11%	389	136	35%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	43
Palm Beach	Below Poverty Level	463,343	45,502	10%	9,939	3,121	32%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	994
St. Lucie	Below Poverty Level	105,242	10,108	10%	1,981	730	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	198
PSA 9	Below Poverty Level	711,365	68,256	10%	14,240	4,590	33%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	1,424
Indian River	Limited English Proficiency	67,932	819	2%	1,119	381	35%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	22
Martin	Limited English Proficiency	64,335	437	1%	802	198	25%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	8

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
Okeechobee	Limited English Proficiency	10,513	181	2%	389	107	28%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	8
Palm Beach	Limited English Proficiency	463,343	31,999	7%	9,939	3,796	39%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	696
St. Lucie	Limited English Proficiency	105,242	4,072	4%	1,981	768	39%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	79
PSA 9	Limited English Proficiency	711,365	37,508	6%	14,240	5,251	37%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	854
Indian River	Living Alone	67,932	16,174	24%	1,119	454	41%	Meets or Exceeds	-	Standard Plus 10%	269
Martin	Living Alone	64,335	16,286	26%	802	279	35%	Meets or Exceeds	-	-	209
Okeechobee	Living Alone	10,513	2,747	27%	389	170	44%	Meets or Exceeds	-	Standard Plus 10%	105
Palm Beach	Living Alone	463,343	127,386	28%	9,939	3,964	40%	Meets or Exceeds	-	Standard Plus 10%	2,783
St. Lucie	Living Alone	105,242	21,908	21%	1,981	646	33%	Meets or Exceeds	-	Standard Plus 10%	416
PSA 9	Living Alone	711,365	184,500	26%	14,240	5,515	39%	Meets or Exceeds	-	Standard Plus 10%	3,702
Indian River	Minority	67,932	7,067	11%	1,119	252	23%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	123
Martin	Minority	64,335	5,185	9%	802	139	18%	Meets or Exceeds	SUPER Exceeds	-	72
Okeechobee	Minority	10,513	1,463	14%	389	63	17%	Meets or Exceeds	-	-	54
Palm Beach	Minority	463,343	108,895	24%	9,939	4,432	45%	Meets or Exceeds	-	Standard Plus 10%	2,385
St. Lucie	Minority	105,242	24,943	24%	1,981	811	41%	Meets or Exceeds	-	Standard Plus 10%	475
PSA 9	Minority	711,365	147,553	21%	14,240	5,702	41%	Meets or Exceeds	-	Standard Plus 10%	2,990
Indian River	Low Income Minority	67,932	664	1%	1,119	135	13%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	11
Martin	Low Income Minority	64,335	412	1%	802	80	10%	Meets or Exceeds	SUPER Exceeds	-	8
Okeechobee	Low Income Minority	10,513	159	2%	389	38	10%	Meets or Exceeds	SUPER Exceeds	-	8
Palm Beach	Low Income Minority	463,343	10,694	3%	9,939	2,043	21%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	298
St. Lucie	Low Income Minority	105,242	2,396	3%	1,981	417	22%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	59
PSA 9	Low Income Minority	711,365	14,325	3%	14,240	2,713	20%	Meets or Exceeds	SUPER Exceeds	Standard Plus 10%	427
Indian River	Rural	67,932	0	0%	1,119	0	0%	Meets or Exceeds	SUPER Exceeds	-	0
Martin	Rural	64,335	1,838	3%	802	1	1%	Does Not Meet	-	-	24
Okeechobee	Rural	10,513	10,513	100%	389	387	100%	Meets or Exceeds	-	-	389
Palm Beach	Rural	463,343	16,597	4%	9,939	380	4%	Meets or Exceeds	-	-	398

County	Indicator	60+ Total Population	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Standard Plus 10%	Number of Served and Screened Required to Meet Standard
St. Lucie	Rural	105,242	2,392	3%	1,981	0	0%	Does Not Meet	-	-	59
PSA 9	Rural	711,365	31,340	5%	14,240	768	6%	Meets or Exceeds	-	-	712

The 2022 Targeting Report indicates that the Agency and our providers improved in reaching minority population in Okeechobee County. This report now indicates that we now meet or exceed the indicator. The same goes for rural seniors in Indian River County. Still, in Martin County we are not meeting the rural indicator. The 2022 report also indicates that we are not meeting the rural indicator in St. Lucie County. In the past, when investigating areas in Martin and St. Lucie counties where the rural target was not met, the GIS maps shows that the areas with unmet needs included ranches, airports, parks, and fishing and camping resorts. These would typically not be opportunities for outreach to rural, low income, older adults, and their caregivers. We are investigating if this is the case this year.

The table below reflects actual outreach conducted by the Agency in 2022 2023.

Providers' outreach activities in 2023 from the contractually required Semi-Annual Outreach Report is shown in Appendix B.

Out-reach Type	Activity or Event	Event Date	Location Name	Address 1	City	Target Audience	If Other Target, Please Explain	Coverage Area (County or PSA)	Attendance Goal (#)	How Effort will Reach Targeted Sub-Population(s)
In Person	Agency Overview/ Fall Prevention	1/11/23	Okeechobee Sr. Center	1690 NW 9th Ave, Okeechobee, 34972	Okeechobee	Other	Fall Prevention	County	20	Presentation on preventing falls and Agency Overview and Resources.
In Person	Diabetes and You/ Agency Overview	1/11/23	Century Village	100 Century BLVD, WPB, 33417	West Palm Beach	Other	Diabetes Education	County	10	Presentation on Diabetes management and Agency Overview and Resources.
In Person	Agency Overview/ Fall Prevention	1/18/23	Windward Palms	8440 Military Trail, Boynton Beach	Boynton Beach	Other	Fall Prevention	County	10	Presentation on preventing falls and Agency Overview and Resources.
In Person	Fall Prevention /Saving Claire Presentation	1/18/23	West Boca Library	18685 FL-7	Boca Raton	Other	Fall Prevention	County	25	Presentation on preventing falls and Agency Overview and Resources.
Workshop	Chronic Disease Self Management	Fri. 1/6/23-2/17/23	Our Lady Queen of Apostles Church	100 Crestwood Blvd.	Royal Palm Beach	Other	Evidence-based Health Education	County	12	Attended a session of A CDSMP workshop and gave an overview of all services the Agency offers as well as handed out flyers and other

										resources.
In Person	Fall Prevention /Saving Claire Presentation	3/2/23	St. Helens Catholic Church	2085 Tallahassee Ave.,	Vero Beach	Other	Fall Prevention	County	15	Presented on preventing falls and Agency Overview and Resources
Workshop	A Matter of Balance	Fri. 1/13/23-3/3/23	The Kane Center	900 E. Salerno Road	Stuart	Other	Fall Prevention	County	12	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	3/8/23	The Bluffs of Jupiter	1550 Marina Isle Way	Jupiter	Other	Fall Prevention	County	20	Presented on preventing falls and Agency Overview and Resources
Workshop	A Matter of Balance	Mon. 1/30/23-3/20/23	Indiantown Civic Center	Osceola Rd	Indiantown	Other	Fall Prevention	County	18	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Agency Overview/ Fall Prevention	3/21/23	High Point West	5230 Lakefront Blvd.	Delray Beach	Other	Fall Prevention	County	20	Presented on preventing falls and Agency Overview and Resources
Workshop	Chronic Disease Self Management	Wed. 2/22/23-3/29/23	Virtual	Via Go to Meeting		Other	Evidence-based Health Education	PSA	11	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
Workshop	Chronic Disease Self Management	Tue. 3/1/23 - 4/5/23	Cresswind	5615 Armands Way	Westlake, 33470	Other	Evidence-based Health Education	County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
Workshop	Powerful Tools for Caregiver Workshop	Mon. 3/20/23-4/24/23	Virtual	Via Go to Meeting		Care-giver		County	12	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	Agency Overview/ Fall Prevention	4/14/23	Burns Road Rec. Center	4404 Burns Road	Palm Beach Gardens	Other	Fall Prevention	County	20	Presented on preventing falls and Agency Overview and Resources

Workshop	Chronic Disease Self Management	Mon. 3/27/23-5/1/23	Virtual	Via Go to Meeting		Other	Evidence-based Health Education	PSA	10	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Caregiver Presentation	5/1/23	New-comers Club	California Ave	Port St. Lucie	Care-givers		County	35	Presented on Caregiver Support and Agency overview.
Workshop	A Matter of Balance	Wed. 3/17/23-5/5/23	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach, 33411	Other	Fall Prevention	County	11	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
Workshop	A Matter of Balance	Mon. & Wed. 5/1/23 - 5/24/23	St. Helen's Catholic Church	2085 Tallahassee Ave.,	Vero Beach	Other	Fall Prevention	County	12	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Fearless Caregiver Conference	4/27/23	Carolyn Sims Center	225 Northwest 12th Street	Boynton Beach, 33435	Low-Income		County	125	Presented overview of services and served on a panel
In Person	Fearless Caregiver Conference	7/20/23	South County Civic Center	16700 Jog Road	Delray Beach, 33466					Presented overview of services and served on a panel
In Person	Alzheimer's Association Community Forum	6/30/23	Kane Center	900 SE Salerno Road	Stuart, 34997	Social Need		County	35	Served on panel
In Person	Alzheimer's Community Care Educational Conference	5/17/23	Palm Beach Gardens Marriott	4000 RCA Blvd	Palm Beach Gardens, 33410	Social Need		County		Staffed a resource table and presented information to attendees
In Person	Fall Prevention /Saving Claire Presentation	6/2/23	Foster Grandparent Program	4400 N Congress Ave	West Palm Beach, 33407	Other	Fall Prevention	PSA	35	Presented on Fall Prevention and Agency overview of services
In Person	A Matter of Balance	Fri. 4/21/23-6/9/23	The Kane Center	900 SE Salerno Road	Stuart, 34997	Other	Fall Prevention	County	12	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	A Matter of Balance	Wed. 4/19/23-6/7/23	Cresswind	5615 Armands Way	Westlake	Other	Fall Prevention	County	9	Attended a session of workshop and gave an overview of all services the Agency offers as

										well as handed out flyers and other resources.
Virtual Workshop	Living Healthy	Mon. 5/8/23-6/12/23	Virtual	4400 N Congress Ave	West Palm Beach	Other	Evidence-based Health Education	PSA	10	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	A Matter of Balance	Wed. 4/26/23-6/14/23	Cresswind	5615 Armands Way	Westlake	Other	Fall Prevention	County	9	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
Virtual Workshop	A Matter of Balance	Tue. 5/2/23-6/20/23	Virtual	4400 W Congress Ave	West Palm Beach	Other	Fall Prevention	PSA	8	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Tai Ji Quan Moving for Better Balance	Tue. & Thurs. 1/10/23-6/22/23	Village of Wellington	Forest Hills Blvd.	Wellington	Other	Fall Prevention	County	16	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	Tai Ji Quan Moving for Better Balance	Tue. & Thurs. 1/10/23-6/22/23	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach	Other	Fall Prevention	County	15	Attended a session of workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources.
In Person	A Matter of Balance	Thurs. 5/18/23-7/13/23	Our Lady Queen of Apostles Church	100 Crestwood Blvd.	Royal Palm Beach	Other	Fall Prevention	County	8	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Thurs. 7/13/23	Our Lady Queen of Apostles Church	100 Crestwood Blvd.	Royal Palm Beach	Other	Fall Prevention	County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	Agency Overview/Fall Prevention	7/18/23	Pompey Park Senior Ctr	1101 NW 2nd St	Delray Beach	Other	Fall Prevention	County	60	Presented on Fall Prevention and Agency overview of services

In Person	A Matter of Balance	Wed. 6/7/23 - 7/26/23	Lindsey Davis Community Center	1550 W 28th St.	Riviera Beach	Other	Fall Prevention	County	11	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Mon. & Wed. 7/10/23-8/2/23	St. Helens Catholic Church	2085 Tallahassee Ave.,	Vero Beach	Other	Fall Prevention	County	12	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
Virtual Workshop	A Matter of Balance	Mon. & Thur. 7/10/23 - 8/3/23	Virtual	4400 N. Congress Ave.	West Palm Beach, 33407	Other	Fall Prevention	County	9	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
Virtual Workshop	A Matter of Balance	Tue. & Fri. 7/18/23 - 8/11/23	Virtual	4400 N. Congress Ave.	West Palm Beach, 33407	Other	Fall Prevention	County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
Virtual Workshop	Powerful Tools for Caregiver Workshop	Fri. 7/7/23-8/13/23	Virtual	4400 N. Congress Ave.	West Palm Beach, 33407	Care-giver		County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Mon. & Wed. 8/7/23 - 8/30/23	Lucerne Pointe Clubhouse	4580 Lucerne Lakes Blvd.	W. Lake Worth, 33467	Other	Fall Prevention	County	18	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	Agency Overview/ Fall Prevention	8/31/23	Mangonia Park	500 Australian Ave	West Palm Beach, 33407	Other	Fall Prevention	County	15	Presented on Fall Prevention and Agency overview of services
In Person	Health Fair	9/6/23	Gaines Park Community Center	1501 N. Australian Ave	West Palm Beach, 33401	Other	Fall Prevention	County	30	Staffed a resource table and presented information to attendees
Virtual Presentation	Agency Overview/ Fall Prevention	9/11/23	PBC Library, Belle Glade Branch	725 NW 4th St.	Belle Glade, 33430	Other	Fall Prevention	County	5	Presented on Fall Prevention and Agency overview of services

In Person	Health Fair	9/15/23	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach	Other	Fall Prevention	County	75	Staffed a resource table and presented information to attendees
In Person	Education - 60+ Club	9/16/23	Palms West Presbyterian Church	13689 Okeechobee Blvd.	Loxahatchee Groves, 33470	Other	Evidence-based Health Education	County	25	Brochures on all IIID and IIIE evidence-based programs
In Person	Agency Overview/ Fall Prevention	9/18/23	Mid County Senior Center	3680 Lake Worth Rd.	Lake Worth	Other	Fall Prevention	County	40	Presented on Fall Prevention and Agency overview of services
In Person	Health Fair	9/19/23	Volan Center	1515 W Palmetto Park Rd.	Boca Raton	Other	Fall Prevention	County	100	Staffed a resource table and presented information to attendees
In Person	Health Fair	9/20/23	COSA Showcase of Services	2000 Virginia Ave	Fort Pierce	Other	Agency Resources	County	30	Staffed a resource table and presented information to attendees
In Person	Agency Overview/ Fall Prevention	9/20/23	Healthier Boynton Beach-Carolyn Sims Center	225 NW 12th Ave.	Boynton Beach	Care-giver		County	15	Presented on Fall Prevention and Agency overview of services
In Person	Agency Overview/ Fall Prevention	9/21/23	Belle Glade Senior Center	2916 State Rd. 15	Belle Glade	Other	Fall Prevention	County	20	Presented on Fall Prevention and Agency overview of services
In Person	Health Fair	9/27/23	Palm Beach Gardens Senior Center	5217 Northlake Blvd	Palm Beach Gardens	Other	Fall Prevention	County	40	Staffed a resource table and presented information to attendees
In Person	Health Fair	9/28/23	Pahokee	360 E. Main St	Pahokee	Other	Fall Prevention	County	100	Staffed a resource table and presented information to attendees
In Person	Fall Prevention /Saving Claire Presentation	10/3/23	Conviva	5849 Okeechobee Blvd, Suite 301	West Palm Beach	Other	Fall Prevention	County	15	Presented on Fall Prevention and Agency overview of services
In Person	Agency Overview/ Fall Prevention	10/7/23	St. Sebastian Parish Hall	13075 US 1 Hwy 1	Sebastian, 32958	Other	Agency Resources	PSA	60	Presented overview of services
In Person	Health Fair	10/10/ 23	Wellington Community Center	12165 Forest Hills Blvd.	Wellington	Other	Agency Resources	County	75	Staffed a resource table and presented information to attendees
In Person	Health Fair	10/14/ 23	Delray Fire Rescue Open House	501 W Atlantic Ave	Delray Beach, 33444	Other	Agency Resources	County	25	Staffed a resource table and presented information to attendees
In Person	Health Fair	10/31/ 23	Blake Library Stuart	2351 SE Monterey Rd.	Stuart	Other	Agency Resources	County	150	Staffed a resource table and presented information to attendees

In Person	Fall Prevention Presentation	11/1/23	St. Claires Catholic Church	821 Prosperity Farms Rd.	North Palm Beach	Other	Fall Prevention	County	40	Presented on Fall Prevention and Agency overview of services
In Person	Chronic Disease Self Management	Wed. 10/4/23-11/8/23	Kane Center	900 SE Salerno Road	Stuart	Other	Evidence-based Health Education	County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Tue. & Thur. 10/17/23-11/9/23	Lucerne Pointe Clubhouse	4580 Lucerne Lakes Blvd.	Lake Worth	Other	Fall Prevention	County	8	Attended a session of the workshop and gave an overview of all services the Agency offer as well as handed out flyers and other resources
In Person	Caregiver Resource Presentation	11/14 /23	Conviva	5849 Okeecho-bee Blvd, Suite 301	West Palm Beach	Low-Income		County	25	Presented on Caregiver Support and Agency overview.
Virtual	Caregiver Follow Up	Thurs. every other 9/14/23-11/16/ 23	Via zoom	4400 N Congress Ave	West Palm Beach, 33407	Caregiver		PSA	8	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Mon. 10/2/23-11/20 /23	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach	Other	Fall Prevention	County	11	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	A Matter of Balance	Mon. 9/14/23-11/20/ 23	Royal Palm Beach Rec. Center	100 Sweet Bay Lane	Royal Palm Beach	Other	Fall Prevention	County	9	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In person	A Matter of Balance	Wed. 10/4/23-11/29/ 23	Wellington Community Center	12500 Forest Hill Blvd	Wellington	Other	Fall Prevention	County	10	Attended a session of the workshop and gave an overview of all services the Agency offers as well as handed out flyers and other resources
In Person	Brochure Drop Off	1/25/23	PBC Division of Senior & Veteran Services , Mid County	3680 Lake Worth Road	Lake Worth, 33461	Low-Income		County	250	Elder Abuse and Identity Theft brochures in both English and Spanish were made available to those who visit the

			Senior Services							Senior Center.
In Person	Fraud, Scams and Identity Theft Presentation	1/26/23	Foster Grandparent Program - Belle Glade - Palm Beach State College Belle Glade Campus	1977 College Drive	Belle Glade, 33430	Low-Income		County	48	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Brochure Drop Off	2/1/23	Alliance of Delray-Residential Associations, Inc. / South County Civic Center	16700 Jog Road	Delray Beach, 33446	Other	General Public	County	75	Elder Abuse and Identity Theft brochures were made available at the Get to Know Palm Beach County event sponsored by the Alliance of Delray.
Virtual	Fraud, Scams and Identity Theft Presentation	2/10/23	Foster Grandparent Program-Port St. Lucie	Zoom		Low-Income		County	6	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Fraud, Scams and Identity Theft Presentation	2/15/23	Healthier Boynton Beach	639 E. Ocean Avenue, Ste. 101	Boynton Beach, 33435	Care-giver		County	9	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Fraud, Scams and Identity Theft Presentation	2/20/23	Foster Grandparent Program - Palm Beach	4400 N. Congress Avenue	West Palm Beach, 33407	Low-Income		County	17	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Fraud, Scams and Identity Theft Presentation	4/11/23	Kane Center - Indiantown Civic Center	15675 SW Osceola Street	Indiantown, 34956	Low-Income		County	11	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Fraud, Scams and Identity Theft Presentation	4/19/23	City of West Palm Beach Mandel Library	411 Clematis Street	West Palm Beach, 33401		General Public	County	6	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Fraud, Scams and Identity Theft Presentation	4/25/23	Kane Center - East Stuart Community Center	724 SE 10th Street	Stuart, 34994	Low-Income		County	6	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services

In Person	Fraud, Scams and Identity Theft Presentation	4/25/23	Boynton Beach Senior Center Semi Annual Health Fair / Ezell Hester Community Center	1901 N. Seacrest Boulevard	Boynton Beach, 33435	Low-Income		County	100	Elder Abuse and Identity Theft brochures were made available at the Boynton Beach Senior Center Semi Annual Health Fair at the Ezell Hester Community Center.
In Person	Fraud, Scams and Identity Theft Presentation	4/27/23	Fearless Caregiver Conference - Boynton		Boynton Beach, 33435	Caregiver		County	120	Elder Abuse and Identity Theft brochures were made available at the Fearless Caregiver Conference in Boynton Beach.
In Person	Fraud, Scams and Identity Theft Presentation	5/10/23	Kane Center - Log Cabin Jensen Beach	2369 North Dixie Highway	Jensen Beach, 33497	Low-Income		County	9	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	World Elder Abuse Awareness Day Event	6/15/23	Area Agency on Aging of PB/TC, Inc.	4400 N. Congress Avenue	West Palm Beach, 33407		General Public	County	30	World Elder Abuse Awareness Day event featuring guest speakers from the Federal Bureau of Investigation (FBI) speaking on Financial Exploitation in the older adult population.
In Person	Fraud, Scams and Identity Theft Presentation	7/19/23	Mangrove Bay	110 Mangrove Bay Way	Jupiter, 33447	Social Need		County	9	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Brochure Drop Off	7/20/23	Fearless Caregiver Conference - Delray	16700 Jog Road	Delray Beach, 33446	Caregiver		County	100	Elder Abuse and Identity Theft brochures were made available at the Fearless Caregiver Conference in Delray Beach.
In Person	Fraud, Scams and Identity Theft Presentation	8/2/23	Foster Grandparent Program Volunteer Orientation	4400 N. Congress Avenue	West Palm Beach, 33407	Low-Income		County	4	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
In Person	Brochure Drop Off	9/6/23	Multi Agency Falls Prevention Fair & Education Series	1501 N. Australian Avenue	West Palm Beach, 33401		General Public	County	100	Elder Abuse and Identity Theft brochures were made available at the Multi Agency Falls Prevention Fair & Education Series in West Palm Beach.

In Person	Brochure Drop Off	9/14/22	Fearless Caregiver Conference - Treasure Coast	2195 SE Airoso Blvd	Port St. Lucie, 34984	Care-giver		County	100	Elder Abuse and Identity Theft brochures were made available at the Fearless Caregiver Conference in Port St. Lucie.
In Person	Brochure Drop Off	9/15/23	Multi Agency Falls Prevention Fair & Education Series	100 Sweet Bay Lane	Royal Palm Beach, 33411		General Public	County	50	Elder Abuse and Identity Theft brochures were made available at the Multi Agency Falls Prevention Fair & Education Series in Royal Palm Beach.
In Person	Fraud, Scams and Identity Theft Presentation	9/26/23	Palm Beach County Library - Lantana Branch	4200 Lantana Road	Lake Worth, 33462		General Public	County	6	Presented on Fraud, Scams and Identity Theft and a brief overview of Agency services
Virtual	Agency presentation	1/11/23	Boynton Beach City Hall	Via Zoom	Boynton Beach	Other	Agency Community Resources	County	3	Educated Vice Mayor on Senior services in Boynton Beach
In Person	iHeart Radio Interview	2/3/23	iHeart Radio Studios	3071 Continental Dr.	West Palm Beach, 33407	Low-Income	Agency/SHINE Resources	PSA	100	On-Air discussion included resources and Agency Information
Virtual	Presentation to DSVS Social Work Dept	2/16/23	Virtual	Via Zoom	West Palm Beach	Other	Agency Resources	County	10	Educated Social Workers on available services for low-income client-based needs
In Person	Martin County CHIP Quarterly meeting	2/22/23	Children's Services Council Of Martin County	101 S.E Central Parkway	Stuart	Other	Agency Resources	county	15	Brief Overview of Agency Services
In Person	Greater South Florida Chamber iHeart Radio Interview	3/10/23	iHeart Radio Studios	3071 Continental Dr.	West Palm Beach	Low-Income	Agency /SHINE Resources	PSA	100	On-Air discussion included resources and Agency Information
In Person	Health and Wellness Expo	3/16/23	Villaggio Reserve	7942 Via Lampione	Delray Beach	Other	Agency/SHINE Resources	PSA	25	Brief Overview of Agency Services
In Person	Kane Center Caregiver Workshop	3/24/23	Kane Center	900 SE Salerno Rd.	Stuart	Care-giver		County	100	Educated on Alzheimer's-Related Agency Services
Virtual	VA Caregiver Support Summit	3/30/23	Virtual	Via Teams	West Palm Beach	Care-giver		PSA	100	Brief Overview of Agency Services
Virtual	Greater South Florida Chamber iHeart Radio Interview	4/21/23	Virtual	Via Phone	West Palm Beach	Low-Income		PSA	100	Agency/SHINE Overview

In-Person	Gehring Public Sector Summit Presentation	4/26/23	Marriott	4000 RCA Blvd	Palm Beach Gardens	Caregiver			300	Brief Overview of Agency Services
In-Person	Fearless Caregiver Conference-Boynton	4/27/23	Carolyn Sims Center	225 NW 12th Ave	Boynton Beach	Caregiver		PSA	50	Panel Discussion provided resources and Agency information
In-Person	Alzheimer's Community Care Education Conference	5/17/23	Marriott	4000 RCA Blvd		Caregiver		PSA	100	Learned latest updates on Alzheimer's research and any new resources available
In-Person	VA Caregiver & Family Resource Fair	6/13/23	VA	7305 North Military Trail	West Palm Beach	Caregiver		County	100	Brief Overview of Agency Services
In-Person	Alzheimer's Community Forum	6/30/23	Kane Center	900 SE Salerno Rd.	Stuart	Caregiver		County	100	Participated on an Informative Panel
Virtual	Pride Tribe LGBTQ Senior Event	7/19/23	Virtual	Via Zoom	West Palm Beach	Social Need		PSA	10	Received resources for LGBTQ Seniors and Caregivers
In-Person	Palm Beach Guardianship Association Breakfast	8/10/23	Palomino Dr	Palomino Dr.	Lake Worth	Caregiver		County	50	Presented Agency Overview
In-Person	Greater South Florida Chamber iHeart Radio interview	8/30/23	iHeart Radio Studios	3071 Continental Dr.	West Palm Beach	Low-Income		PSA	100	Presented SHINE Overview
In-Person	Mid County Presentation	9/8/23	Mid County Senior Center		Lake Worth	Low-Income		County	10	Presented Agency Overview
In-Person	Fearless Caregiver Conference-Port St. Lucie	9/14/23	PSL Community Center	2195 SE Airoso Blvd	Port St. Lucie	Caregiver		County	75	Participated on an Informative Panel
In-Person	Coffee Clutch Program	10/2/23	Compass Community Center	201 Dixie Highway	Lake Worth		Agency SHINE resources	PSA	10	Presented SHINE Overview
In-Person	Delray Beach Fire Rescue Meeting	10/16/23	AAAPBTC		West Palm Beach		Agency Resources	County	7	Presented Agency Overview
In-Person	Fearless Caregiver Conference-Jupiter	11/1/23			Jupiter	Caregiver		County	75	Participated on an Informative Panel

Targeted Outreach Plan:

Specified Planned Events for Targeting in 2024-2025 for both our Agency and our providers are outlined in the table below.

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES					
Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
MorseLife Care Management and Counseling	Health Fair	Jan	33460	60	Caregivers/Emotional health
MorseLife Care Management and Counseling	Health Fair	Feb	33418	80	Caregivers/GP
MorseLife Care Management and Counseling	Support Group	Mar	33460	20	Caregivers
MorseLife Care Management and Counseling	Support Group	Mar	33417	20	Grandparents
MorseLife Care Management and Counseling	Health Fair	Apr	33417	70	Caregivers
MorseLife Care Management and Counseling	Presentation	Apr	33430	80	Information with 1:1 for caregivers
MorseLife Care Management and Counseling	Presentation	May	33410	90	Information with 1:1 for caregivers
MorseLife Care Management and Counseling	Health Fair	May	33411	45	Caregivers/Emotional health
MorseLife Care Management and Counseling	Health Fair	Jun	33476	60	Caregivers/GP
MorseLife Care Management and Counseling	Presentation	Jul	33430	60	Caregivers/GP
MorseLife Care Management and Counseling	Support Group	Aug	33431	30	Caregivers
MorseLife Care Management and Counseling	Health Fair	Sep	33418	70	Caregivers/GP
MorseLife Care Management and Counseling	Health Fair	Sep	33473	80	Caregivers/GP

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
MorseLife Care Management and Counseling	Presentation	Oct	33476	80	Information with 1:1 for caregivers
MorseLife Care Management and Counseling	Health Fair	Oct	33444	70	Grandparents
MorseLife Care Management and Counseling	Health Fair	Nov	33417	100	Caregivers/Emotional health
MorseLife Care Management and Counseling	Presentation	Nov	33411	70	Information with 1:1 for caregivers
MorseLife Care Management and Counseling	Health Fair	Dec	33414	90	Caregivers/GP
MorseLife Care Management and Counseling	Health Fair	Dec	33417	80	Caregivers/GP
Senior Resource Association	Community Cares Alliance	monthly	32967	35	ALL Targeted Categories
Senior Resource Association	IRC Chamber - Business at Breakfast	monthly	32960	75	ALL Targeted Categories
Senior Resource Association	Silver Circle	monthly	32967	50	ALL Targeted Categories
Senior Resource Association	Sebastian Area Chamber Luncheon	monthly	32958	75	ALL Targeted Categories
Senior Resource Association	Women's Premier Luncheon	monthly	32962	50	ALL Targeted Categories
Senior Resource Association	Coffee with the Mayor	monthly	32960	50	ALL Targeted Categories
Senior Resource Association	Cancer Support Group	reoccurring	32958	20	Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.
Senior Resource Association	Skilled Nursing Facility - In Services	reoccurring	Indian River County	75	Older individuals at risk for institutional placement
Senior Resource Association	Geriatric Medical providers - In Services	reoccurring	Indian River County	75	ALL Targeted Categories
Senior Resource Association	Specific Support Groups	reoccurring	Indian River County	200	ALL Targeted Categories

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Senior Resource Association	Civic Organizations/ Clubs	reoccurring	Indian River County	200	ALL Targeted Categories
Senior Resource Association	Community Church Outreach	reoccurring	Indian River County	100	ALL Targeted Categories
Senior Resource Association	Medicaid Providers	reoccurring	Indian River County	75	Older individuals at risk for institutional placement
Senior Resource Association	Senior Independent Living Communities	reoccurring	Indian River County	200	Low-income older individuals
Senior Resource Association	Sebastian Senior Center	quarterly	32958	50	ALL Targeted Categories
Senior Resource Association	Intergenerational Center	quarterly	32962	50	Older individuals with limited English proficiency
Senior Resource Association	United Against Poverty-Senior Discount Days	quarterly	32960	500	Low-income older individuals
Senior Resource Association	Hispanic Health Fair	Dec 2024	32960	50	ALL Targeted Categories
Senior Resource Association	Christmas Parade - Vero Beach	Dec 3, 2024	32963	2000	ALL Targeted Categories
Senior Resource Association	Light Up Night - Sebastian	Dec 7, 2024	32958	2500	ALL Targeted Categories
Senior Resource Association	Silver Tones Concerts	Dec 24, Feb 25, Apr 25	32960	500	ALL Targeted Categories
Senior Resource Association	Day of Hope	Feb	32960	50	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction
Senior Resource Association	Caregiver Conference	Feb	32960	50	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction
Senior Resource Association	Vista Royale Health Expo	Mar	32962	400	Older individuals residing in rural areas
Senior Resource Association	Senior Expo	Mar	32967	500	ALL Targeted Categories

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Senior Resource Association	Community Resource Fair at United Against Poverty	Mar	32960	200	Low-income older individuals
Senior Resource Association	VNA Health & Wellness Forum	Mar	32960	50	ALL Targeted Categories
Senior Resource Association	Senior Gems, Caregiver Conference	Apr	32962	200	Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction
Senior Resource Association	Minority Expo	Apr	32967	100	Low-Income Minorities
Senior Resource Association	VNA Health Fair	Apr	32960	100	ALL Targeted Categories
Senior Resource Association	Emergency Operations Center- IRC In Service	May	32967	75	ALL Targeted Categories
Senior Resource Association	Hurricane Expo	Jun	32967	4,000	ALL Targeted Categories
Senior Resource Association	Library Outreach	bi-annually	Indian River County	200	Low Income older individuals
Senior Resource Association	TCCH Community Health Fair	TBD	32960	200	Low-income older individuals
Senior Resource Association	St. Francis Manor Health and Wellness Fair	TBD	32960	50	Low-income older individuals
Okeechobee Senior Services	Health and Safety Expo	Jan 25	Agri Civic Center, Okeechobee FL 34974	Total Attendance: estimation 400-500; OSS Contacts: We will speak individually with approximately 50-100 who may qualify for services.	Congregate Dining, Home Delivered Meals, in-home services eligible clients.
Okeechobee Senior Services	Okeechobee County Library	Feb	206 SW 16th Street, Okeechobee FL 34974	~ 20-25 Will have several staff members available to meet with seniors one-on-one to discuss our services and provide resources to them.	Congregate Dining, Home Delivered Meals, in-home services eligible clients.

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Elder Rights	Educational Outreach (Presentation)	Jan	Area Agency on Aging Foster Grandparent Program- 4400 N Congress Ave, West Palm Beach, FL 33407	15	Low Income
Elder Rights	PSA	Jan	Website Posting- Elder Abuse	30	Website Visitors/Facebook
Elder Rights	Professional Training	Jan	United Health Care	100	Health Care Professionals
Elder Rights	Educational Outreach (Presentation)	Feb	Mandel Public Library- 411 Clematis St, West Palm Beach, FL 33401	10	General Public
Elder Rights	Educational Outreach (Presentation)	Feb	Area Agency on Aging FGP – 4400 N. Congress Avenue, West Palm Beach, FL 33407	10	Low Income/Seniors/Volunteers
Elder Rights	PSA	Feb	Website Posting- Romance Scams	30	Website Visitors/Facebook
Elder Rights	Professional Training	Feb	Florida Atlantic University Memory Disorder Clinic	5	Health Care Professionals
Elder Rights	Educational Outreach (Presentation)	Mar	Okeechobee Senior Services- 1690 NW 9th Ave, Okeechobee, FL 34972	10	Low Income
Elder Rights	PSA	Mar	Website Posting - SLAM THE SCAM Day	30	Website Visitors/Facebook
Elder Rights	Professional Training	Apr	Area Agency on Aging SHINE Volunteers	10	Seniors/Volunteers
Elder Rights	PSA	Jun	Website Posting- World Elder Abuse Awareness Day	20	Website Visitors/Facebook
Elder Rights	Educational Outreach (Event)	Jun	Area Agency on Aging - 4400 N. Congress Avenue, West Palm Beach, FL 33407 (WEAAD EVENT)	30	General Public
Elder Rights	Professional Training	Jul	United Health Care	50	Health Care Professionals
Elder Rights	PSA	Aug	Website Posting- Social Security Anniversary	20	Website Visitors/Facebook
Elder Rights	Educational Outreach (Brochure Drop Off)	Aug	CILO- 4400 N. Congress Avenue, West Palm Beach, FL 33407	50	Disabled Adults
Elder Rights	Educational Outreach (Brochure Drop Off)	Aug	ACC- 800 Northpoint Parkway Suite 101B, West Palm Beach, FL 33401	50	Caregivers

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Elder Rights	Educational Outreach (Presentation)	Sep	Palm Beach County Division of Senior Services/ West County Senior Services 2916 St. Road 15, Belle Glade, FL 33430	10	Low Income
Elder Rights	Educational Outreach (Event)	Sep	National Senior Center Month/North County Senior Center 5217 Northlake Blvd, Palm Beach Gardens, FL 33418	50	Low Income
Elder Rights	Educational Outreach (Presentation)	Oct	Mandel Public Library- 411 Clematis St, West Palm Beach, FL 33401	10	General Public
Elder Rights	Educational Outreach (Presentation)	Oct	PBC Library – Lantana Branch; 4020 Lantana Road, Lake Worth Beach, FL 33462	10	General Public
Elder Rights	Educational Outreach (Presentation)	Nov	Senior Resource Association, St. Francis Manor, 1750 20 th Avenue, Vero Beach, FL 32960	10	Low Income
Elder Rights	Educational Outreach (Presentation)	Nov	Senior Resource Association, By the River 1106 Ganga Way, Sebastian, Florida 32958	10	Low Income
Elder Rights	Professional Training	Nov	United Health Care	100	Health Care Professionals
Elder Rights	Professional Training	Nov	CILO- 4400 N. Congress Avenue, West Palm Beach, FL 33407	15	Health Care Professionals
Elder Rights	Educational Outreach (Presentation)	Dec	Kane Center, 15675 SW Osceola St, Indiantown, FL 34956	10	Low Income
Elder Rights	Educational Outreach (Presentation)	Dec	Okeechobee Senior Services, 1690 NW 9 th Avenue, Okeechobee, FL 34972	10	Low Income
Elder Rights	PSA	Dec	Website Posting- Holiday Scams	20	Website Visitors/Facebook
Legal Aid Society	Fearless Caregiver Conference	TBD	TBD	15-50	caregivers
Legal Aid Society	Lindsey Davis Center	TBD	TBD	15-50	60 and up low income
Legal Aid Society	National Night Out Delray Beach	TBD	TBD	15-50	caregivers

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Legal Aid Society	Foundcare's Back-to-School Health Fair	TBD	TBD	15-50	caregivers
Legal Aid Society	Glades P.A.T.C.H (Planned Approach to Community Health)	TBD	TBD	15-50	rural
Legal Aid Society	Feeding Hope Village Food Distribution	TBD	TBD	15-50	60 and up low income, non-English speaking
Legal Aid Society	Landlord/Tenant Events	TBD	TBD	15-50	caregivers
Legal Aid Society	Mid-County Senior Center	TBD	TBD	15-50	60 and up low income
Legal Aid Society	INTER-AGENCY NETWORK OF PALM BEACH COUNTY	TBD	TBD	15-50	caregivers
Legal Aid Society	Partnership for Aging	TBD	TBD	15-50	caregivers
Legal Aid Society	Soldier Standdown, Unit Readiness Event	TBD	TBD	15-50	caregivers/rural
Legal Aid Society	Fair Housing Presentation at the Young at Heart Senior Center	TBD	TBD	15-50	60 and up low income
Legal Aid Society	North County Senior Center	TBD	TBD	15-50	60 and up low income
Legal Aid Society	West County Senior Center	TBD	TBD	15-50	60 and up low income
Legal Aid Society	Villa Madonna	TBD	TBD	15-50	60 and up low income
Legal Aid Society	St. Matthews Episcopal Church	TBD	TBD	15-50	60 and up low income
Legal Aid Society	American Heart Association Health Fair	TBD	TBD	15-50	60 and up low income
Legal Aid Society	Ardie R. Copas State VA Nursing Home	TBD	TBD	15-50	60 and up low income/caregivers
Legal Aid Society	Indian River State College	TBD	TBD	15-50	60 and up low income/caregivers
Legal Aid Society	Dementia Task Force	TBD	TBD	15-50	caregivers
Legal Aid Society	Speckled Perch Festival	TBD	TBD	15-50	rural

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Legal Aid Society	Compass Pride Festival	TBD	TBD	15-50	60 and up low income
Legal Aid Society	Delray Pride Festival	TBD	TBD	15-50	60 and up low income
Legal Aid Society	Night Runners Health Festival	TBD	TBD	15-50	60 and up low income
MorseLife Care Management and Counseling	Health Fair	Jan	Stuart 34997	80	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Health Fair	Feb	Stuart 34996	90	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Caregiver Event	Mar 7	Kane Center 34997	100	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Presentation	Apr	Jensen Beach 34957	30	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Parkinson Event	Apr	Kane Center 34997	100	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Caregiver Event	May	PSL 34986	75	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Presentation	Jun	PSL 34986	40	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Health Fair	Sep	Stuart 34996	85	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Health Fair	Sep	Ft. Pierce 34946	70	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Caregiver Event	Oct	PSL 34952	80	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Health Fair	Oct	PSL 34986	100	CG, dementia CG, low income, greatest need, CG disabled

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
MorseLife Care Management and Counseling	Health Fair	Nov	Ft. Pierce 34954	80	CG, dementia CG, low income, greatest need, CG disabled
MorseLife Care Management and Counseling	Caregiver Event	Dec	Kane Center 34997	75	CG, dementia CG, low income, greatest need, CG disabled
Healthy Aging	Speaking Event -Agency Overview and Fall Prevention	Jan	Okeechobee Sr. Center 34972	20	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event – Agency Overview and Diabetes and You	Jan	Century Village - 33417	10	Older individuals with greatest social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Jan	West Boca Library-33498	20	Older individuals with greatest social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Mar	St. Helen's Catholic Church- Vero Beach - 32960	15	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Mar	High Point West-Boynton Beach -33435	25	Older individuals with greatest social need
Healthy Aging	Speaking Event- Agency Overview and Caregiver Support	Apr	Woman's Newcomer Club PSL - 34986	60	Caregivers
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Apr	Lucerne Point West – Lake Worth - 33467	20	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Apr	Pompey Park Senior Ctr.- Delray -33444	60	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	May	Mangonia Park-33407	15	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Jun	Mid County Senior Center- 33461	40	Older individuals with greatest economic and social need

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Jul	West County Sr. Center – Belle Glade -33439	20	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Caregiver Support	Aug	Woman's CCW Fall Meeting -Sabastian -32858	60	Caregivers
Healthy Aging	Fall Prevention Education Event with Fire Rescue	Sep	Gaines Park Community Ctr.- 33401	30	Older individuals with greatest economic and social need
Healthy Aging	Fall Prevention Education Event with Fire Rescue	Sep	Royal Palm Beach Rec. Center - 33411	75	Older individuals with greatest economic and social need
Healthy Aging	Fall Prevention Education Event with Fire Rescue	Sep	Volen Center – Boca Raton -33445	100	Older individuals with greatest economic and social need
Healthy Aging	Fall Prevention Education Event with Fire Rescue	Sep	North County Senior Center-Palm Beach Gardens -33418	40	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Oct	Healthier Boynton Beach- 33435	15	Older individuals with greatest economic and social need and Caregivers
Healthy Aging	Fall Prevention Education Event with Fire Rescue	Oct	Pehokee-33476	100	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Fall Prevention	Nov	Blake Library – Stuart - 34996	150	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Caregiver Support	Nov	St. Claires Church – North Palm Beach - 33408	30	Caregivers
Healthy Aging	Speaking Event- Agency Overview and Caregiver Support	Dec	St. Johns of the Cross- Vero Beach -32966	25	Older individuals with greatest economic and social need
Healthy Aging	Speaking Event- Agency Overview and Caregiver Support	Dec	Temple Beth Am-Jupiter - 33458	30	Caregivers
Council on Aging Martin County	Indiantown Meal Site Presentation	Jan	34956	25	all audiences

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Council on Aging Martin County	East Stuart Meal Site Presentation	Feb	34994	15	all audiences
Council on Aging Martin County	Log Cabin Meal Site Presentation	Mar	34957, 34958	20	all audiences
Council on Aging Martin County	St Joseph's Church Presentation	Apr	34957, 34958	15	all audiences
Council on Aging Martin County	Villa Assumpta Presentation	May	34957	20	all audiences
Council on Aging Martin County	St. Christopher's of Hobe Sound Presentation	Jun	33455, 33475	50	all audiences
Council on Aging Martin County	Indiantown InterAgency Coalition Presentation	Jul	34956	30	all audiences
Council on Aging Martin County	Martin County Interagency Annual Fair	Sep	34953	60	all audiences
Council on Aging Martin County	Poinsettia Power Event	Dec	34953	250	all audiences
The Volen Center	Health Fair	1st Qtr.	Delray Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Health Fair	2nd Qtr.	Boynton Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Health Fair	3rd Qtr.	Boca Raton	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
					proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Health Fair	4th Qtr.	Delray Beach	75	Older individuals with greatest economic need, Older individuals with greatest social need, Older individuals with limited English proficiency, Older individuals at risk for institutional placement, Caregivers who are older individuals with greatest social need
The Volen Center	Training / Outreach	1st Qtr.	Delray Beach, Boynton Beach & Boca Raton	100	All groups
The Volen Center	Training / Outreach	2nd Qtr.	Delray Beach, Boynton Beach & Boca Raton	100	All groups
The Volen Center	Training / Outreach	3rd Qtr.	Delray Beach, Boynton Beach & Boca Raton	100	All groups
The Volen Center	Training / Outreach	4th Qtr.	Delray Beach, Boynton Beach & Boca Raton	100	All groups
The Volen Center	Tours / Education on Programs	1st Qtr.	Delray Beach, Boynton Beach & Boca Raton	25	All groups
The Volen Center	Tours / Education on Programs	2nd Qtr.	Delray Beach, Boynton Beach & Boca Raton	25	All groups
The Volen Center	Tours / Education on Programs	3rd Qtr.	Delray Beach, Boynton Beach & Boca Raton	25	All groups
The Volen Center	Tours / Education on Programs	4th Qtr.	Delray Beach, Boynton Beach & Boca Raton	25	All groups
Helpline	Healthcare District of Palm Beach County	TBD	1515 Flagler Drive West Palm Beach, FL 33401	25	Social Service Staff
Helpline	C.L. Brumback- FQHC	TBD	1515 Flagler Drive West Palm Beach, FL 33401	30	Social Service Staff
Helpline	FoundCare - FQHC	TBD	2330 S Congress, Lake Worth, FL 33462	30	Social Service Staff
Helpline	Fearless Caregiver Conference	TBD	TBD	125	Social Service Staff

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Helpline	Pride Tribe LGBT Resource Fair - Compass Community Center	Feb	Lake Worth 33460	50	Older individuals with greatest social need
Helpline	Caregiver Workshop	TBD	900 SE Salerno Road, Stuart, FL	100	Caregivers
Helpline	Alzheimer's Community Care Education Conference	TBD	West Palm Beach 33407	250	Professionals and caregivers of older individuals with Alzheimer's or other dementias
Helpline	AAA PB TC Helpline Interagency	Feb	Virtual	9	Social Service Staff
Helpline	AAA PB TC Helpline Interagency	Apr	Virtual	9	Social Service Staff
Helpline	AAA PB TC Helpline Interagency	Jun	Virtual	9	Social Service Staff
Helpline	AAA PB TC Helpline Interagency	Aug	Virtual	9	Social Service Staff
Helpline	AAA PB TC Helpline Interagency	Oct	Virtual	9	Social Service Staff
Helpline	AAA PB TC Helpline Interagency	Dec	Virtual	9	Social Service Staff
Helpline	Annual Caregiver Summit 2024 - Panel	TBD	Virtual - 7305 N Miliary Trail, West Palm Beach, FL 33410	100	All audiences
Helpline	Treasure Coast Coalition on Aging-Caregiver Symposium	TBD	3710 SE Jennings Road, Port St. Lucie, FL 34952	60	All audiences
Helpline	Madison Vines, a Senior Community	Feb	955 Tumblin Kling Rd, Fort Pierce, FL 34982	25	Seniors
Helpline	Madison Vines, a Senior Community	Aug	955 Tumblin Kling Rd, Fort Pierce, FL 34982	25	Seniors
Helpline	VA- Coffee Social Hour	TBD	8440 S Military Trail, Boynton Beach, FL 33436	25	All audiences
Helpline	VA- Coffee Social Hour	TBD	500 NW California Blvd, Port Saint Lucie, FL 34986	25	All audiences
Helpline	VA- Coffee Social Hour	TBD	Okeechobee, FL	25	All audiences

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Helpline	VA- Coffee Social Hour	TBD	728 Lake Worth Rd., Lake Worth, FL 33461	25	All audiences
Helpline	VA- Coffee Social Hour (LGBTQ and Allies Social)	TBD	183 Ponce de Leon Circle Vero Beach 32960 (25	All audiences
Helpline	Fearless Caregiver Conference	TBD	TBD	125	Caregivers
Helpline	Council of Social Agencies of St. Lucie County	Jan	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Feb	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Mar	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Apr	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	May	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Jun	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Jul	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Aug	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Sept	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Oct	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Nov	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	Council of Social Agencies of St. Lucie County	Dec	Virtual / 5150 NW Milner Drive, Port St. Lucie, FL 34983	60	Social Services Staff
Helpline	211 Palm Beach Treasure Coast, Elder Crisis Outreach (ECO)	TBD	Virtual- 415 Gator Drive, Lantana, FL 33460	5	All audiences

2025 PLANNED OUTREACH/EDUCATION ACTIVITIES

Department or Provider	Type of Event or Activity	Date	Location (Including Zip Code)	Total # of anticipated participants	Which of the OAA targeted audiences will you be attempting to reach
Helpline	Hunger Relief Senior Workgroup	TBD	Virtual	30	Social Services Staff
Helpline	211 Palm Beach Treasure Coast-Interagency	TBD	531 N. Military Trail, West Palm Beach, FL 33415	80	All audiences
Helpline	Annual Caregiver Celebration at the Kane Center	TBD	Kane Center 34997	75	Seniors and caregivers
Helpline	RAH- Kings Point Community	TBD	7000 W. Atlantic Avenue, Delray Beach, FL 33446	50	All audiences
Helpline	Madison Vines, a Senior Community	TBD	955 Tumblin Kling Rd, Fort Pierce, FL 34982	25	Seniors
Helpline	Friends of El Sol	TBD	TBD	20	Seniors, Caregivers
Helpline	Farmworker Coordinating Council of PBC	TBD	TBD	25	Seniors, Caregivers
Helpline	Senior Expo	Mar	TBD	600	All audiences
Helpline	Stuart-Jensen Elks Lodge	TBD	1001 S Kanner Highway, Stuart, FL34994	100	Seniors, caregivers
Helpline	Palm Beach Pride	Mar	Bryant Park, 201 North Dixie Highway, Lake Worth Beach, FL 33460	600	All audiences
Helpline	Rainbow Okeechobee	Mar	TBD	500	All audiences

Plans to address all targeting categories over the next three years for both our staff and providers are outlined below.

PSA 9
1. Describe strategies to address the unique and particular needs at the county and community levels (e.g., transportation for individuals in rural and/or isolated areas, and access to SNAP and other food assistance for low-income individuals).

Response: Healthy Aging has implemented a lending library of tablets to distribute to seniors so they can have access to evidence-based workshops that address health. These programs can engage seniors from 6 – 14 weeks in programs as well as keeping them connected to others to help prevent social isolation. Healthy Aging utilizes 12 tablets in the lending library program. Healthy Aging has been able to keep seniors engaged on an average of 2 consecutive workshops of different topics.

There is a need for additional education to prevent Elder Abuse and Exploitation (Both abuse related and criminal related). The Elder Rights Department strategies to address this are to partner with agencies, organizations or venues to provide community outreach presentations. The Elder Rights Department met with AARP's Associate State Director of Advocacy, AARP FL regarding their virtual Florida Fraud Resource Center and how AARP can be of assistance to our Agency. AARP is looking to create additional outreach materials and trainings to assist with the education and prevention of Elder Abuse and Exploitation.

The greatest needs at this time are for housing and food. The Helpline Director serves on United Way of Palm Beach County's Board of the Emergency Food and Shelter Program. The Helpline will address the needs for food and housing in all areas of our PSA by retaining the most up-to-date resources to offer assistance to low-income individuals with increased housing needs such as rent and utility assistance, as well as those in need of food resources such as SNAP, HDM, farmer's markets, and food pantries. The Helpline plans to assist those in rural areas who face not having nearby access to purchase healthy food options. The Helpline will collaborate with other community partners to share resources and obtain referrals.

Senior Resource Association actively participates in the Senior Collaborative of Indian River County, Livable Indian River, and other action-oriented initiatives that address issues facing seniors and other residents, such as affordable housing.

With the ability to deliver in-home counseling services, with no charge or insurance claim, the MorseLife Care Management and Counseling staff eliminates both physical and financial boundaries for older citizens seeking caregiver or mental health counseling. Caregivers do not have to secure respite for their loved ones and no transportation is required. Clients also appreciate not having to request a referral through their doctor or insurance. In addition, the privacy, intimacy and confidentiality that can be assured within one's home, tends to give clients a peace of mind which makes therapy more effective.

Legal Aid Society of Palm Beach County Elder Law Project engages in outreach activities to the elder population of Palm Beach County with an emphasis on ensuring outreach to minority, rural, and/or low-income senior populations. Legal Aid Society's outreach efforts include, at a minimum, yearly seminars and intake at senior centers across Palm Beach County. Seminars and intake will occur upon request at the various public and private residential senior communities in Palm Beach County. Elder Law Project staff participate in Fearless Caregiver Conferences. There is a monthly legal clinic at the Veterans Administration Medical Center in West Palm Beach as well as a Veterans' Legal Services Clinic at Indian River State College in Port St. Lucie. The minority and/or low-income elder populations that Legal Aid will target in its outreach endeavors include the African-American communities in West Palm Beach, Pleasant City/Mangonia Park, Riviera Beach, Lake Park, Delray Beach, Boynton Beach, Belle Glade, Pahokee and South Bay; the Hispanic communities in Lake Worth, Boynton Beach, Delray Beach, Belle Glade, Pahokee and West Jupiter and the Haitian communities in Boynton Beach, Delray Beach East and the Western communities. These populations have been targeted due to their lack of knowledge of the complexity of the legal system and/or their limited English-speaking ability, they are easy prey for unethical business persons, caretakers and relatives, and there is a high rate of elder exploitation and consumer scams. Legal Aid Society's Elder Law Project's outreach efforts to the above minority and low-income communities will consist of contacting the human services organizations that serve these populations.

Okeechobee Senior Services provides information for MTM transportation when inquiries are made. Case Managers assist with the necessary application, if needed. Information is provided to seniors

seeking to apply for or renew SNAP benefits. An up-to-date list of local food pantries is available upon request and information about Treasure Coast Food Drives is distributed. A local group of volunteers provide weekend/holiday food bags for Home Delivered Meals clients dealing with food insecurities. All items in the food bags are purchased items that are factory sealed. The provider aims to obtain emergency shelf stable food boxes to assist clients in the event of an emergency. A small food cabinet has been established for congregate client to utilize as needed. Shelf stable food items and personal care items are provided by donations.

2. Include specific information on methods for ensuring the provision of outreach and education to each of the populations described below. Specify how these outreach efforts will reach the targeted sub-populations and detail previously employed outreach methods that have proven to be successful in reaching the targeted groups.

Population	
Older individuals residing in rural areas;	<p>Response: Healthy Aging and Elder Rights will continue working on the relationship with the rural area of Indiantown to promote health education and prevent elder abuse and exploitation as well as share information regarding Agency Services. The two departments will work together to develop one or two new sites where education and outreach can be done in this rural community by the end of the Area Plan cycle. Healthy Aging and Elder Rights will be presenting on 8/21/24 at the Big Mound Park in Indiantown, FL 34956</p> <p>Consumer Care and Planning will work to include addressing preventing exploitation of vulnerable populations in the rural county of Okeechobee's Department of Health Community Health Improvement Plan. The strategies will include increasing awareness of assistance available through Elder Rights and other resources available through the Area Agency on Aging.</p> <p>Consumer Care and Planning will keep information on the Agency up-to-date in the Okeechobee Department of Health "MySidewalk" link so that all populations in the rural county are aware of the services available.</p> <p>Palm Beach County Division of Senior and Veteran Services has a Senior Center located in the Glades Area; a case manager and assistant manager will outreach to the population in this rural area of Palm Beach County on an ongoing and year round basis by participating in health fairs and educational events and making visits to low income housing residents.</p> <p>Pahokee and Belle Glade are identified as Rural Areas of Opportunity (RAO), per the office of the Governor, therefore a staff member from MorseLife will be designated to provide outreach and services to this area. The MorseLife team is working in conjunction with PACE through MorseLife Health Systems to provide the outreach and services needed in this area. Staff will go to the Housing Partnership Inc., of Pahokee, Belle Glade Housing Authority, West County Senior Center in Belle Glade and the Pahokee Center.</p> <p>Legal Aid Society's Elder Law Project (ELP) services cover the rural areas of Palm Beach County through outreach at the West</p>

	<p>County Senior Center, as well as the rural areas of the Treasure Coast.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.</p>
<p>Older individuals with greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)</p>	<p>Response: Healthy Aging will continue to provide education and present to the population that United Against Poverty serves in the Treasure Coast. Healthy Aging will expand on the number of presentations in order to promote workshop attendance to have longer interactions with each person in hopes of encouraging a healthy outcome.</p> <p>Healthy Aging will introduce two additional Agency departments (Elder Abuse and SHINE) to the United Against Poverty initiative to expand on the information about resources that the Agency offers to this community.</p> <p>In South Palm Beach County, The Volen Center will provide training on DOEA services to church groups, low income 55 and older communities & senior centers that are in and near low-income pockets of the South Palm Beach County area. Training at these locations will continue in 2024.</p> <p>Palm Beach County Division of Senior and Veteran Services has a Senior Center located in the Lake Worth Beach Area; a case manager and outreach workers in addition to the manager and assistant manager will outreach to the population in this low-income area of Palm Beach County that has a high concentration of non-English speaking seniors. Staff available includes Spanish and Creole speaking and programs in Spanish that accommodate Spanish-speaking seniors.</p> <p>In Indian River County, Senior Resource Association will utilize multiple outlets, such as the Guide to Senior Services and other widely circulated publications, as well as videos posted easy access via the internet, to highlight their menu of services. Additionally, they will produce select printed materials in Spanish.</p> <p>Caregivers tend to self-isolate in their inability to leave their care recipient. MorseLife will partner to offer education and social events that often provide respite. Counselors will then educate caregivers about the availability of in-home counseling services.</p>

The minority and/or low-income elder populations that Legal Aid will target in its outreach endeavors include the African-American communities in West Palm Beach, Pleasant City/Mangonia Park, Riviera Beach, Lake Park, Delray Beach, Boynton Beach, Belle Glade, Pahokee and South Bay; the Hispanic communities in Lake Worth, Boynton Beach, Delray Beach, Belle Glade, Pahokee and West Jupiter and the Haitian communities in Boynton Beach, Delray Beach East and the Western communities. These populations have been targeted due to their lack of knowledge of the complexity of the legal system and/or their limited English-speaking ability, they are easy prey for unethical business persons, caretakers and relatives, and there is a high rate of mortgage foreclosures in these areas. ELP targets outreach to seniors in Riviera Beach, Lake Park, Lake Worth, West Palm Beach and the Glades communities to serve individuals with the greatest social need. Staff also provide outreach to seniors to receive services through the Mae Volen Center, North-County Senior Center, Mid-County Senior Center, West County Senior Center, and the Delray Beach Neighborhood Resource Center. ELP staff are also contacted by local government officials who have older constituents that need legal assistance.

Legal Aid's Elder Law Project's outreach efforts to the above minority and low-income communities will consist of contacting the human services organizations that serve these populations, e.g. Florida Rural Legal Services, the Farmworker Coordinating Council, the Guatemalan-Maya Center, the Palm Beach County Refugee Taskforce and the Latin American Immigrant and Refugee Organization, the West County Senior Center and the Glades Interagency Network and advise them of our availability to provide training and speakers on issues of interest to their elderly clients. In addition, staff will contact the local faith-based organizations that serve these communities, e.g. First Baptist Church, St. John Missionary Baptist Church, Mary Mother of Light Catholic Church, Our Lady of Peace Church, St. Ann Church, St. Juliana's Office of Social Ministry Program, St. Thomas Moore Catholic Church, Tabernacle Missionary Baptist Church, etc., to inform them of the type of assistance the Elder Law Project can provide to their congregants and parishioners and our availability for speaking engagements and seminars.

Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.

<p>Older individuals with greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas)</p>	<p>Response: Healthy Aging will work with the Helpline in identifying clients that could benefit from health education workshops and supply lending library tablets to those unable to drive to a workshop or do not have access to technology. Healthy Aging has started receiving referrals from the Helpline from clients in great social need. Healthy Aging has engaged 6 clients in health education workshops this year from these referrals.</p> <p>Legal Aid Society will provide outreach to individuals with the greatest social need during monthly legal clinics with the Veterans Administration Medical Center, local senior centers, and referrals from agencies that serve the aging population like Elder Crisis Outreach.</p> <p>The postcards created by the Agency in partnership with United Way of Palm Beach County Hunger Relief will assist with promoting the availability of social programs such as congregate meals, adult day care and respite. These cards are printed in both Spanish and Haitian Creole. The Helpline will engage the Hunger Relief Senior Workgroup participants to use these postcards to outreach to minority, lower-income and limited English speaking populations in their service area.</p> <p>As part of Activity 1.C.1.1. in the 2021-2026 Martin County Community Health Improvement Plan, Healthy Aging will disseminate information to Black and Hispanic Martin County residents and community stakeholders on available Chronic Disease Self-Management trainings.</p> <p>Legal Aid's ELP provides outreach to individuals with the greatest social need during monthly legal clinics with the Veterans Administration Medical Center, local senior centers, and referrals from agencies that serve the aging population like Elder Crisis Outreach, the PACE Program, and the Palm Beach County, Department of Senior Services.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.</p>
<p>Older individuals with severe disabilities</p>	<p>Response: Helpline outreach continues to educate the public on the availability of assistance for those with challenges completing their activities of daily living. Internally, Helpline staff does an in-service training with CILO, learning more about this population and ways to better communicate and make referrals for individuals with disabilities.</p>

	<p>Legal Aid’s ELP staff often receive referrals for assistance from the Courthouse, Clerk’s Office, and the VA who are in need of guardianship or guardian advocacy services. Staff conduct presentations for social workers, medical staff, and organizations that serve older individuals with severe disabilities. Staff also provide outreach to the Long-term Care Ombudsman staff and volunteers to ensure that they are aware of our services.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.</p>
<p>Older individuals with limited English proficiency</p>	<p>Response: Healthy Aging will work on expanding their volunteer pool in hopes of engaging volunteers that are bilingual.</p> <p>Elder Rights will coordinate with a Spanish speaker to deliver trainings in Spanish. Elder Rights is currently, only providing written material (i.e.. brochures) in Spanish. They do not have any materials in Creole. Elder Rights is currently working with the DSVS and has utilized a translator provided by DSVS for presentations to their Spanish speaking meal site clients at Mid County and North County Senior Center.</p> <p>Helpline outreach presentations will continue to be represented to the respective community in Spanish and Creole, to better communicate with those who speak limited to no English. As part of its work with the United Way of Palm Beach County Senior Hunger Relief Workgroup, the Helpline collaborated on postcards that are distributed which have one side that is printed in Spanish and the other in Haitian Creole.</p> <p>Palm Beach County Division of Senior and Veteran Services will participate in events located where Hispanic and Creole speaking seniors live; participate in informative programs to disseminate information about services available in Spanish and Creole. The Division participates in events targeted to Hispanic and Creole speaking seniors. Palm Beach County Channel 20 also provides information on the Division’s formal and informal resources, including programs conducted in Creole and Spanish. The Division staff, fluent in Spanish and Creole, participates in those programs.</p> <p>MorseLife recently employed a per diem English-Spanish social worker who will be assigned to do outreach and provision of services to non-English speakers in Palm Beach County and the</p>

	<p>Treasure Coast. Translation services for languages other than Spanish will be available upon request at no additional cost to the client.</p> <p>Legal Aid Society staff will provide education and outreach to staff at Caridad Center, El Sol, Guatemala Mayan Center and the Farmworker Coordinating Council.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.</p>
<p>Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction</p>	<p>Response: Helpline and Communication staff foster partnerships with Alzheimer’s Community Care and Alzheimer’s Association and participation in the Dementia Care and Cure Initiative help in efforts with this population. During Helpline presentations, great effort is made to address families and caregivers dealing with these related conditions, offering options for education, support groups and additional care referred through the ADI program. Many Helpline staff are certified “ALZSTARS”, providing education during calls.</p> <p>Okeechobee Senior Services refers caregivers to the Alzheimer’s Associations.</p>
<p>Older individuals at risk for institutional placement</p>	<p>Response: Caregivers who receive supportive counseling services are very often able to continue caregiving and maintain their loved ones at home. MorseLife counselors will encourage physicians, hospitals, rehabs, home health agencies and lead agencies in Palm Beach and the Treasure Coast to refer for counseling whenever a caregiver is showing signs of burnout.</p> <p>Legal Aid Society staff will participate in events such as monthly legal clinics at the Veterans Administration Medical Center, local senior centers, the Fearless Caregiver conferences, health fairs and community resource events to reach older individuals that are at risk for institutional placement.</p> <p>Healthy Aging and the Helpline will work on the outcome measures for the 2021-2026 St. Lucie County Community Health Improvement Plan to “Promote existing home and community-based care services” and ‘Increase the number of vulnerable adults receiving home and community-based services to avoid nursing home placement.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which</p>

	<p>describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed.</p>
<p>Caregivers</p>	<p>Response: Healthy Aging will work with Ruth Rales in supporting the caregivers by providing Caregiver Workshops. Healthy Aging will also start outreach to other day programs to speak of the success they have had with Ruth Rales to expand the program's reach. The plan is to have a partnership with one new day care center in each county of the PSA by the end of the Area Plan cycle.</p> <p>Healthy Aging has a Powerful Tools for Caregiver workshops planned for Ruth Rales starting 9/23/24.</p> <p>Elder Rights will provide Fraud, Scams and Identity Theft presentations to caregivers. The department is currently only providing presentations during the day which may not be convenient for caregivers. Elder Rights could possibly provide virtual or prerecorded options.</p> <p>Helpline staff recognize the education opportunity at events attended by the public, to communicate with caregivers present, on the importance of feeling supported so they can successfully be able provide the care they need to for their loved ones. At Fearless Caregiver Conferences held throughout the PSA, the Helpline is represented on the expert panel to educate caregiver attendees and the Communications Department staffs a resource table. Information is also provided on the availability of evidence-based caregiver support classes offered through Healthy Aging and OAA counseling services.</p> <p>In South Palm Beach County, The Volen Center performs outreach on the DOEA's programs and services to caregiver support groups, doctor offices, senior programs and partnering with 2-1-1.</p> <p>In Indian River County, Senior Resource Association will provide in-service sessions for local healthcare providers and other for-profit, nonprofit and government service providers for their help to identify and refer seniors and caregivers who may benefit from DOEA's services.</p> <p>Legal Aid Society staff will participate in events such as monthly legal clinics at the Veterans Administration Medical Center, local senior centers, the Fearless Caregiver conferences, health fairs and community resource events to reach caregivers in Palm Beach County.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special</p>

	<p>events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed. Caregivers are linked to support groups, if interested.</p>
<p>Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction</p>	<p>Response: Healthy Aging currently partners with 1 adult day care center serving this population. Healthy Aging will outreach to two additional Alzheimer’s Disease Respite Facilities over the next 3 years to encourage participation of this population in its caregiver workshops.</p> <p>During Helpline outreach, information is presented for caregivers to find educational opportunities to learn more about these disorders. Supportive services are explained in detail so caregivers learn to better take care of themselves by utilizing respite services ,support groups and specialized training.</p> <p>A majority of the caregivers served by MorseLife are caring for a loved one with Alzheimer’s or other neurological disorder. Counselors will provide education and outreach at informational forums and seminars throughout Palm Beach County and the Treasure Coast where caregivers go for support and knowledge.</p> <p>Legal Aid’s ELP staff participate in events such as monthly legal clinics at the Veterans Administration Medical Center, local senior centers, the Fearless Caregiver conferences, health fairs and community resource events to reach caregivers of older individuals with Alzheimer’s disease and related disorders.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed. Caregivers are referred to Alzheimer’s Associations.</p>
<p>Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities</p>	<p>Response: All outreach efforts at MorseLife focus on older individuals, including that caregiving for a child with severe disabilities. MorseLife staff will make local agencies such as Children’s Service Council, Families First, and United Way of Palm Beach County aware of the availability of no-cost counseling for such individuals.</p>

	<p>Legal Aid Society's Elder Law Project staff will participate in events such as schools, back to school events, Gulfstream Goodwill Industries events, and organizations that provide services to individuals with autism, kinship support groups, health fairs and community resource events to reach caregivers who have the greatest economic need.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events and senior services webpages on the county website which describes services available and how to access them. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. Materials are provided in English and Spanish as needed.</p>
<p>Caregivers who are older individuals with greatest social need</p>	<p>Response: Healthy Aging will work with the Helpline to identify individuals that are isolated because of their caregiving responsibilities.</p> <p>Helpline staff recognize the education opportunity at events attended by the public, to communicate with caregivers present on the importance of feeling supported socially and emotionally so they can successfully be able provide the care they need to for their loved ones. Education will define the basics of respite care and adult day services, and how they can assist with caregiver burnout or isolation.</p> <p>Legal Aid Society's ELP staff participate in events such as the Fearless Caregiver conferences, health fairs and community resource events to reach caregivers who have the greatest social need.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed. Caregivers are referred to Alzheimer's Associations.</p>
<p>Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)</p>	<p>Response: Healthy Aging will try to partner with meal sites in promoting Caregiver workshops in Palm Beach and St. Lucie counties over the next 3 years.</p> <p>During presentations, Helpline staff discuss how financial strain can affect caregivers. Emphasis is placed on education of</p>

	<p>available services such as available programs like HCE, which offer a Caregiver stipend, as well as the Benefits Enrollment Center and SHINE which can help save in other areas.</p> <p>Legal Aid Society's ELP staff participate in events such as the Fearless Caregiver conferences, health fairs and community resource events to reach caregivers who have the greatest economic need.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed. Caregivers are referred to Alzheimer's Associations.</p>
<p>Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities</p>	<p>Response: All of MorseLife's outreach efforts will focus on older individuals, including that caregiving for a child with disabilities. Staff will make local agencies such as Children's Services Council and Tykes and Teens aware of the availability of no-cost counseling for such individuals.</p> <p>Legal Aid Society's ELP staff will participate in events such as the Fearless Caregiver conferences, schools and organizations that provide services to individuals with autism, kinship support groups, health fairs and community resource events to reach caregivers who are providing care to individuals with severe disabilities.</p> <p>While promoting Caregiver support in the community, Helpline staff can offer additional resources for older adults caring for children with disabilities, referring to other partner agencies such as CILO and the Children's Network.</p> <p>Okeechobee Senior Services is in a rural area. To reach clients in rural areas, OSS utilizes local radio/newspaper for special events, senior services webpages on the county website which describes services available and how to access them, and Facebook to promote the congregate meal site and daily activities. There are monthly distribution lists for the Calendar of Events and menus for the congregate meal sites. Brochures are provided throughout the county. HOAs are contacted to allow OSS to make a presentation at a meeting. OSS also posts flyers at RV parks and laundry facilities as allowed. This provider encourages use of Sunshine Calls and transportation to the senior center for nutrition support and socialization. Materials are provided in English and Spanish as needed. Caregivers are referred to Alzheimer's Associations.</p>

Unmet Needs and Service Opportunities

Access to Services:

This section defines the significant unmet needs for services and how the AAA will address gaps in service.

Access to Services:

Abuse, Neglect, and Exploitation

Lead Agency Providers served 30 high risk APS referrals in 2022. The Helpline managed 136 medium and low risk APS referrals. The Elder Rights Department trained 263 professionals on Elder Abuse, Neglect, and Exploitation in 2022 and participated in 26 educational outreach events providing presentations and brochures/materials to over 900 people. Strategies in this Area Plan include education and outreach by Elder Rights to continually seek venues to promote awareness of Abuse, Neglect and Exploitation within the older adult communities within our Planning and Service Area.

Counties or communities with limited access to transportation

The information below is taken from the Florida Commission for Transportation Disadvantaged 2021-2022 Annual Performance Report. It compares the number of trips by passenger type.

2021-2022	OLDER ADULTS	CHILDREN AT RISK	PERSONS WITH DISABILITIES	LOW INCOME	OTHER	TOTAL
INDIAN RIVER CO.	10,281	0	50,636	460	0	61,377
MARTIN CO.	14,215	0	31,216	600	268	46,299
PALM BEACH CO.	305,460	0	342,305	172,763	2,758	823,286
OKEECHOBEE CO.	6,953	1	1,566	1,268	377	10,165
ST. LUCIE CO.	89,627	0	62,116	8,726	309	160,778
PSA 9	426,536	1	487,839	183,817	3,712	1,101,905

The following information from the same report reflects trips by purpose.

TRIPS BY PURPOSE

2021-2022	MEDICAL	EMPLOYMENT	EDUCATION/TRAINING	NUTRITIONAL	LIFE-SUSTAINING/ OTHER	TOTAL
INDIAN RIVER CO.	25,005	5,312	18,731	0	12,329	61,377
MARTIN CO.	7,229	1,980	30,812	112	6,166	46,299
PALM BEACH CO.	99,467	332,902	237,534	33,378	120,005	823,286
OKEECHOBEE CO.	5,948	582	97	3,275	263	10,165
ST. LUCIE CO.	76,716	11,617	31,285	1,671	39,489	160,778
PSA 9	214,365	352,393	318,459	38,436	178,252	1,101,905

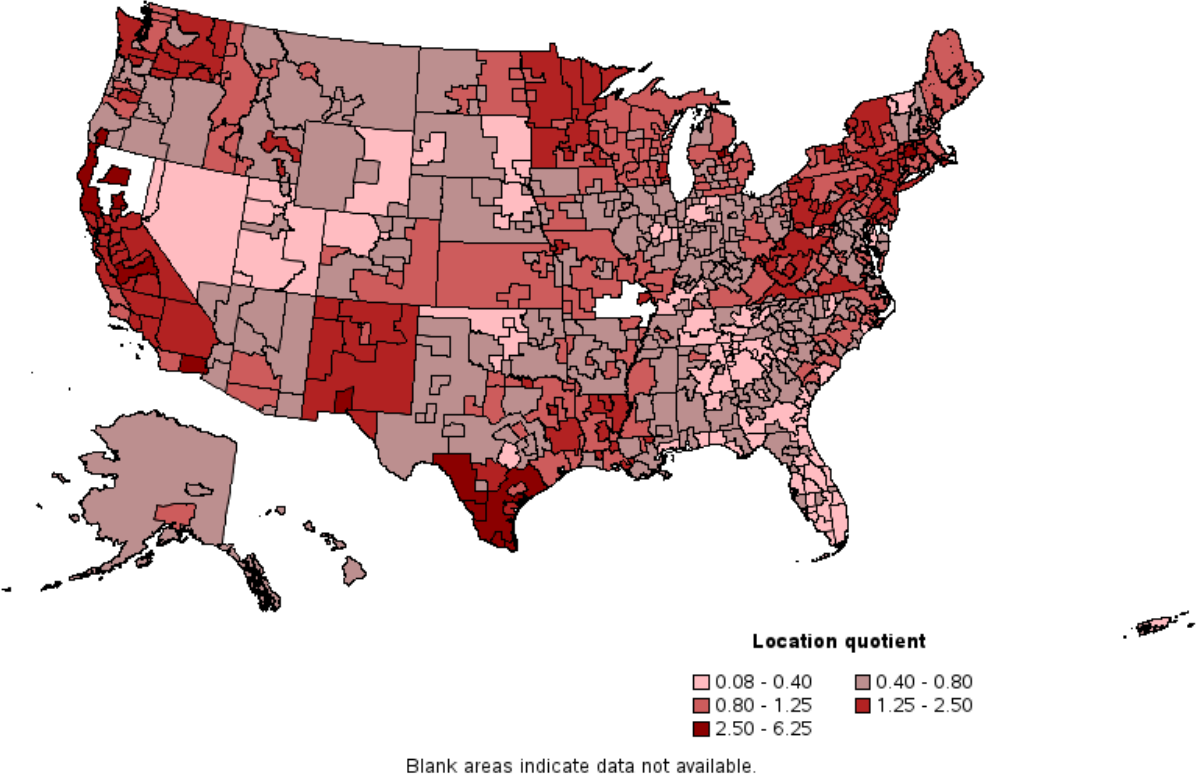
The number of transportation trips in Okeechobee is significantly low. Consumer Care and Planning staff participate on the Okeechobee County Department of Health Community Health Improvement Plan Implementation Committee which is developing objectives to increase ridership in Okeechobee County. The Agency's Consumer Care and Planning department participates on local transportation boards in all counties of the Planning and Service Area to advocate for the needs of seniors and suggest solutions. Contracted providers offer transportation services under OAA funding.

Counties or communities with limited access to significant supportive services

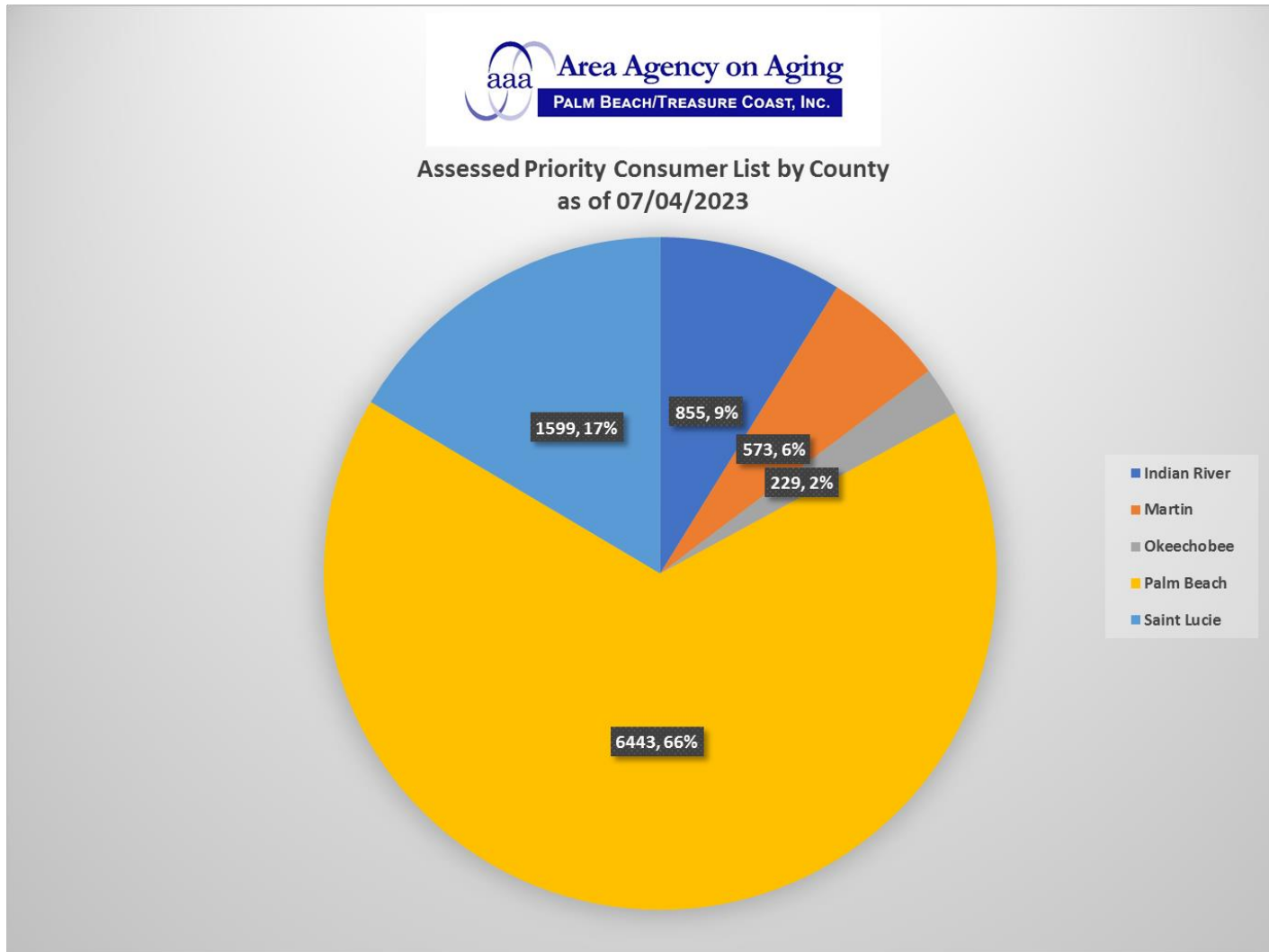
In Okeechobee County there is no Adult Day Care Center. Okeechobee only has one Assisted Living Facility.

The location quotient below from the Bureau of Labor Statistics for Home Health Aids and Personal Care Aids shows the lowest concentrations of these services for all of our counties. This significantly impacts seniors' ability to obtain the care they need and opportunities for respite for caregivers.

Location quotient of home health and personal care aides, by area, May 2022



The number of clients waiting for services in PSA 9 is 9,699 as of July 2023. A breakdown by county is shown on the chart below.



Counties or communities with limited availability of and/or access to legal assistance

Legal Aid Society of Palm Beach County provides legal assistance throughout the PSA and has staff available to travel to clients’ homes. They operate programs beyond those that our agency funds.

Counties or communities with limited access to social services agencies

Both 211 and our Helpline provide information and referral services throughout our Planning and Service Area. The Palm Beach County Partnership for Aging is a not-for-profit local organization which focuses its energies on enhancing the life of older persons, their families and their communities through advocacy, information sharing and education. The Inter-Agency Network of Palm Beach County is one of Palm Beach County's oldest "community-wide" networking groups. At monthly meetings, participants

learn about important resources and events. The Agency staff and Advisory Council members participate in all of these organizations.

Analysis of service implications of identified unmet access needs

PSA 9's area plan includes strategies to ensure that all departments that do outreach mention the full array of services that are available to seniors, caregivers, and persons with disabilities. Staff has worked diligently to get senior and caregiver needs such as insurance, long term care services and healthy living programs into the local departments of health community improvement plans as well as Age Friendly and Dementia Care and Cure Initiatives.

Caregiver:

Number of elder caregivers, including number of grandparents raising grandchildren

According to the Department of Elder Affairs 2022 County Profiles, there are currently 90,495 persons 60+ with at least one type of disability and 79,693 probable Alzheimer's cases among those 65+ in PSA 9. Among the disabilities there are 41,195 persons 60+ in PSA 9 with a self-care disability and 74,835 with an independent living disability. Though not all have caregivers, there certainly is an opportunity to reach out to those with caregivers to offer support. There are 6,935 grandparents raising grandchildren in PSA 9.

Analysis of service implications of identified caregiver unmet needs

Counseling services are available under the Older Americans Act both for clients and caregivers. Our legal service providers serve all caregiver populations. The Agency provides evidenced-based Powerful Tools for Caregivers workshops and has started Caregiver Follow-up service under the American Rescue Plan funding. Staff participates on the Palm Health Foundation's Healthier Boynton Beach Initiative which serves caregivers in low-income neighborhoods.

Communities:

Limited Access to Senior Centers

All of the Senior Centers in PSA 9 have transportation available to access the senior center. Our contracted providers have added computer training to the activities available at senior centers. Others have included intergenerational programs, and still others have included clinics with medical services and or mental health services available onsite.

Housing and Safety Needs

The chart below from DOEA’s 2022 County Profiles shows Households with a High Cost Burden. Households with a high cost burden have occupants age 65+ paying more than 30% of income for housing costs and having an income below 50% of the area median income.

HOUSEHOLDS WITH HIGH COST BURDEN – 65+					
	Indian River County	Martin County	Okeechobee County	Palm Beach County	St. Lucie County
Owner-Occupied Households	5,642	5,907	1,262	52,366	13,411
Percent of Owners with High Cost Burden	22%	19%	11%	23%	15%
Renter-Occupied Households	2,562	2,300	494	30,683	5,750
Percent of Renters with High Cost Burden	43%	27%	34%	30%	25%

The Area Plan strategies reflect the Helpline’s participation on the Treasure Coast Homeless Services Council Older Adult Subcommittee and Palm Beach County’s Homeless and Housing Association General Membership. Addressing affordable housing and senior homelessness is part of the Livable Indian River County strategic plan and the Okeechobee County Community Health Improvement Plan. Agency Consumer Care and Planning staff participate in both of these initiatives.

Employment

The percentage of the 65+ population employed and unemployed in each of the counties in our PSA is reflected below.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ employed	24%	27%	22%	31%	26%
% of persons 65+ unemployed	1%	1%	1%	1%	2%

Health Care:

Preventative health

FALLS FOR THE 65+ POPULATION IN PLANNING AND SERVICE AREA 9

The following data is from the Department of Health State of Florida, Bureau of Community Health Assessment, Division of Public Health Statistics and Performance Management

Martin County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	5	14	26	45
Non-Fatal Injury Hospitalizations by Fall	131	238	301	670
Non-Fatal Injury Emergency Department Visits by Fall	693	886	963	2,542
Palm Beach County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	24	86	205	315
Non-Fatal Injury Hospitalizations by Fall	1,031	1,856	2,360	5,247
Non-Fatal Injury Emergency Department Visits by Fall	4,501	6,233	6,225	16,959
Indian River County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	4	19	31	54
Non-Fatal Injury Hospitalizations by Fall	177	223	240	640
Non-Fatal Injury Emergency Department Visits by Fall	903	1,120	1,090	3,113
Okeechobee County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	1	2	2	5
Non-Fatal Injury Hospitalizations by Fall	66	56	40	162
Non-Fatal Injury Emergency Department Visits by Fall	218	205	111	534
St. Lucie County, Florida 2021				
	65-74	75-84	85+	Total 65+
Total Fatal Injuries by Fall	12	16	19	47
Non-Fatal Injury Hospitalizations by Fall	338	413	382	1,133
Non-Fatal Injury Emergency Department Visits by Fall	1,402	1,309	965	3,676

Source: Department of Health State of Florida, Bureau of Community Health Assessment, Division of Public Health Statistics and Performance Management

The chart below reflects the percentage of persons 65+ with diabetes in each of our counties who ever had Diabetes Self-Management Education.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of 65+ with diabetes who ever had Diabetes Self-Management Education	52.1%	71.5%	37.0%	73.5%	48.9%

Medical care needs

The chart below reflects information from the 2022 Florida County Profiles regarding the number of Medically Underserved in the 60+ population among each of the counties in our PSA.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
# of 60+ Medically Underserved	4,479	*	1,479	69,145	18,816

*Further research is being conducted on the medically underserved in Martin County.

Ancillary health care needs

The chart below reflects information from Florida Charts regarding the percentage of persons 65+ in each of the counties in our PSA who have been told they have a depressive disorder.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ who have been told they have a depressive disorder	15.4%	17.4%	16.1%	12.6%	13.6%

The chart below reflects information from Florida Charts regarding the percentage of adults 65+ in each of the counties in our PSA who have been told that they have some form of Arthritis, Rheumatoid Arthritis, Gout, Lupus or Fibromyalgia.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
% of persons 65+ who have been told they have some form of Arthritis, Rheumatoid Arthritis, Gout, Lupus or Fibromyalgia	48.0%	51.8%	49.4%	49.9%	46.0%

The chart below reflects information from the 2022 Florida County Profiles regarding the number of Probable Alzheimer’s Cases for those 65+ in each of the counties in our PSA.

County	Indian River	Martin	Okeechobee	Palm Beach	St. Lucie
Number of Probable Alzheimer’s Cases for those 65+	7,120	7,392	1,043	52,569	6,608

Availability of medical/health care, including mental health counseling

The number of providers of health care is included in the Description of Services System above.

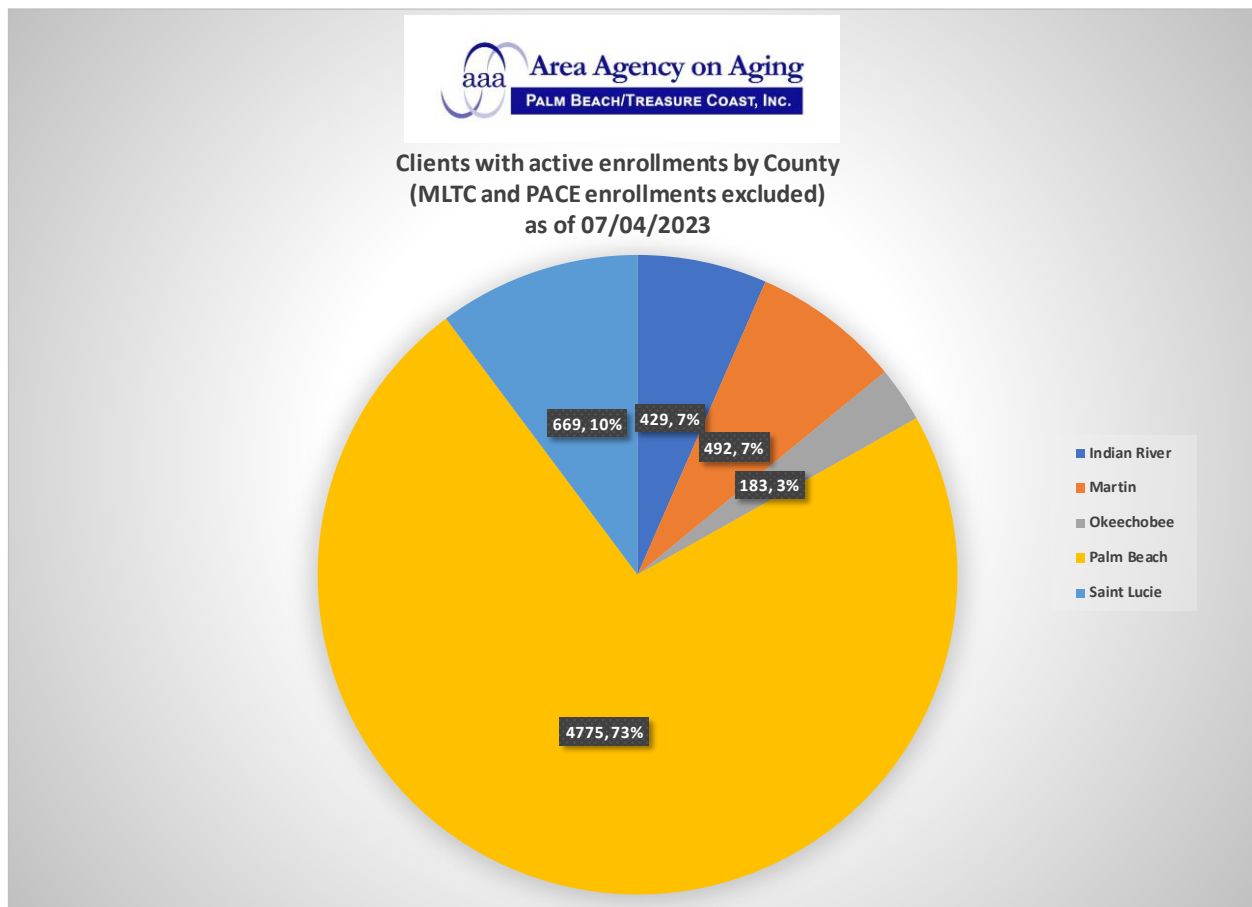
Analysis of service implications of identified unmet health care needs

The data on falls, diabetes self-management education, and arthritis, reflect a continued need for OAA IIID programs for fall prevention and chronic disease self-management. The strategies in the Area Plan reflect efforts to expand these services.

Our OAA providers deliver Mental Health Counseling/Screening and Gerontological Counseling to help address the needs of those with depressive disorders. Education/Training and Powerful Tools for Caregivers is offered to support caregivers' dealing with the stress of caring for loved ones.

Home and Community-Based Services (HCBS):

The number of clients active in Home and Community-Based Services in PSA 9 is 6,548 as of July 2023. A breakdown by county is shown on the chart below.



Emergency Preparedness

Coordination:

Key points of contact are the local Emergency Operation Centers. Each local Emergency Operation Center reports into a coordinated Florida Statewide system. Close coordination at the EOC level avoids duplication and fragmentation of the recovery. At the state level, the CEO and the Emergency Coordinating Officer participate in all calls coordinated by the Department of Elder Affairs.

The Emergency Coordinating Officer annually reviews the Agency's CEMP and COOP. Consumer Care and Planning reviews those of the Agency's providers. Before, during and after an emergency, the communication with Aging Network providers is in place to assess unmet needs, offer technical assistance and gather and maintain current information regarding the status of services, including closings and re-openings. The Emergency Coordinating Officer takes the lead in communications and consolidating needs across the service area.

The Agency's Emergency Coordinating Officer participates in the Palm Beach County Long-Term Recovery Coalition which includes representation from emergency partners such as United Way, Legal Aid Society, Florida Health, Alzheimer's Community Care, the Alzheimer's Association, the Red Cross, Feeding South Florida, The Lord's Place Cross Ministries and others. The Helpline Director serves on the Board of the United Way Emergency Food and Shelter Program which awards applications to local organizations that help in an emergency.

Contact:

In the event of a disaster, the Emergency Coordinating Officer will coordinate with personnel at each of the five county's Emergency Management Departments. Current contacts are: David Johnson, Director of Emergency Services, Indian River County; Ben Johnson, Director of Emergency Management, Martin County; Tod Hardacre, Director of Emergency Management, Okeechobee County; Mary Blakeney, Director of Public Safety Palm Beach County, Ron Guerrero, Director of Public Safety, St. Lucie County.

The Aging Network providers are key in both preparation and recovery. The emergency personnel with our lead agencies (The Volen Center, The Kane Center, Council on Aging of Martin County, Palm Beach County Division of Senior and Veteran Services, Okeechobee Senior Services, Council on Aging of St. Lucie and other contracted providers in our service area) have established primary and secondary emergency contacts. A database of current contact information is maintained by the Agency's Emergency Coordinating Officer which includes phone numbers and email addresses. Email blasts are used as the primary means of communication.

AAA Emergency Coordinating Officer:

Trish Ernst, Emergency Coordinating Officer

Holly Vath, CFO, Alternate Emergency Coordinating Officer

Continuity of Operations and Critical Services:

Helpline associates are all equipped to work remotely with access to all systems. In the event of an emergency situation which would eliminate the remote option, the Agency has an MOU in place with PSA 8. If PSA 8 were affected by the emergency, appropriate coverage would be coordinated through F4A. Post disaster the goal is to resume local Helpline support as quickly as possible.

Information Systems are critical to the Agency's business continuity. All essential infrastructure such as application servers, file servers and the phone system are housed in a secure data center in Broward County. The facility is category 5 hurricane certified. Only authorized personnel are allowed into the facility. Each visitor must have a valid driver's license and be listed as authorized by the Agency IT administrator. Every associate is equipped to work remotely with access to all systems and telephones.

The Fiscal Department's operation is critical to the Agency's operations and recovery. The Agency has contingency plans in place that will enable the financial functions to be back online at the earliest possible date. The Agency's operational objective is to have in place a viable COOP which allows the fiscal operations to perform and maintain specified essential functions during or shortly after any emergency or disruption event. The core fiscal functions are to:

- Procure goods and services needed for emergency and day-to-day operations
- Manage and administer payroll
- Manage and administer Accounts Payable
- Work with Program Directors to identify disaster related costs eligible for insurance recovery
- Maintain payments to providers

In the event that the EOC is activated, the fiscal section will perform the following functions:

- Time Keeping
- Payroll
- Accounts Payable
- Cost Accounting
- Claims
- Purchasing
- Recovery

The Fiscal Department will be responsible for maintaining records on damage expenditure, recovery cost expenditures, insurance related documents, personnel

overtime, and other costs associated with the emergency.

The Fiscal Department will compile reports, including total expenditures by category. The Agency utilizes a cloud based timekeeping system. Payroll will continue to function through the existing software during emergency operations periods.

Aging Network Providers are critical to support existing clients and older adults that have been impacted by a disaster. The Agency's goal is to support all providers in recovery efforts. After an emergency the Emergency Coordinating Officer will facilitate and maintain communication with providers to assess unmet needs, offer technical assistance and support their efforts to resume all services and operations. As needs are identified, the Agency will coordinate with Emergency Operations and/or DOEA, as appropriate.

Assessment and Resource Allocation:

After a disaster, a priority is placed on resuming the operation of the Helpline to provide assistance to our clients and the senior population in the community. Each contracted provider performs a call down of active clients to assess needs. The Helpline also completes telephone reassurance to check on waitlist clients regarding their wellbeing and/or unmet needs and offer assistance accordingly.

The Agency collaborates with DOEA and Emergency Management as Disaster Recovery Centers are activated.

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.	
Progress	
Strategies	
<ul style="list-style-type: none"> CEO will participate in the F4A technology committee that generally occur quarterly. The CEO will request a summary of technologies being used by other AAAs in February to inform our PSA of options. 	More research into appropriate technologies is being done before moving forward.
<ul style="list-style-type: none"> The CEO will educate contracted providers on F4A endorsed assistive technology solutions annually to provide them an opportunity to add new assistive technology services to clients. The first session will occur in March, followed by quarterly updates, depending on the frequency of the F4A technology committee. 	Nobi presented at a May Lead Agency meeting
<ul style="list-style-type: none"> Consumer Care and Planning will coordinate presentations by assistive technology vendors to contracted providers. 	In Progress
<ul style="list-style-type: none"> The Helpline Director will follow-up from the CEO’s education on assistive technology service providers to review for inclusion criteria as determined by DOEA in the REFER Database. 	Staff working on transition to REFER Database
<ul style="list-style-type: none"> Helpline will conduct training with its Information and Referral staff on the services of Centers For Independent Living (CIL’s) during the first half of 2024 and Florida Alliance of Assistive Services (FAAST) during the second half of 2024 in order to better refer those clients living with disabilities for supportive access to technology. 	Helpline scheduled training with CILO on August 14 th and with FAAST on July 30 th .
<ul style="list-style-type: none"> Healthy Aging Living will increase the number of lending tablets by 6 each year in order to increase virtual evidence-based training for homebound seniors. 	In Progress

<ul style="list-style-type: none"> For the 4 years of the Area Plan, the Foster Grandparent Program will implement ongoing training, on an as need basis, to ensure continued effective use of the iPad by 70 Foster Grandparents of whom 21 will serve in the Glades area, 3 will serve in Okeechobee County, 9 will serve in St. Lucie County, and 37 will serve in North and South Palm Beach County. 	<p>Back to School training in the fall. Usually, in-service trainings include iPad training for Foster Grandparent participants.</p>
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<p>Objective 1.2 Increase the AAA’s functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.</p>	
<p>Explanation The primary intent of this objective is to encourage the development of partnerships between AAAs and local actors in the elder services sector which will directly lead to increases in the services that AAAs are able to provide older adults residing in their areas.</p>	
Progress	
Strategies	
<ul style="list-style-type: none"> The Advisory Council Planning Committee will ensure that OAA and DOEA requirements regarding the development of the Area Plan are adhered to including DOEA requirements for targeted outreach strategies and the OAA requirement to develop partnerships and collaborations to address program objectives. The Committee will meet bi-monthly. Agenda items include DOEA Feedback on Area Plan, review of local needs assessments and Community Health Improvement Plans, the result of the Consumer Care and Planning review of provider semi-annual outreach plans, review of targeting performance reports and planning of the annual senior forum. 	<p>In Progress - Advisory Council Planning Committee meets bimonthly and covers the agenda items mentioned in the strategies along with DCCI. Plans are underway for a Senior Forum in Ft. Pierce in the Fall.</p>
<ul style="list-style-type: none"> In order to address the Threat of Legislative changes that may modify or mandate the scope or operation of the Agency, the CEO will assist the Advisory Council Advocacy Committee to support their work as the Advisory Council’s legislative advocacy liaison. In preparation for the 2024 session, discussion occurred in Q4 2023. 	<p>Completed – CEO completed educational sessions with Advisory Council and provided updates throughout the legislative session.</p>

<ul style="list-style-type: none"> The CEO will take advantage of the Strength that the Agency has an Advisory Council and Board of Directors which are dedicated to ensuring the Agency fulfills its mission and delivers high quality services in the community to promote the official legislative agenda adopted by the Florida Association of Area Agencies on Aging (F4A) each year. Late in 2023, the CEO will inform the Advisory Council and Board of priorities and committee appointments. Legislative meetings will occur during the 2024 session. 	<p>Completed – CEO completed educational sessions with Advisory Council and provided updates throughout the legislative session.</p>
<ul style="list-style-type: none"> The CEO will provide direction and guidance to the Advocacy Chair of how the Advisory Council can best develop and cultivate relationships with elected officials in order to advocate for services that the Agency can provide to older adults and caregivers in the service area. 	<p>Completed – CEO completed educational sessions with Advisory Council and provided updates throughout the legislative session.</p>
<ul style="list-style-type: none"> The CEO will closely coordinate Florida legislative activities with F4A to create a statewide unified voice, whenever possible. 	<p>Completed – Agency works closely with F4A. Collaborating on Leave Behind document with F4A.</p>
<ul style="list-style-type: none"> In 2024, the Elder Rights Department will collaborate with external entities who assist older adults and adults with disabilities who are victims of crime and provide resources to those victims of crimes, where the external entity may not be able to. These entities may include law enforcement agencies, APS, financial institutions and others. 	<p>In Progress – the Elder Rights departments received 1 request for assistance from the FBI regarding romance scams and provided caller with resources like Helpline for services and local senior centers as a means of socialization for the victim.</p>
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will continue on the Core Team of Livable Indian River County and partner on Goal 4 of the 2022-2025 Livable Indian River County Action Plan to “Enhance available information about activities, services and supports for older adults, including intergenerational events.” 	<p>In Progress – There have been no meetings of the Livable Indian River Core Team. Planner and Director of Consumer Care and Planning called the Core Team Chair to plan next steps for the</p>

	Action Plan Strategies and ways to report progress.
<ul style="list-style-type: none"> Consumer Care and Planning will attend the monthly Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources with the goal of adding five new community resources to the REFER database each year. 	<p>In Progress – Director of Consumer Care and Planning and Planner attended March Interagency Network of Palm Beach County meeting. Agency brochures in English, Spanish, and Creole were shared along with information of Fall Prevention Workshops. For the summer, Interagency meetings are paused. Helpline Director and SHINE will attend bi-monthly interagency meetings moving forward.</p>
<ul style="list-style-type: none"> In an effort to foster partnerships, Helpline will continue to offer annual or quarterly presentations to lead agencies, community partners and social workers. 	<p>In Progress – Helpline Interim Director presented to case managers at Bethesda Health East Hospital in Boynton Beach on March 27th, 2024. Also presented at Library and held bimonthly SMMC LTC meeting with community partners. Helpline also completed outreach to or has scheduled outreach to Interagency meetings,</p>

	APD, PACE, Lead Service Providers, DCF, 211, and CILO.
<ul style="list-style-type: none"> In 2024, the Helpline Director will invite SRA to talk about non DOEA funded services, Kane Center to talk about the new dementia program, and the Volen Center to talk about their intergenerational program to provide a training on their services and resources to the Helpline staff. 	In Progress: Helpline scheduled Volen Center and SRA to provide a training on their services and resources to their Helpline Staff. Helpline is waiting for confirmation from Kane Center.
<ul style="list-style-type: none"> In 2024, Helpline Director will continue to host bi-monthly collaborative meetings to discuss Long Term Care planning with local SMMCLTC community partners, including ACHA, DCF, CARES and reps from Managed Care Organizations. 	In Progress: Helpline continues to host bi-monthly collaborative meetings which include CARES, DCF, AHCA, MCOs, CCDA/HCDA.
<ul style="list-style-type: none"> In 2024, Helpline will continue to review the 701S assessment process to ensure it is identifying those who are eligible for Long Term Care services with the goal of increasing the number of verified APPL releases. 	In progress: Helpline is working on training Intake new hires and filling vacancies. Helpline is in the process of hiring a Helpline Administrative Assistant that will assist with the completion of full documentation for triage to CARES.
<ul style="list-style-type: none"> In 2024 Helpline will continue to attend Partnership for Aging-Bi-Annual breakfast meeting where Helpline Director offers explanation of Agency services to 50 Aging professionals in Palm Beach County with the goal to establish relationships with 3 additional agencies per year. 	In Progress: Helpline Director attended Partnership for Aging Grants Fundraiser on June 5 th .
<ul style="list-style-type: none"> In 2024 Helpline will continue to attend Palm Beach County United Way Hunger Relief and serve as the committee chair for the Senior Hunger Relief subcommittee for the Hunger Relief Advisory Council. The subcommittee meets monthly with other Community Senior Food and Shelter service agencies to compare resources, discuss trends, and plan ways to increase solutions for Senior 	In Progress: Helpline Manager attended the Senior Hunger Relief meetings as an interim

<p>Hunger crisis. The objective is to meet the benchmarks set annually for the number of seniors served and how many meals.</p>	<p>member. Helpline Director is identified as a member of the Senior Hunger Relief Workgroup. CEO agreed to begin service on the Hunger Relief Advisory Council beginning in September 2025</p>
<ul style="list-style-type: none"> In 2024 Helpline will continue to participate in the 4 Fearless Caregiver Conference events held annually throughout the PSA with an audience consisting of general public, caregivers, aging health professionals. Helpline Director participates on a Panel to present on agency services and answer questions from audience. The objective is to do one-on-one outreach with 5 caregivers at each event. 	<p>In Progress: March 15th, Medicaid Manager and I&R Supervisor presented at Caregiver Conference in Martin County. Medicaid Manager Presented at TCCOA Caregiver Symposium in St. Lucie County on June 20th. Medicaid Manager attended event on July 18th. Helpline Director is keeping up to date on when next Fearless Caregiver Conference will be held.</p>
<ul style="list-style-type: none"> From 2024 – 2026 Helpline Planner will attend Healthy St Lucie monthly virtual Community Health Improvement Plan (CHIP) meetings to address the CHIP strategies to increase awareness and use of SHINE and of Medicare cost saving program benefits for low-income older adults and those with disabilities; increase awareness of the Area Agency on Aging Helpline; increase the number of vulnerable adults receiving home and community-based services to avoid nursing home placement and increase awareness of free counseling services for seniors and caregivers that are offered through the Older American’s Act. The measure is an increase in the number of calls and the number of unduplicated clients served in St. Lucie County by 20% by January 1, 2026. 	<p>In Progress: Consumer Care and Planning has been and will continue to attend the Healthy St. Lucie monthly virtual CHIP meetings and provide regular progress reports.</p>

<ul style="list-style-type: none"> In 2024, Helpline Planner will continue to serve on the Martin County Community Health Improvement Plan Steering Committee to address CHIP strategies to increase insurance enrollment; learn of and share information regarding affordable housing and learn of affordable housing services; and support initiatives to increase the awareness of Mental Health needs and improve access to services. 	<p>In Progress: Consumer Care and Planning has been and will continue to attend the Martin County CHIP meetings and provide regular progress reports.</p>
<ul style="list-style-type: none"> From 2024-2027 the Helpline Director Planner will continue to serve on the Palm Beach County Community Health Improvement Plans to address the strategies to increase the number of seniors receiving congregate and home-delivered meals; increase the number of senior hunger volunteers; promote senior and caregiver support groups and free counseling through the OAA; and educate priority populations on insurance benefits and low-income subsidies. 	<p>In Progress: Consumer Care and Planning has been and will continue to attend the Palm Beach County CHIP meetings and provide regular progress reports.</p>
<ul style="list-style-type: none"> As a member of the Healthier Boynton Beach Steering Committee, Consumer Care and Planning will seek to ensure that Area Agency-contracted providers have an opportunity to participate in monthly Lunch and Learns to share information regarding aging network resources. Area Agency staff and at least one Area Agency contracted provider will present each year. 	<p>Completed: The Agency's contracted provider, Legal Aid Society, presented at the December and March Caregiver Lunch and Learns. CEO and Consumer Care and Planning staff presented at April Lunch and Learn. Healthy Aging department is scheduled to present at September Lunch and Learn, Elder Rights is scheduled to present at October Lunch and Learn.</p>
<ul style="list-style-type: none"> The CEO and Director of Consumer Care and Planning will attend the Palm Beach County League of Cities meetings. In 2024 information regarding the PBC DCCI initiative will be shared in Palm Beach County as well as waitlist and housing needs. Board and Advisory Council openings will be promoted through the League of Cities. 	<p>In Progress: CEO attended League of Cities meeting in Palm Beach County.</p>

<ul style="list-style-type: none"> The CEO and Director of Consumer Care and Planning will attend the Treasure Coast League of Cities meetings. In 2024, information regarding legislative activities, unmet needs for senior and caregivers, waitlists and housing needs will be shared for all Treasure Coast counties. Board and Advisory Council openings will be promoted through the League of Cities. 	Agency will be attending November meeting for Treasure Coast League of Cities.
<ul style="list-style-type: none"> The Agency’s contracted providers will participate in board memberships such as FASP and FCOA and local groups in the community with a focus on seniors. 	Completed: Our providers are involved in and maintain memberships in groups with a focus on seniors.
<ul style="list-style-type: none"> In 2024 the Healthy Aging Department will ensure that Area Agency Services are included in the Martin County 211 Brochure and website link (both the senior version and the community version). 	Completed
<ul style="list-style-type: none"> In 2024 the Communications Department will ensure that Area Agency services are included in the Palm Beach County 211 Resource Brochure and website link (both the senior version and community version). 	In progress: 211 online database is up to date; physical resource brochure will need to be reviewed to ensure accuracy.
<ul style="list-style-type: none"> In 2025 the Communications Department will ensure that Area Agency services are included in the St. Lucie County and Okeechobee County 211 Resource Brochure and website link (both the senior version and community version). 	For 2025, no update. Will update in 2025
<ul style="list-style-type: none"> In 2026 the Communications Department will ensure that the Area Agency services are included in the Indian River County 211 Resource Brochure (both the senior version and community version). 	For 2026, no update. Will update in 2026.

<p>Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.</p>	
<p>Explanation The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed.</p>	
Strategies	Progress

<ul style="list-style-type: none"> Consumer Care and Planning will convene a minimum of one public forum each year to obtain community input. Consumer Care and Planning will hold the annual senior forum in St. Lucie County in 2024 to obtain community input regarding senior and caregiver needs. Forums in subsequent years will be held in Indian River, Palm Beach, and Martin counties. 	<p>In progress: A site and possible dates for the Senior Forum has been determined during the fall of 2024.</p>
<ul style="list-style-type: none"> Throughout this Area Plan cycle, Consumer Care and Planning will review providers' Semi-Annual Outreach Reports twice/year and provide feedback on areas where additional underserved populations can be reached. 	<p>Not yet due, due August 15th. Semi Annual Outreach Reports are under review and included in Appendix B.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will annually share the Agency's Targeting Performance Report and GIS maps representing underserved targeted populations with contracted providers. 	<p>Planner requested updated GIS maps to provide targeting information to providers.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will attend Palm Beach County's Community Revitalization Team monthly meetings in order to meet residents of Palm Beach County's unincorporated areas to share information on services, learn of community needs, recruit volunteers, and learn of additional resources that may be pertinent to the REFER database. 	<p>Planner attended Palm Beach County's Community Revitalization Team meeting on September 10th. Will continue to attend and share brochures.</p>
<ul style="list-style-type: none"> By 2025 the Helpline will have completed a document which uses the data collected through inquirer data to facilitate the analysis needed to support: the human service needs of inquirers; Outreach to diverse communities; Community needs assessments; Community planning; Allocation of funding; and System Advocacy. 	<p>In progress, Helpline Director compiled information regarding housing related calls in preparation for a statewide housing meeting the Agency attended.</p>
<ul style="list-style-type: none"> By January 2024, the Communications Director will have translated and printed the Agency brochure to Spanish in order to reach Limited English Populations. 	<p>Completed</p>

<ul style="list-style-type: none"> By the end of January 2024, the Communications Director will have translated and printed the Agency brochure to Creole in order to reach Limited English Populations. 	Completed
<ul style="list-style-type: none"> The Advisory Council Membership Committee and its Area Agency liaison will recruit additional members from the Treasure Coast to improve geographic coverage through the service area. The Advisory Council will modify their bylaws during Q1 2024 to reflect changes made to the Board's bylaws based on the new DoEA Governance Contract. This change should allow for an improvement in attendance and accommodate those members in the counties outside of Palm Beach County. 	In Progress: Advisory Council Membership Committee has recruited a potential member.
<ul style="list-style-type: none"> The CEO will send notices of available board positions and Advisory Council openings during Q1 2024 to government agencies, charitable organizations, and Aging Network Providers to network with potential members. 	Completed: CEO sent notices on open board positions to all Lead Agencies and selected community-based organizations. CEO will continue to recruit.
<ul style="list-style-type: none"> The Agency's contracted providers will participate in seminars and health fairs across the PSA and in individual communities with a focus on the seniors to increase public awareness of programs and services. 	In Progress: Agency's contracted providers attend and host seminars and health fairs across the PSA.

Objective 1.4 Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.	
Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.	
Progress	
Strategies	
<ul style="list-style-type: none"> The Communications Department will develop a 2024 Communication Plan by March 31, 2024 that identifies the initiatives to be completed in 2024 which benefit seniors with information on aging. 	Completed Communications Plan
<ul style="list-style-type: none"> The Communication Department will develop a new look/design for Agency collaterals which entices the reader to review the materials by May 30, 2024. 	Delayed due to staffing shortages.

<ul style="list-style-type: none"> The Communications Department will develop collaterals to promote the aging support system by May 30, 2024. 	<p>Delayed due to staffing shortages.</p>
<ul style="list-style-type: none"> The Communications Department will develop a social media strategy to enhance the Agency's presence on social media by June 30, 2024. 	<p>In Progress, Agency social media presence has increased and there are several months focused on a media campaign/monthly topic.</p>
<ul style="list-style-type: none"> The Communications Department will develop a Caregiver Resource Guide to assist care giver through the aging process by August 31, 2024. 	<p>In progress, meetings with providers to learn about their services to caregivers have occurred and there is currently a draft document.</p>
<ul style="list-style-type: none"> The Helpline Director will complete a review of the Resource Database to ensure a comprehensive set of resources is available across the service area. This includes determining that all resources are providing the most up-to-date information regarding which services are provided, service eligibility, contact methods and which populations and counties they serve. This ensures clients are seamlessly connected to receive the most accurate referral information. 	<p>In Progress: Helpline Director continues to join eCIRTS workgroup. Resources are being reviewed for accuracy and updating as appropriate.</p>
<ul style="list-style-type: none"> In 2024, Helpline will train staff on the importance of all SHINE programs to include plan comparisons, assisting those new to Medicare, and resolution of claim or fraud issues. 	<p>In Progress: SHINE has a scheduled in-service with Helpline in August and an additional training in September.</p>
<ul style="list-style-type: none"> The number of referrals from Helpline to SHINE will increase by 2% per year. 	<p>In Progress: the number of referrals from Helpline to SHINE from Jan-June 2024 has been 1,213</p>
<ul style="list-style-type: none"> In 2024, the Agency Planner will evaluate accessibility of Agency, contracted providers' and community services and deploy staff to assist seniors and caregivers where needed. 	<p>Helpline Director is pursuing a grant to address accessibility needs in rural</p>

	communities. Staff provided data to support Healthier Boynton Beach grant to increase accessibility to services for low-income, minority seniors and caregivers.
<ul style="list-style-type: none"> The Director of Helpline will chair United Way Senior Hunger Relief Workgroup and partner with United Way staff to address growing needs for hunger relief and identify all available resources to meet these needs. 	In progress: Helpline Director is identified as a member. Helpline Manager participated in Senior Hunger Relief Workgroup in the interim during a transitional phase for the Helpline Department.
<ul style="list-style-type: none"> The Director of Helpline Planner will attend HHA General Membership meetings to increase resources and services for housing and homeless needs with a goal of obtaining 3 additional new housing resources in 2024 in Palm Beach County and increasing the amount of Palm Beach County seniors the Helpline assists with housing resources by 3%, further supporting housing needs of older adults. 	In Progress: Planner is attending HHA General Membership meetings.
<ul style="list-style-type: none"> In 2024 as part of the Agency's participation in the Palm Beach County's Health Care District's Fall Prevention Coalition, the Helpline and Healthy Aging will respond to referrals from the Fall Zone Tool application. This will allow seniors to measure their risk of falls and link them to Area Agency Fall Prevention programs. We anticipate 30 referrals for Fall Prevention Programs from this application each year. 	In Progress: No referrals have been received from the app. Agency is currently on the app.
<ul style="list-style-type: none"> In 2024 the Helpline and Healthy Aging will work with the West Palm Beach Fire Department Community Paramedic Program Coordinator to establish methods for outreach and referral for their senior clients. Helpline will have a goal of 3 additional referrals a year. This directly supports the efficiencies of older adults by reducing excessive ER visits and educating clients on the availability of home and community-based programs and services. For Healthy Aging, the paramedics will be provided with Agency brochures so that when they re-connect with the client after an incident they can connect them with Area Agency services to help prevent additional emergency calls from the client. We anticipate 20 additional referrals for Fall Prevention programs in 2024 with a 2% increase each year subsequent. 	In progress: Healthy Aging has received 29 referrals from April-June 2024 from Palm Beach County Fire Rescue. There are also registrations for Powerful Tools for Caregivers, Matter of Balance, and Assurance Calls. Business Associate

	Agreements have been sent to Delray Beach and West Palm Beach Fire Rescue and are waiting execution.
<ul style="list-style-type: none"> Healthy Aging will continue its work with St. Mary's Medical Center each year during National Fall Prevention Week to offer clinics throughout the Palm Beach County area. In 2024 we will participate in five clinics during the Fall with an anticipated increase in the number of attendees of 10% over 2023 and a 2% increase in the number of participants registering for evidence-based Fall Prevention programs of 2% a year 	In Progress: Healthy Aging has participated in planning meetings for the Falls Prevention Collaborative. Dates have been set for 7 clinics between September and December.
<ul style="list-style-type: none"> Our contracted providers will include a link to our website on their organizations' websites in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	In Progress: Agency's contracted providers maintain up to date link and information on their websites.
<ul style="list-style-type: none"> Our contracted providers will include Area Agency contact information on all electronic and printed materials in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	In Progress: Agency contact information is included in contracted providers' materials.
<ul style="list-style-type: none"> Our providers will provide service information and the Helpline number to all seniors inquiring about services in order to enable seniors and caregivers to seamlessly connect to information from the REFER database and additional resources through the Helpline. 	In Progress: Agency providers provide Helpline number to all seniors inquiring about services.
<ul style="list-style-type: none"> Our providers provide brochures regarding services to community partners (physician offices, churches, laundry facilities, and clubhouses) which helps to expand the venues for Area Agency outreach. 	In Progress: Agency providers provide brochures and information about Agency services to community partners.

<ul style="list-style-type: none"> • Within the aging network, our providers make referrals to partner agencies for seniors that need specific need/assistance such as counseling and/or legal services in order to promote a smooth transition to a coordinated system of care. The goal is to increase the number of these referrals by 2% per year. 	<p>In Progress: Agency providers make referrals to partner agencies.</p>
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Objective 1.5 Bring attention and support to caregivers, enabling them to thrive in this fundamental role.

Explanation The primary intent of this objective is to strengthen caregiver services to meet individual needs.

Progress

Strategies

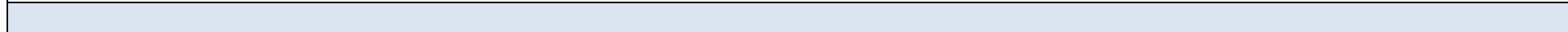
<ul style="list-style-type: none"> • Communications will coordinate the development of a Caregiver Resource Guide to be completed by the end of the first quarter of 2024 that can be provided to the general population to help older adults and those who care for them readily access the resources needed to plan for and facilitate life transitions and alleviate the physical, emotional, and mental stress of caregiving. 	<p>In Progress: Caregiver Resource Guide is in progress.</p>
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<ul style="list-style-type: none"> • Consumer Care and Planning will participate on the Healthier Boynton Beach Steering Committee to increase services for caregivers in the low-income, minority area of Boynton Beach. The goal is to increase the number of referrals from the Helpline by 2% over the next four years and ensure at least one evidence-based caregiver workshop in the service area each year. 	<p>In progress: The Director of Consumer Care and Planning and/or the Planner have attended each of the Healthier Boynton Beach Steering Committee Meetings this year.</p>
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<ul style="list-style-type: none"> • The Director of Consumer Care and Planning will chair the Information and Resource Workgroup of Healthier Boynton Beach to outline caregiver needs in Boynton Beach and recommend monthly topics for Caregiver Lunch and Learn meetings. 	<p>In Progress: The Director of Consumer Care and Planning and the Planner developed and summarized a survey for Lunch and Learn participants to determine their preference for monthly topics. Topics for the remainder of the year have been confirmed</p>
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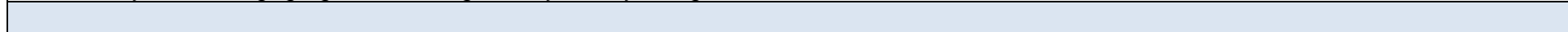
	that follow the survey results.
<ul style="list-style-type: none"> The Planner will promote additional communities to embrace caregiver support and develop local programming. The initiative will start with the Livable Indian River County initiative in 2024, the Palm Beach County Community Revitalization Team in 2025, and Age-Friendly St. Lucie in 2026. 	In Progress: There have been no meetings of the Livable Indian River Core Team.
<ul style="list-style-type: none"> The Agency will continue to support and be an active participant in the Fearless Caregiver Conferences. Annual conferences are held in South Palm Beach County, North Palm Beach County, St. Lucie County and Martin County. Caregiver attendees are educated on the resources and supports available through the various departments of the ADRC and the aging network. 	In Progress: Helpline Director is seeking information on Fearless Caregiver Conferences. March 15 th , Medicaid Manager and I&R Supervisor presented at Caregiver Conference in Martin County. Medicaid Manager Presented at TCCOA Caregiver Symposium in St. Lucie County on June 20 th . Medicaid Manager attended a Fearless Caregiver Conference on July 18 th in Palm Beach County.

Goal 2 Ensure that Florida is the nation’s most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.



Objective 2.1 Directly support communities in becoming dementia friendly.

Explanation The primary intent of this objective is for the AAA to engage in activities which help to increase their community’s support of people living with dementia and their caregivers. The ultimate aim is for people living with dementia to remain in their community, while engaging and thriving, in day to day living.



		Progress
Strategies		
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will re-vitalize the Palm Beach County DCCI Task Force with the goal of re-starting meetings in January 2024 and successfully completing DOEA's 2024 Goals for DCCI Task Forces. 		In Progress: Palm Beach County DCCI meetings began December 2024. At the June 6 th meeting, members and Palm Tran staff were trained to be dementia friendly.
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will collaborate with Martin County Hugs to expand programming through assistive technology such as robotic pets. 		In Progress: Director of Consumer Care and Planning and Planner attended Martin County HUGS meetings.
<ul style="list-style-type: none"> The Agency's contracted providers will provide Sensitivity training to various community partners/agencies such as Chambers of Commerce, local high schools, and colleges in an effort to create awareness of the frailties older individuals face so they may better understand the depth of cognitive impairment. 		In Progress: The Agency's contracted providers provide trainings to community partners
<ul style="list-style-type: none"> The Agency's contracted providers will provide Adult Day Service and Facility Respite, offering expanded hours and Saturday service with same day access for pre-approved clients. 		In Progress: The Agency's contracted providers provide Adult Day Service and Facility Respite.
<ul style="list-style-type: none"> The Agency's contracted providers will provide dementia specific training, education, and information to staff, community aging network partners, caregivers, law enforcement, emergency services, and volunteers. 		In Progress: The Agency's contracted providers provide dementia training and education to staff, partners, law enforcement, and more.
<ul style="list-style-type: none"> The Agency's contracted providers will encourage caregivers to attend the Senior Centers with their loved one to allow them to engage in socialization. 		In Progress: The Agency's contracted providers continue to encourage caregivers to

	attend the Senior Centers.
<ul style="list-style-type: none"> The Agency's contracted providers will assist with monitoring the safety of the dementia client - while supporting an outing and socialization for the client and the caregiver. 	In Progress: The Agency's contracted providers monitor clients with dementia and provide therapeutic activities for dementia clients.
<ul style="list-style-type: none"> The Agency's contracted providers will offer appropriate physical and mental stimulation via activities/speakers. 	In progress: the Agency's contracted providers offer various topics and activities for physical and mental stimulation.
<ul style="list-style-type: none"> The Agency's contracted providers will provide information used for training and supportive meetings. 	In progress: the Agency's contracted providers will continue to provide information to be used for training and supportive meetings.

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.	
Progress	
Strategies	

<ul style="list-style-type: none"> The Planner and Communications Department will develop an education campaign to educate municipalities and governmental agencies of the growing prevalence of Alzheimer’s Disease and Related Disorders and the need to develop stronger support systems Data regarding the prevalence of Alzheimer’s Disease will be shared at Palm Beach County and Treasure Coast League of cities in 2024. An updated DCCI rack card with resources will be shared with Palm Beach County League of Cities and the Community Health Improvement Plan Steering Committee in 2024. 	<p>In Progress: Planner updated DCCI rack cards and resource guides and materials have been sent to printers.</p>
<ul style="list-style-type: none"> The Director of Consumer Care and Planning will promote the integration of dementia and age-friendly initiatives into the Community Health Improvement Plans in local counties. Strategies to address dementia will be incorporated into the Martin County and Palm Beach County Community Health Improvement Plans in 2024. Strategies to address dementia will be incorporated into the Okeechobee County and St. Lucie County CHIPS in 2025. Strategies to address dementia will be incorporated into the Livable Indian River County strategic plan in 2026. 	<p>In Progress: Director of Consumer Care and Planning and Planner met with Health Council of Southeast Florida to discuss including dementia into Palm Beach County and Martin County CHIPs.</p>
<ul style="list-style-type: none"> Contracted providers’ Family Nurse Navigators will help older adults to achieve a better quality of life through education regarding health and human services, legal and financial assistance, and other services and resources, and in turn, will share their needs and requests with the Helpline staff when such assistance is needed. 	<p>In progress: Agency’s contracted providers’ Family Navigators continue to provide resources to clients.</p>

<p>Objective 2.3 Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.</p>	
<p>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.</p>	
<p>Strategies</p>	<p style="text-align: right;">Progress</p>
<ul style="list-style-type: none"> The Planner and Communications Department will develop an education campaign to educate municipalities, governmental agencies and community coalitions of the growing prevalence of Alzheimer’s Disease and Related Disorders and the need to develop stronger support systems. Data regarding the prevalence of Alzheimer’s Disease will be shared at Palm Beach County and Treasure Coast League of cities in 2024. An updated DCCI rack card with resources will be shared with Palm 	<p>In Progress: Planner updated DCCI rack cards and resource guides and materials</p>

<p>Beach County League of Cities and the Community Health Improvement Plan Steering Committee in 2024.</p>	<p>have been sent to printers.</p>
<ul style="list-style-type: none"> The Communications Director and Helpline Director will continue the collaborative partnership with Caregiver Media and continue to have a strong presence at the Fearless Caregiver Conferences held annually throughout our PSA. 	<p>March 15th, Medicaid Manager and I&R Supervisor presented at Caregiver Conference in Martin County. Medicaid Manager Presented at TCCOA Caregiver Symposium in St. Lucie County on June 20th. Medicaid Manager attended event on July 18th.</p>
<ul style="list-style-type: none"> The Helpline Director and Communications Director will participate in the annual Alzheimer’s Community Care Educational Conference which provides a platform to educate caregivers, professionals and stakeholders. With representation from the medical field, legal field, the Veterans Administration and others in the aging network, the conferences provide an opportunity to learn and identify best practices and methodologies. 	<p>Completed: Planner and Medicaid Manager attended ACC Educational Conference on May 22, 2024</p>
<ul style="list-style-type: none"> The Communications Director and Helpline Director will participate in four Fearless Caregiver Conferences in 2024. 	<p>In progress: Helpline Director will attend Fearless Caregiver Conferences; Helpline Director is seeking information on these events. March 15th, Medicaid Manager and I&R Supervisor presented at Caregiver Conference in Martin County. Medicaid Manager Presented at TCCOA Caregiver Symposium in St. Lucie County on June 20th. Medicaid Manager</p>

	attended event on July 18 th .
<ul style="list-style-type: none"> Consumer Care and Planning will participate in the monthly Dementia Care and Cure Initiative meetings of the Martin County Hugs Committee. 	In Progress: Director of Consumer Care and Planning and Planner continue to attend monthly Martin County HUGS Committee meetings.
<ul style="list-style-type: none"> In 2024, the Helpline Director will review and re-distribute the DCCI Resource Guide. 	In Progress: Planner reviewed DCCI Resource Guide and is waiting for guide to be printed from third party vendor.
<ul style="list-style-type: none"> In 2024 the Helpline Director will review and re-distribute the DCCI Rack Card. 	In Progress: Planner reviewed DCCI Rack Card and is waiting for guide to be printed from third party vendor.

Objective 2.4 Increase access to supportive housing with services and increase supports for older adults at risk of experiencing residential insecurity.	
Explanation The primary intent of this objective is the exploration of policies to specifically address shortages of supportive housing options in the AAA's area and encouraging targeting of elders that have been identified as facing residential insecurity.	
Progress	
Strategies	
<ul style="list-style-type: none"> In 2024, the Helpline Planner will participate on the Treasure Coast Homeless Services Council Older Adult Subcommittee to explain senior needs and learn more about resources. 	In progress: Planner is attending Treasure Coast Homeless Services Council meetings and is involved in the Prevention and

	Intervention Subcommittee. After restructuring, the Older Adult Subcommittee does not exist as a separate committee.
<ul style="list-style-type: none"> Helpline will collaborate with community partners, such as United Way, HUD, Florida Housing and Administration for Community Living (ACL) to obtain more resources on affordable housing and home modifications. 	In Progress: The Agency participated in statewide housing meetings and participated in a call with Florida Housing Finance.
<ul style="list-style-type: none"> In the first half of 2024, Consumer Care and Planning will publish the Elder Needs Index for all counties in the PSA to highlight the need for affordable housing for seniors. 	Completed: Elder Index is published on Agency website.
<ul style="list-style-type: none"> The Agency will collaborate with DOEA's Statewide Housing Director to develop statewide initiatives to enhance funding and the availability of affordable housing. 	In Progress: Agency attended Florida Supportive Housing Coalition statewide meeting and Florida Housing Finance Corporation housing meeting.

Goal 3 Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.

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

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

		Progress
Strategies		
<ul style="list-style-type: none"> Collaborate with lead agency providers and legal service providers to promote the senior housing needs in each county within the service area. 	In Progress: The Agency continues to collaborate with Legal Aid Society, attending a housing webinar hosted by legal aid. Agency will share information from housing meetings like Florida Supportive Housing Coalition with Legal Aid.	
<ul style="list-style-type: none"> Consumer Care and Planning and the Helpline will participate in the Palm Beach County Homeless and Housing Alliance Meetings to learn of programs available for homeless seniors as well as affordable housing options. We will also use this opportunity to give input as to the needs of seniors for affordable housing and the avoidance of homelessness. 	In Progress: Planner attends Palm Beach County Homeless and Housing Alliances. Meetings for PBC HHA occur every other month.	
<ul style="list-style-type: none"> Consumer Care and Planning will coordinate annual in-service training for lead agencies regarding legal service providers' services that assist with senior housing issues. 	In-Service training for lead agencies is scheduled for September 27 th , 2024.	
<ul style="list-style-type: none"> In 2024, the Agency Planner will participate on the Support Services Subcommittee of the Palm Beach County Homelessness and Housing Alliance to participate in the strategy for senior homeless prevention and learn of senior homelessness and affordable housing initiatives. 	In Progress: Planner continues to attend Support Services Pillar	

	of Palm Beach County HHA.
<ul style="list-style-type: none"> In 2024, the Agency Planner will provide input to the Palm Beach County strategic goals from the Leading the Way Home plan. 	In progress: In November 2023, Planner attended Leading the Way Home summit and provided input then. Planner intends on attending 2024 Leading the Way Home summit.

Objective 3.2 Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.	
Explanation The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.	
Progress	
Strategies	
<ul style="list-style-type: none"> The Foster Grandparent Program will empower low-income senior volunteers to have an impact in their communities as evidenced by improvement on program impact forms. by mentoring and tutoring young at risk students in public school classrooms. 	In Progress: FGP continues to help mentor students. End of year assessments show positive improvement in the children being mentored by Foster Grandparent volunteers.
<ul style="list-style-type: none"> Each school year, 100 Foster Grandparents will serve 400 students in the Glades Area (50 52), North and South Palm Beach County (40 23), St. Lucie County (7 9), and Okeechobee County (3 1). 	In progress: FGP continues to mentor around 400 students.

<ul style="list-style-type: none"> 70 Foster Grandparents serving in Okeechobee, Palm Beach, and St. Lucie counties will be proficient in appropriate usage of the iPad for educational and programmatic efficiencies. Sign-in sheets and timecards will verify attendance at scheduled in-service trainings and Foster Grandparent Program Volunteer Coordinators will measure and verify progress. 	<p>In Progress: at March in-service meeting there was an iPad training. Training will be provided at Back-to-School in-services.</p>
<ul style="list-style-type: none"> The Agency's AmeriCorps Senior Foster Grandparent Program will empower low-income seniors by offering meaningful volunteer opportunities to mentor and tutor at-risk student Pre-K through 3rd Grade and providing an hourly stipend and opportunity to improve their mental well-being, satisfaction and quality of life. 	<p>In Progress: FGP will continue to empower low-income seniors. About 40 FGP volunteers participated in the Agency's Annual World Elder Abuse Awareness Day on June 13th.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will participate in Palm Beach, Martin, Okeechobee and St. Lucie County Health Departments' Community Health Assessments to share information on social determinants of health and the incidence of chronic disease among seniors. 	<p>In Progress: There have been no Community Health Needs Assessments during this time frame. Consumer Care and Planning have been attending the Community Health Improvement Plan meetings for each county.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will participate in Palm Beach, Martin, Okeechobee and St. Lucie County Health Departments' Community Health Improvement Plans to make them aware of our resources for evidence-based programs for fall prevention, chronic disease self-management, diabetes self-management and long-term care supports. 	<p>In Progress: Consumer Care and Planning continue to be in attendance for Palm Beach, Martin, Okeechobee, and St. Lucie CHIPs to discuss Agency resources and provide regular progress reports.</p>

<ul style="list-style-type: none"> As part of the 2022-2025 Livable Indian River Action Plan objective to promote awareness of health/wellness and community supports to reduce isolation Consumer Care and Planning will increase the awareness of free counseling services through the Older Americans Act for seniors, caregivers and grandparents raising grandchildren with the impact to be measured as an increase in groups and neighborhoods acknowledging isolation as a health issue. 	<p>In Progress: Director of Consumer Care and Planning and Planner touched base with Livable Indian River County Core Team Chair.</p>
<ul style="list-style-type: none"> As part of the 2022-2025 Livable Indian River Action Plan objective to Increase new clients in community-based programs, the Healthy Aging Department will seek to increase senior participation in evidence-based healthy living programs to 3/year by 2025. 	<p>In Progress: Director of Consumer Care and Planning and Planner touched base with Livable Indian River County Core Team Chair. Agency provided Core Team Chair with list of evidence-based programs to be promoted in Indian River County.</p>
<ul style="list-style-type: none"> Healthy Aging will expand its efforts in Indian River County to complete 2 evidence-based workshops each year in that county. 	<p>In Progress: Director of Consumer Care and Planning and Planner touched base with Livable Indian River County Core Team Chair and provided Core Team Chair with list of evidence-based programs to be promoted in Indian River County.</p>
<ul style="list-style-type: none"> Healthy Aging will develop a Workshop Highlights page by June 2024, for each workshop for participants to share with friends and family so participants continue to receive encouragement of healthy activities after a workshop has ended. 	<p>Delayed due to an increase in evidence-based workshops being delivered to the community.</p>

<ul style="list-style-type: none"> • Healthy Aging will work with congregate meal sites to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025 presentations will have been done in every county of the PSA for a total of no less than 8 presentations. 	<p>In Progress: Healthy Aging had two presentations about Fall Prevention at congregate meal sites. One in Palm Beach County, one in Martin County.</p>
<ul style="list-style-type: none"> • Healthy Aging will work with libraries in each county to offer a health education presentation and encourage participation in Evidence Based Programs throughout the PSA. By the end of 2025, presentations will have been done in every county of the PSA for a total of no less than 7 presentations. 	<p>In progress: Healthy Aging completed 5 health education presentations on Fall Prevention at libraries in Martin and Palm Beach counties.</p>
<ul style="list-style-type: none"> • Healthy Aging will start a new evidence-based workshop, Walk with Ease by June 2024. 	<p>Completed, Walk with Ease workshops were held in Wellington, Palm Beach Gardens, and Cresswind in January, February, and March.</p>
<ul style="list-style-type: none"> • Healthy Aging will continue its relationship with Delray EMS to collaborate on falls prevention. 	<p>In Progress: The Agency submitted a Business Associate Agreement to Delray Fire Rescue for review.</p>
<ul style="list-style-type: none"> • Healthy Aging will continue its work on the Statewide Health Improvement Plan workgroup to provide input to strategies for and monitor progress of the following SHIP Priority Areas: <ul style="list-style-type: none"> ○ Reduce the burden of diabetes and improve quality of life for all who have or are at risk for diabetes; ○ Prevent or reduce adult injuries; and ○ Mental Well-being and Substance Abuse Prevention. 	<p>In Progress: Healthy Aging continues to attend SHIP meetings and provide updates and progress on fall prevention events in the community.</p>

<ul style="list-style-type: none"> In 2024, SHINE will continue to educate clients through unbiased Medicare counseling, ensuring they understand their choices to make the best decisions about their healthcare coverage and increase clients served by 2%. 	<p>In Progress: SHINE anticipates an increase in clients served by 2%.</p>
<ul style="list-style-type: none"> In 2024, Helpline will promote senior employment assistance resources at the 2024 Fearless Caregiver Conferences and Community Presentations done by the Helpline with a goal of increasing these referrals by 2%. 	<p>In Progress: Helpline Director is seeking information to attend Fearless Caregiver Conferences and events more regularly. March 15th, Medicaid Manager and I&R Supervisor presented at Caregiver Conference in Martin County. Medicaid Manager Presented at TCCOA Caregiver Symposium in St. Lucie County on June 20th. Medicaid Manager attended meeting on July 18th.</p>
<ul style="list-style-type: none"> The Agency's contracted providers will promote the Senior Centers in their Community Care Service Areas. 	<p>In Progress: The Agency contracted providers continue to promote senior centers in their Community Care Service Areas.</p>
<ul style="list-style-type: none"> The Agency's contracted providers will provide information during festivals and invitational guest events. 	<p>In Progress: The Agency contracted providers continue to provide information during events and health fairs.</p>
<ul style="list-style-type: none"> The Agency's contracted providers will distribute flyers in local housing developments/RV parks to encourage attendance at Senior Centers. 	<p>In Progress: The Agency contracted providers continue to share information about senior</p>

	centers to local housing developments/RV parks.
<ul style="list-style-type: none"> The Agency’s contracted providers will develop challenging and enjoyable activities that are suitable for seniors with limited mobility. 	In Progress: The Agency contracted providers continue to develop activities that are suitable for seniors with limited mobility.

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.	
Progress	
Strategies	
<ul style="list-style-type: none"> In 2024, Helpline will work with Advisory Council to identify 25 new community outreach locations where materials can be distributed and resources provided to target populations with unmet needs. 	In Progress: Helpline identified a senior community for outreach and co-presented with a provider and dropped off brochures.
<ul style="list-style-type: none"> During media interviews, Helpline Director will provide information to public on how and where to connect with community partners that support seniors and their caregivers 	In Progress: CEO provided media coverage in local print paper and radio interviews.
<ul style="list-style-type: none"> Consumer Care and Planning will attend the monthly Interagency Network of Palm Beach County to share information about the AAAPB/TC services and learn of other community resources with the goal of adding five new community resources to the REFER database each year. 	In progress: Consumer Care and Planning attended a 211 Interagency Meeting, no meetings for summer.

<ul style="list-style-type: none"> In 2024, Consumer Care and Planning will participate on the Martin County Interagency Coalition with the goal of sharing Agency resources and learn of initiatives for seniors and their caregivers. 	<p>In Progress: Director of Consumer Care and Planning has the information for when the Martin County Interagency meetings will be.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will ensure that Agency brochures are available at the St. Lucie County Chamber of Commerce by delivering bi-monthly during the St. Lucie Chamber of Commerce meetings. 	<p>Delayed due to short staffing.</p>
<ul style="list-style-type: none"> Consumer Care and Planning will ensure that Agency brochures are available at Martin County Motor Vehicle Department by delivering bi-monthly during the Martin County Interagency Coalition meetings. 	<p>Helpline will attend next Interagency Coalition meeting in October 2024 and will bring brochures then.</p>
<ul style="list-style-type: none"> The Agency's contracted providers will provide Navigators and/or Case Management services to patients and caregivers advising them of available services and resources to meet their immediate and ongoing needs. 	<p>In Progress: Agency's contracted providers provide Navigators and/or Case Management services to clients and caregivers.</p>
<ul style="list-style-type: none"> The Agency's contracted providers will offer Educational Conferences and Caregiver Support groups on site with community partners. 	<p>In Progress: Agency's providers continue to participate in educational conferences and caregiver support groups.</p>

Goal 4 Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.

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

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

		Progress
Strategies		
<ul style="list-style-type: none"> From 2024-2027, the Elder Rights department will develop at least one new relationship/collaboration on a quarterly basis, with the goal of at least one new collaboration in each county in the PSA over a 3-year time frame. In 2024, the Elder Rights department will develop a relationship/collaboration with FoundCare, a healthcare organization in Palm Beach County. 		In Progress: Elder Rights department met with FoundCare and provided Agency and Elder Abuse brochures for their display rack.
<ul style="list-style-type: none"> In 2025, the Elder Rights department will develop a relationship/collaboration with Indian River State College, an educational institution on Indian River County and Okeechobee County. 		Strategy for 2025, no update at this time
<ul style="list-style-type: none"> In 2026, the Elder Rights department will develop a relationship/collaboration with City of West Palm Beach Housing Authority in Palm Beach County, which is focused on senior housing, and YMCA, a local nonprofit targeting Martin, Palm Beach, and St. Lucie counties. 		Strategy for 2026, no update at this time
<ul style="list-style-type: none"> In 2027, the Elder Rights department will develop a relationship/collaboration with Palm Beach State College, an educational institution in Palm Beach County. 		Strategy for 2027, no update at this time
<ul style="list-style-type: none"> In 2024, the Elder Rights department will collaborate with SHINE/Senior Medicare Patrol (SMP) to promote increased prevention by providing Elder Rights brochures for at least one event SHINE/Senior Medicare Patrol (SMP) staff participates in within the entire PSA. Over the next three years, participation will increase by one additional event each year. 		Completed: Elder Rights department collaborated with SHINE at 4 events in 2024.
<ul style="list-style-type: none"> The Agency’s contracted providers’ case managers and support staff will discuss with client, caregivers and seniors regarding their rights and empower them with the information regarding who is a victim and what constitutes abuse, neglect and exploitation. 		In Progress: Agency contracted providers provide ongoing education.

Objective 4.2 Increase capacity and expertise regarding the Department’s ability to lead in efforts to stop abuse, neglect, and exploitation (ANE) of older adults and vulnerable populations.

Explanation The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.

		Progress
Strategies		
<ul style="list-style-type: none"> In each year from 2024 through 2027, the Elder Rights department will provide at a minimum of two Abuse, Neglect and Exploitation trainings to healthcare professionals, nonprofits, educational institutions, and local nonprofits and governmental entities with a focus on seniors and caregivers on a quarterly basis with the goal of ensuring training is conducted in each county within the PSA. 		In progress: Elder Rights departments completed 5 trainings in 2024 so far.
<ul style="list-style-type: none"> In each year from 2024 through 2027, the Elder Rights department will obtain two additional organizations to provide Abuse, Neglect and Exploitation trainings to healthcare professionals, nonprofits, educational institutions, and local nonprofits and governmental entities with a focus on seniors and caregivers. 		In progress: Elder Rights attended an event in April and provided information for agencies to contact for future trainings.
<ul style="list-style-type: none"> By the end of the Area Plan cycle, Elder Rights and Healthy Aging will work to develop a minimum of one new site where education and outreach regarding health education and preventing elder abuse and exploitation can be done in the rural area of Indiantown. 		In progress: Fall prevention workshop is planned in Indiantown.
<ul style="list-style-type: none"> The Agency’s Legal Services Provider will train all staff to recognize the signs of elder abuse— physical, emotional, financial —and direct them to the Florida Department of Elder Affairs website for additional information and resources (http://elderaffairs.state.fl.us/doea/report_abuse.php). 		In progress: the Agency’s Legal Services Provider continues to train staff to recognize the signs of elder abuse.
<ul style="list-style-type: none"> The Agency’s Legal Services Provider will display Florida Department of Elder Affairs abuse posters in the client waiting room and in staff offices. 		In Progress: the Agency’s Legal Services Provider will continue to display Florida DOEA abuse posters in the client waiting room and in staff offices.
<ul style="list-style-type: none"> The Agency and its contracted providers will report all suspected instances of elder abuse immediately to the 1-800-96-ABUSE Registry hotline. 		In progress: the Agency’s contracted providers understand

	that must report all suspected instances of elder abuse.
<ul style="list-style-type: none"> The Agency’s Legal Services Providers will represent victims of elder abuse in circuit and county court to protect them from physical abuse, neglect and financial exploitation. 	In Progress: the Agency’s Legal Services Provider will continue to represent victims of elder abuse in circuit and county court to protect them from physical abuse, neglect, and financial exploitation.

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
<ul style="list-style-type: none"> In 2024, the Elder Rights department will participate in six opportunities of outreach (i.e. brochure drop off, presentations) on a quarterly basis. 	In progress: Elder Rights continues to participate in at least 6 outreach opportunities per quarter.
<ul style="list-style-type: none"> In 2024, the Elder Rights department will obtain two additional organizations to provide education/outreach/awareness to. 	In Progress: Elder Rights reached out to a coordinator at a low-income housing unit to schedule a presentation in the future.

<ul style="list-style-type: none"> In 2024, the Elder Rights department will participate in the annual “World Elder Abuse Awareness Day” to expand on existing education, outreach, and awareness. 	Complete: Elder Rights completed World Elder Abuse Awareness Day
<ul style="list-style-type: none"> The Agency’s contracted providers will connect older adults with legal service providers to support them in their ability to exercise their full rights. 	In Progress: Agency’s contracted providers make appropriate referrals to legal services as necessary.
<ul style="list-style-type: none"> In 2024, the Helpline will screen and provide appropriate referrals to legal service providers, increasing referrals by 20%. 	In Progress: Helpline continues to screen and provide appropriate referrals to legal service providers.

<p>Objective 4.4 Continue to improve older Floridian’s access to legal services which have a direct positive impact on their ability to stay independent in their homes and communities, and most importantly, exercise their legal rights.</p>	
<p>Explanation The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors, particularly those seniors in greatest economic or social need, as well as to improve the breadth and quality of legal services available.</p>	
Progress	
Strategies	
<ul style="list-style-type: none"> During Presentations, Outreach team and Helpline Director will continue to promote resources to access Legal Aid Services, providing education on the benefits of Elder Law representation to assist with Estate Planning, Living Wills, Housing advocacy and more. 	In progress: Legal Aid Society brochures were promoted through outreach at events and through a script for telephone assurance calls.
<ul style="list-style-type: none"> The Agency’s legal service provider will identify and target outreach and one-on-one legal counseling to isolated and underserved elder individuals in the community by providing services and collaborating with a broad range of local community agencies. 	In Progress: the Agency’s legal services provider will continue to target outreach and one-on-one legal counseling

	to isolated and underserved elders.
<ul style="list-style-type: none"> The Agency's legal service provider will provide advice, consultation, and direct representation before courts and administrative agencies; provide community education seminars and outreach to OAA targeted populations. 	In Progress: the Agency's legal services provider will continue to provide advice, consultation, and direct representation before courts and administrative agencies and provide community education seminars and outreach to OAA targeted populations.
<ul style="list-style-type: none"> The Agency's legal service provider will provide legal awareness seminars and one-on-one legal counseling to vulnerable and at-risk older clients. 	In Progress: the Agency's legal services provider will continue to provide legal awareness seminars and one-on-one legal counseling to vulnerable and at-risk older clients.

Goal 5 Increase Disaster Preparation and Resiliency		
Objective 5.1 Strengthen emergency preparedness through comprehensive planning, partnerships, and education.		
Explanation The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.		
		Progress
Strategies		
<ul style="list-style-type: none"> The Agency’s contracted providers will provide pre-storm contact to all clients to ensure their preparedness. 		In Progress: Agency’s contracted providers understand that they are to provide pre-storm contact to clients.
<ul style="list-style-type: none"> The Agency’s contracted providers provide information concerning pending storms to inform all seniors of the shelter options and contact information. 		In Progress: Agency’s contracted providers understand that they are to provide information concerning pending storms to inform clients.
<ul style="list-style-type: none"> The Agency’s contracted providers will follow up with all clients post-storm. 		In Progress: Agency’s contracted providers understand that they are to follow up with all clients post-storm
<ul style="list-style-type: none"> The Emergency Coordinating Officer will coordinate the annual updating of the Agency’s CEMP and COOP in April of each year with input from Senior Management. . 		Completed, revised CEMP and COOP were submitted to DOEA.
<ul style="list-style-type: none"> The Helpline will conduct an Emergency Preparedness Telephone Campaign in May of 2024. 		Completed, Helpline Assurance calls regarding Legal Aid Society and Emergency Preparedness
<ul style="list-style-type: none"> The Emergency Coordinating Officer will facilitate a collaborative effort with Alzheimer’s Community Care and Florida Power & Light to distribute hurricane disaster guides to seniors in the PSA. 		Delayed due to staff shortage.

<ul style="list-style-type: none"> The Emergency Coordinating Officer will communicate with the five county Emergency Management Departments in the PSA regarding information on impending disasters, preparation guidance, and pre- and post-unmet needs. 	Completed, the ECO has made contact and updated primary contacts for each county the Agency operates.
<ul style="list-style-type: none"> During the first quarter of 2024 the ECO will meet with the local emergency officials in each of the counties in our PSA to ensure they understand the role of the AAA and the AAA ECO in emergency/disaster response and educate them regarding the unique needs of the elderly, including special dietary requirements. (pages 13-18 to 13-19 of Handbook). 	Delayed due to staff shortage
<ul style="list-style-type: none"> The ECO will annually update the list of emergency contacts for the Department of Elder Affairs, local emergency management agencies, AAA Lead Agencies, service providers, and key suppliers. (Handbook page 13-19) 	Completed, the ECO has updated all current contacts.
<ul style="list-style-type: none"> The ECO will participate in tabletop exercises conducted at the state and local levels (page 13-20 of the Handbook). 	Will participate when tabletop exercises are available.
<ul style="list-style-type: none"> The Helpline Director will serve on the board of the United Way Emergency Food and Shelter Program. This board consists of human service professionals, whose agencies partner with United Way. Once annually, the Local Service Board reviews applications for FEMA program funding to Local Service Organizations, seeking additional funds to provide meals, food pantry service and emergency shelter. Once annually the Local Service Board also conducts site visits to ensure program compliance by the funded awarded organizations. 	In progress, Helpline Director is involved with United Way Hunger Relief as part of the Senior Hunger Workgroup
<ul style="list-style-type: none"> The Emergency Coordinating Officer will participate in the Long-Term Recovery Coalition comprised of emergency preparedness and response partners as needed in order to identify areas with unmet needs and provide access to resources. 	Will participate when deployed.
<ul style="list-style-type: none"> The Emergency Coordinating Officer will coordinate with United Way to direct volunteers who wish to help before, during or after an emergency to the DOEA website to register as Hope Heroes. 	Will participate when needed.

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

Strategies		
<ul style="list-style-type: none"> Alzheimer's Community Care will support the function of the Special Needs Shelters by providing dementia-specific training for Health Department staff and/or by staffing the shelter location as needed. These activities are quantified and qualified. 		In Progress, Agency's contracted providers will provide training to shelter and Health Department staff as needed.
<ul style="list-style-type: none"> In the first quarter of 2024, the Emergency Coordinating Officer will connect with Alzheimer's Community Care and the Alzheimer's Association in order to determine the next steps to advocate for shelters to be more dementia friendly with caregiver support. 		Delayed due to staff shortage.
<ul style="list-style-type: none"> Helpline associates will provide current information regarding the status of emergency shelters in the PSA and promote pre-registration when applicable. 		In Progress, all staff were trained on disaster and emergency planning by the CEO.

<p>Objective 5.4 Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.</p>		
<p>Explanation The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.</p>		
		Progress
Strategies		
<ul style="list-style-type: none"> The Agency's contracted providers will inform caregivers and elders who are enrolled in DOEA services to be aware of their evacuation zone to be able to increase levels of voluntary elder evacuation during severe weather. 		In Progress, Agency's contracted providers will continue to disseminate information regarding evacuation and preparedness. Flyer on how to be emergency prepared when living with someone with Alzheimer's disease was

	shared with providers to be shared with clients.
<ul style="list-style-type: none"> In 2024, Helpline associates will conduct an Emergency Preparedness Telephone by the start of Hurricane season, when a team will contact waitlisted Clients to assist them with locating their nearest evacuation zones based on their zip codes. Education will also be provided on putting together emergency kits during hurricane season. 	Assurance calls for waitlisted clients focused on emergency preparedness during May and June 2024.
<ul style="list-style-type: none"> The Emergency Coordinating Officer will develop a mail campaign to be implemented in May of each year targeting seniors in high-risk geographic areas to promote the importance of evacuation when notices are issued. Information will include shelter locations, pet shelter locations, registration information and other critical pieces to increase levels of voluntary elder evacuations. 	In Progress, an emergency preparedness presentation was done in low-income minority area of Boynton Beach. Emergency preparedness information, like shelters, was shared on Agency Facebook page.

Appendix A

The following pages provide evidence of public notice of and documentation of the public hearing held to gather public input on services the Area Agency on Aging of Palm Beach/Treasure Coast, Inc. provides, the planned strategies and action steps for the 2024-2027 Area Plan cycle, and the Direct Service Waiver Requests in the 2024-2027 Area Plan.

APPENDIX B

Our providers fulfillment of the contractual requirements to report on outreach activities at least semi-annually using a uniform reporting format established by our Agency is below.

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Palm Beach County Division of Senior & Veteran Services (DSVS)

SEMI-ANNUAL PERIOD 2023- January - June

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
Veteran Task Force	1/4/2023	West Palm Beach 33403	32	All Services
Haven Detox Outreach	1/5/2023	West Palm Beach, 33417	6	All Services
Veteran Nite Event	1/10/2023	Delray Beach, 33445	16	All Services
VA Coffee Chat	1/11/23	Delray Beach, 33445	12	All Services
Vets of Leisureville	1/13/23	Boynton Beach, 33426	8	All Services
South Florida Fair Heroes Day	1/26/23	West Palm Beach, 33411	23	All Services
Village Vets Club	1/26/23	Palm Beach, 33480	14	All Services
Community Partners VA Hospital	1/27/23	Palm Beach Gardens, 33410	14	All Services
Veteran Task Force	2/1/23	West Palm Beach, 33403	26	All Services
Veteran Benefit Fair	2/3/23	Delray Beach, 33446	200+	All Services
VA Coffee Chat	2/8/23	Delray Beach, 33445	12	All Services
Veteran Coffee Social	2/15/23	West Palm Beach, 33409	13	All Services
PB State	2/15/23	Lake Worth. 33461	4	All Services
Vets Community Social	2/22/23	Green Acres, 33413	40	All Services
Meeting at VAMC, WPB	2/23/23	West Palm Beach, 33409	4	All Services
MU Advisory Council	2/23/23	West Palm Beach, 33401	8	All Services
Site Visit Fau	2/27/23	Boca Raton, 33431	12	All Services
Community Partners	2/29/23	Palm Beach Gardens, 33410	20	All Services
Veteran Task Force	3/1/23	West Palm Beach, 33403	26	All Services
South County Senior Fair	3/3/23	Delray Beach, 33446	150	All Services
VA Coffee Chat	3/8/23	Delray Beach, 33445	12	All Services
PB State College	3/14/26	Lake Worth, 33461	15	All Services
Veterans Coffee Social at Panera Bread	3/15/23	West Palm Beach, 33409	19	
Veteran Coffee Social	3/22/23	Green Acres, 33413	15	
PBC Library	3/23/23	Boynton Beach, 33472	50	
Palm Beach County Main Library	3/23/23	West Palm Beach, 33406	3	
Veterans Bike Social	3/31/23	West Palm Beach, 33407	5	
PBC Veteran Network	4/5/23	West Palm Beach, 33411	26	
American Legion Post 141	4/5/23	West Palm Beach, 33409	3	
American Legion Post 199	4/5/23	West Palm Beach, 33401	5	
American Legion Post 268	4/5/23	West Palm Beach, 33404	4	
Veterans Coffee Social at Panera Bread	4/19/23	West Palm Beach, 33409	21	

VA Services Task Force	4/21/23	West Palm Beach, 33403	8	
Veterans Coffee Social at Humana Center	4/26/23	West Palm Beach, 33406	19	
WURF Briefing	4/26/23	Jupiter, 33458	5	
PBC Library	4/27/23	Boynton Beach, 33472	6	
Congressional Round Table	5/2/23	Delray Beach, 33445	16	
Veteran's Committee	5/3/23	West Palm Beach, 33403	26	
Watch Station Training	5/7/23	Palm Beach Gardens, 33410	14	
Site visit FAU Vet Center	5/9/23	Boca Raton, 33427	11	
Vet Comm. Social Gizzy's	5/10/23	Delray Beach, 33483	1	
VA Coffee Chat	5/10/23	Delray Beach, 33445	8	
Valencia Veterans Club	5/13/23	Boynton Beach, 33437	18	
PB State College	5/16/23	Lake Worth, 33461	10	
Community Partners (VAMC)	5/19/23	Palm Beach Gardens, 33410	16	
Site Visit Boca CBOC	5/19/23	Boca Raton, 33427	6	
Memorial Day Event	5/29/23	Boca Raton, 33434	120	
Village of Palm Springs Senior Travel Club	6/1/23	Palm Springs, 33461	34	
Children's Services Council BBC	6/13/23	Boynton Beach, 33437	12	
Cares Provider Event at VAMC	6/13/23	West Palm Beach, 33403	100+	
VA Coffee Chat	6/14/23	Delray Beach, 33445	15	
FAU Vet Center	6/26/23	Boca Raton, 33431	12	
Community Partners/VA	6/30/23	Palm Beach Gardens, 33410	18	
EHEAP H/V	2/7/23	West Palm Beach, 33407	1	
EHEAP H/V	3/3/23	Jupiter, 33458	1	
EHEAP H/V	3/28/23	Lake Worth, 33463	2	
EHEAP H/V	5/19/23	West Palm Beach, 33407	1	
EHEAP H/V	6/7/23	West Palm Beach, 33417	1	
EHEAP H/V	6/27/23	West Palm Beach	1	
Event – Ponte Vecchio HOA Health Fair	6/1/23	Boynton Beach	100	
Event – Children's Services Council Health Fair	6/13/23	Boynton Beach	125	

OAA Targeted Categories Palm Beach County Division of Senior and Veteran Services January 2023-June 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	
Low-income older individuals	
Low-income minorities	
Older individuals with the greatest social need	
Older individuals with severe disabilities	180
Older individuals with limited English proficiency	
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	
Older individuals at risk for institutional placement	0
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	0
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	
Caregivers who are older individuals with greatest social need	
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	
TOTAL:	842

Older Individuals at risk of nursing home placement: 27

Caregivers of Alzheimer's & Related Disorders: 0

Memory impaired: 12

Hispanics: 236

African Americans: 211

Disabled: 356

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Palm Beach County Division of Senior & Veteran Services (DSVS)

SEMI-ANNUAL PERIOD 2023- July - December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
MAC Museum VA	7/18/2023	West Palm Beach 33403	46	All Services
MAC Quarterly Meeting VA Hospital	7/18/2023	Palm Beach Gardens 33410	12	All Services
Veterans Coffee Social	7/19/2023	West Palm Beach 33409	14	All Services
Palm Beach County Library, Boynton Beach	7/27/2023	Boynton Beach 33437	4	All Services
Community Partners VA Medical Center	7/28/2023	Palm Beach Gardens 33410	13	All Services
Boynton Beach Task Force	8/3/2023	Boynton Beach 33426	12	All Services
Palm Beach County Main Library	8/11/2023	West Palm Beach 33406	2	All Services
Palm Beach County Library	8/11/2023	West Palm Beach 33417	3	All Services
Mission United	8/13/2023	West Palm Beach 33411	14	All Services
American Legion	8/16/2023	West Palm Beach 33404	3	All Services
American Legion Post 268	8/17/2023	West Palm Beach 33404	5	All Services
American Legion Post 141	8/17/2023	West Palm Beach 33409	3	All Services
Vet Social Greenacres	8/24/2023	Greenacres 33413	24	All Services
Palm Beach County Library Boynton Beach	8/24/2023	Boynton Beach 33424	4	All Services
VA Hospital Claim Overview	8/25/2023	West Palm Beach 33407	3	All Services
Mission United	8/27/2023	West Palm Beach 33411	14	All Services
Belle Glade Senior Center	8/31/2023	Belle Glade 33430	2	All Services
Vets Social Gizzy's Delray Beach	9/14/2023	Delray Beach 33444	12	All Services
Marine Corps Recruiting Office	9/14/2023	West Palm Beach 33401	4	All Services
EHEAP Home Visit / LC	9/15/2023	Lake Worth 33461	1	All Services
Suicide Prevention Awareness	9/15/2023	Palm Beach Gardens 33410	150	All Services
Vet Social Greenacres	9/27/2023	Greenacres 33413	12	All Services
The Club at Boynton Beach	9/27/2023	Boynton Beach 33424	24	All Services
Palm Beach County Library Boynton Beach	9/28/2023	Boynton Beach	6	All Services
United for Veterans Resource Fair & Expo	10/3-4/2023	Lake Worth 33461	50	All services
Whole Health Open House	10/18/2023	Palm Beach Gardens, 33410	50	All services
Belle Glade Senior Center Veterans	10/26/2023	Belle Glade 33430	1	All services
Palm Beach County Public Library, Boynton Beach	10/26/2023	Boynton Beach 33437	6	All services
Boynton Beach Task Force	10/26/2023	Boynton Beach, FL 33426	10	All services
Community Partners	10/27/2023	Palm Beach Gardens, 33410	13	All services
Paychecks for Patriots	11/1/2023	West Palm Beach 33406	50	All services
Palm Beach County Library, Boynton Beach	11/2/2023	Boynton Beach 33437	5	All services
Veterans Day Parade	11/5/2023	West Palm Beach, 33417	100	All services
Vets Community Social	11/8/2023	Delray Beach, 33483	24	All services
Red, White & Boca Veterans Day Event	11/11/2023	Boca Raton 33432	100	All services
Veterans Day Observance Ceremony	11/11/2023	Boca Raton 33428	100	All services
Veteran Services Presentation	11/14/2023	Loxahatchee 33470	3	All services

Palm Beach County Library, Boca Raton	11/17/2023	Boca Raton 33498	1	All services
Veteran Services Brief, Jupiter Library	11/30/2023	Jupiter, 33458	4	All services
Community Partners	11/30/2023	Palm Beach Gardens, 33410	11	All services
Lake Worth Towers	12/18/2023	Lake Worth Beach 33460	8	All services
Discovery Village Presentation	12/21/2023	Palm Beach Gardens, 33418	7	All services
Veteran Task Force	3/1/2023	West Palm Beach, 33403	26	All services
Community Partners	12/29/2023	Palm Beach Gardens 33410	16	All services

OAA Targeted Categories Palm Beach County Division of Senior and Veteran Services July 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	
Low-income older individuals	
Low-income minorities	
Older individuals with the greatest social need	
Older individuals with severe disabilities	180
Older individuals with limited English proficiency	
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	
Older individuals at risk for institutional placement	0
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	0
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	
Caregivers who are older individuals with greatest social need	
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	
TOTAL:	972

Older Individuals at risk of nursing home placement: 0

Caregivers of Alzheimer's & Related Disorders: 0

Memory impaired: 29

Hispanics: 90

African Americans: 95

Disabled: 180

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME COASL: - Council on Aging of St. Lucie

SEMI-ANNUAL PERIOD 2023- January – June

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
SLC Chamber Networking Meeting	1/11/2023	34982	75	All COASL Services
Healthy St. Lucie Coalition Virtual Mtg.	1/13/2023	34950	30	All COASL Services
TC Crime Stoppers Mtg.	1/14/2023	34952	25	All COASL Services
Zora Neale Library	1/26/2023	34947	100	All COASL Services
Ft. Pierce Library	1/26/2023	34950	100	All COASL Services
Parkinson's Emotional Wellness	3/18/2023	34987	150	All COASL Services
Rotary Club PSL	3/28/2023	34953	30	All COASL Services
Kings Isle Health Fair	4/13/2023	34986	200	All COASL Services
Concerned Citizens Mtg.	5/4/2023	34950	35	All COASL Services
La Bouna Vita	5/25/2023	34952	30	All COASL Services
Concerned Citizens Mtg.	6/1/32023	34950	30	All COASL Services
SLC Chamber Networking Meeting	6/8/2023	34981	28	All COASL Services
Wickshire Senior Living	6/9/2023	34952	75	All COASL Services
Grace Baptist Church	6/17/2023	34952	20	All COASL Services
Council of Social Agencies	6/21/2023	34983	42	All COASL Services
IRSC Public Media Radio	6/21/2023	34981	1000	All COASL Services

OAA Targeted Categories Council on Aging of St. Lucie County January 2023-June 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	30
Low-income older individuals	325
Low-income minorities	100
Older individuals with the greatest social need	100
Older individuals with severe disabilities	500
Older individuals with limited English proficiency	20
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	150
Older individuals at risk for institutional placement	30
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	50
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	5
Caregivers who are older individuals with greatest social need	50
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	25
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	10
TOTAL * Reached 1970 individuals during January 2023 - June 2023 through outreach	1395

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME COASL - Council on Aging of St. Lucie

SEMI-ANNUAL PERIOD 2023- July – December

Type of Event or Activity	Date	Location {Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified
SLC Fire District Health Fair	7/12/2023	34982	200	All COASL Services
City of PSL	7/17/2023	34984	30	All COASL Services
County Commission Health Fair	7/19/2023	34982	200	All COASL Services
TC Coalition of Independent Living	7/20/2023	34983	20	All COASL Services
Concerned Citizens Mtg.	8/3/2023	34950	28	All COASL Services
Veterans Admin. Presentation	8/8/2023	34984	25	All COASL Services
County Commission Proclamation	9/5/2023	34982	150	All COASL Services
Vitalia at Tradition - Health Fair	9/23/2023	34987	120	All COASL Services
Freedom Health - Presentation	9/29/2023	34983	12	All COASL Services
Concerned Citizens Mtg.	10/5/2023	34950	32	All COASL Services
Brennity at Tradition Mtg.	10/6/2023	34987	60	All COASL Services
Rotary Club PSL Presentation	10/10/2023	34953	25	All COASL Services
Kings Isle Health Fair	10/11/2023	34986	175	All COASL Services
Channel 25 News	1/12/2023	34950	1500	All COASL Services
Holiday Angeles	10/23/2023	34950	500	All COASL Services
Concerned Citizens Mtg.	11/2/2023	34950	30	All COASL Services
Friendship Miss. Baptist Health Fair	11/4/2023	34950	40	All COASL Services
Sacco Senior Networking Mtg.	11/8/2023	34952	29	All COASL Services
South Fl. Chamber Health Fair	11/13/2023	34984	75	All COASL Services
Brennity at Tradition Mtg.	11/18/2023	34987	150	All COASL Services
WCNO Radio	11/22/2023	34990	1000	All COASL Services
TC High School FBLA Mtg.	12/7/2023	34953	50	All COASL Services
Sacco Senior Networking Mtg.	12/13/2023	34987	19	All COASL Services
TC Food Bank	12/14/2023	34947	25	All COASL Services
Council of Social Agencies	12/20/2023	34983	42	All COASL Services

OAA Targeted Categories Council on Aging of St. Lucie County July 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	300
Low-income older individuals	852
Low-income minorities	822
Older individuals with the greatest social need	800
Older individuals with severe disabilities	1000
Older individuals with limited English proficiency	35

Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	50
Older individuals at risk for institutional placement	20
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	53
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	10
Caregivers who are older individuals with greatest social need	50
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	25
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	12
TOTAL * Reached 4537 individuals during January 2023 - June 2023 through outreach	4029

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Okeechobee Senior Services

SEMI-ANNUAL PERIOD 2023- January – June

Type of Event or Activity	Date	Location (including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
2023 Health & Safety Fair	01/28/2023	Okeechobee Agri-Civic Center 4601 HWY 710E Okeechobee, FL 34974	146	Case Management, Homemaking, Personal Care, Respite, Congregate Meals, Home Delivered Meals, Transportation, EHEAP	Provided brochures and information on all services provided via Okeechobee Senior Services. Time was spent answering individual questions and referrals to the ELDER Helpline.
Okeechobee Art Council	03/23/2023	Brown Cow Sweetery 103 SW Park Street Okeechobee, FL 34972	10	Case Management, Homemaking, Personal Care, Respite, Congregate Meals, Home Delivered Meals, Transportation, EHEAP	Provided brochures and information on all services provided via Okeechobee Senior Services. Time was spent answering individual questions and referrals to the ELDER Helpline.

OAA Targeted Categories Okeechobee Senior Services January 2023-June 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	156
Low-income older individuals	Unknown
Low-income minorities	Unknown
Older individuals with the greatest social need	Unknown
Older individuals with severe disabilities	Unknown
Older individuals with limited English proficiency	Unknown
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	Unknown
Older individuals at risk for institutional placement	Unknown
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	Unknown
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	Unknown
Caregivers who are older individuals with greatest social need	Unknown
Caregivers who are older individuals with economic needs (with particular attention to low-income older individuals)	Unknown
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	Unknown
Total	156

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME Okeechobee Senior Services

SEMI-ANNUAL PERIOD 2023- July – December

Type of Event or Activity	Date	Location (including Zip Code)	Total # of Partici- pants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Senior Expo	10/13/2024	Okeechobee KOA 4276 US-441 Okeechobee, FL 34974	33	Case Management, Homemaking, Personal Care, Respite, Congregate Meals, Home Delivered Meals, Transportation, EHEAP	Provided brochures and information of all services provided via Okeechobee Senior Services. Time was spent answering individual questions and referrals to the ELDER Helpline.

OAA Targeted Categories Okeechobee Senior Services January 2023-June 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	33
Low-income older individuals	Unknown
Low-income minorities	Unknown
Older individuals with the greatest social need	Unknown
Older individuals with severe disabilities	Unknown
Older individuals with limited English proficiency	Unknown
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	Unknown
Older individuals at risk for institutional placement	Unknown
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	Unknown
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	Unknown
Caregivers who are older individuals with greatest social need	Unknown
Caregivers who are older individuals with economic needs (with particular attention to low-income older individuals)	Unknown
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	Unknown
Total	33

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME The Volen Center

SEMI-ANNUAL PERIOD 2023- January – July

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Health Fair	1/11/2023	Boynton Cultural Center 33435	80	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Outreach for congregate meals	1/13/2023	33444/ 33445/ 33446	75	Congregate meals outreach	Information provided on DoEA services
Health Fair / Presentation	1/18/2023	High Point Delray	80	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	2/8/23	Brain Bowl @ Boca West CC	850	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	2/10/23	MVC	75	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Outreach	2/14/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
SHAN	2/15/23	St Andrews ALF	75	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lunch 'n' Learn	2/17/23	Boca Regional Hospital	55	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	2/23/23	Artis Senior Living	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	2/24/23	The Club Living	25	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Health Fair	3/1/23	Lakes of Delray	65	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/3/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	3/3/23	Delray Civic Center	100	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/6/23	MVC	5	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/7/23	MVC	4	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	3/8/23	Boynton Bay	4	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	3/9/23	Century Village	120	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lunch n Learn	3/14/23	Arden Court Delray	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	3/15/23	MVC	65	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	3/16/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	3/16/23	Vitas Boca	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	3/16/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Tour	3/17/23	Stratford Ct ALF	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/21/23	MVC	5	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/23/23	Neuro Behavioral Hospital	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	3/24/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	3/30/23	The Grove of Boynton	15	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	3/31/23	Via Flora Delray	30	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation/Tour	4/5/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	4/11/23	Symphony at Delray	30	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	4/11/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	4/13/23	Meridian ALF	30	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	4/14/23	MVC	75	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation/Tour	4/18/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Interview	4/20/23	FM Radio WPB	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	4/21/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	4/24/23	Symphony ALF	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	4/25/23	Ezell Hester Community Center	100	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lunch n Learn	4/25/23	Bagel City Boca	8	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lunch n Learn	4/26/23	Arden Court Delray	15	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Discussion Panel	4/27/23	MVC	35	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	4/28/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	4/28/23	Sonata Delray	16	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	5/2/23	MVC	4	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Phone Meeting	5/4/23	BRCH	6	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	5/10/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Seminar	5/10/23	Children's Services PBC	25	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	5/12/23	Embassy Suites	60	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lecture	5/15/23	Boynton Library	11	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation For 2 Shift	5/22/23	BBPD Officers	50	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Reception	5/23/23	Health Care Radio	40	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	5/24/23	YMCA	200	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	5/31/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Outreach	6/1/23	Radio Station	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation For Each Shift	6/2/23	BBPD Officers	30	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lunch Meeting	6/12/23	Acosta Law Firm	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast Meeting	6/15/23	Vitas Delray	15	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	6/21/23	Delray Medical Center	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Tour	6/22/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	6/28/23	West Boca Hospital	10	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
ADC tours	January	33446/33436/33444	15	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	February	33484	30	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	March	33434	22	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	April	33446/33436/33444	18	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	May	33486	19	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	June	33435 / 33484	30	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
Outreach for EHEAP	January	33444/ 33445/ 33446 / 33484 / 33486	32	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	February	33444/ 33445/ 33446 / 33484 / 33486	44	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	March	33446/33436/33444	26	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	April	33446/33436/33444	25	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	May	33444/ 33445/ 33446 / 33484 / 33486	30	Reviewed EHEAP program details	Provided program information and resources

Outreach for EHEAP	June	33444/ 33445/ 33446 / 33484 / 33486	30	Reviewed EHEAP program details	Provided program information and resources
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OAA Targeted Categories The Volen Center January 2023-July 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	0
Low-income older individuals	615
Low-income minorities	612
Older individuals with the greatest social need	872
Older individuals with severe disabilities	39
Older individuals with limited English proficiency	344
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	125
Older individuals at risk for institutional placement	76
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	66
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	42
Caregivers who are older individuals with greatest social need	65
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	33
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	45
TOTAL	2934

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME The Volen Center

SEMI-ANNUAL PERIOD 2023- July – December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Interview	7/10/23	Bethesda Hospital	38,000	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	7/11/23	Mid County Rec Center	40	Congregate meals outreach	Information provided on DoEA services
Presentation	7/13/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	7/14/23	PBC Health Consulting	50	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	7/19/23	Osborne Rec Center	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	7/25/23	Gloria Drummond Rehab	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	7/27/23	Cohen Law Firm	8	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Deliver Brochures	7/28/23	Harbor Chase Boynton - featuring Dr. Galvin from U of M	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	8/1/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	8/8/23	St Andrews Estates	50	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	8/10/23	Avante of Boca	7	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	8/11/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	8/16/23	Sunscape of Boca	10	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Reception	9/7/23	MVC	60	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	9/12/23	Avante of Boca	45	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Health Fair	9/19/23	Premier Residences	120	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	9/20/23	Allegro Opening	10	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	9/26/23	Arden Court Delray	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Network Lunch	9/27/23	MVC	30	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Reception	10/3/23	Siegel Law Group	10	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	10/5/23	Boca Community Church	400	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	10/10/23	The Club of Boynton ALF	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	10/13/23	Chen Med	25	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Interview	10/25/23	MVC	90	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	10/26/23	Century Village Boca		Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Panel Discussion	10/26/23	MVC	20	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	11/1/23	Floral Lakes	50	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	11/2/23	MVC	4	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lecture	11/6/23	MVC	100	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	11/7/23	Siegel Law Firm	7	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	11/9/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Networking	11/10/23	Kaiser University	40	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Meeting	11/13/23	Carolyn Sims Center	4	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	11/14/23	Symphony at Delray	15	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation to Nurses	11/15/23	Drummond Rehab at BRCH	40	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	11/16/23	Bonaire Village	25	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Lecture	11/21/23	MVC	45	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Health Fair	11/29/23	Century Village Boca	200	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Presentation	12/1/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services

Tour	12/1/23	MVC	3	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Tour	12/5/23	MVC	2	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Luncheon	12/12/23	Allegro Delray	60	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Hospice Lecture	12/13/23	Arden Court Delray	10	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
Breakfast	12/20/23	Avante Boca	8	Help in home, food, EHEAP Information, ADC Information	Information provided on DoEA services
ADC tours	Aug	33446/33436/33444	18	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	Sept	33484	16	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	Oct	33434	20	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services

ADC tours	Nov	33446/33436/33444	16	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
ADC tours	Dec	33486	20	Discussed ADI, CCE and OA3B programs	Information provided on DoEA services
Outreach for EHEAP	Aug	33444/ 33445/ 33446 / 33484 / 33486	20	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	Sept	33444/ 33445/ 33446 / 33484 / 33486	20	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	Oct	33446/33436/33444	25	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	Nov	33446/33436/33444	30	Reviewed EHEAP program details	Provided program information and resources
Outreach for EHEAP	Dec	33444/ 33445/ 33446 / 33484 / 33486	35	Reviewed EHEAP program details	Provided program information and resources

OAA Targeted Categories The Volen Center July 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	0
Low-income older individuals	766
Low-income minorities	655
Older individuals with the greatest social need	655
Older individuals with severe disabilities	40
Older individuals with limited English proficiency	375
Older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals)	120
Older individuals at risk for institutional placement	50
Caregivers of older individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction	65
Grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities	40
Caregivers who are older individuals with greatest social need	66
Caregivers who are older individuals with greatest economic need (with particular attention to low-income older individuals)	35
Caregivers who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities.	48
TOTAL	2915

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH
PROVIDER NAME Ruth & Norman Rales JFS
SEMI-ANNUAL PERIOD 2023- January - June

Type of Event or Activity	Date	Total # of Participants	Individual Service Needs Identified	Referral Sources of Information Provided
CG training	month of January	20	yes	yes
CG training	month of February	32	yes	yes
CG training	month of March	28	yes	yes
CG training	month of April	16	yes	yes
CG training	month of May	17	yes	yes
CG training	month of June	14	yes	yes
Grand Total	127		100%	100%

Number of Person Within the Targeted Population Reached through Outreach Activities During the last 6 months Ruth and Norman Rales Jewish Family Services January 2023-June 2023		% to total served
Older individuals residing in rural areas	0	0%
Low-income older individuals	127	100%
Low-income minorities	3	2%
Older individuals with the greatest social need	127	100%
Older individuals with severe disabilities	0	0%
Older individuals with limited English proficiency	0	0%
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	0	0%
Older individuals at risk for institutional placement	10	8%
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	127	100%
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	0	0%
Caregivers who are older individuals with greatest social need	127	100%
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)	127	100%
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	1	1%

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH
PROVIDER NAME Ruth & Norman Rales JFS
SEMI-ANNUAL PERIOD 2023- July – December

Type of Event or Activity	Date	Total # of Participants	Individual Service Needs Identified	Referral Sources of Information Provided
CG training	month of July	17	yes	yes
CG training	month of August	22	yes	yes
CG training	month of September	22	yes	yes
CG training	month of October	27	yes	yes
CG training	month of November	31	yes	yes
CG training	month of December	33	yes	yes

	Grand Total	152	100%	100%
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November special event at WDCC = 50 participants

November special event at WDCC = 5 individuals screened for memory loss

Social media posts (November) & e-newsletter = 228 engagements

Number of Person Within the Targeted Population Reached through Outreach Activities During the last 6 months Ruth and Norman Rales Jewish Family Services July 2023-December 2023	% to total served	
Older individuals residing in rural areas	0	0%
Low-income older individuals	152	100%
Low-income minorities	3	2%
Older individuals with the greatest social need	152	100%
Older individuals with severe disabilities	0	0%
Older individuals with limited English proficiency	0	0%
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	152	100%
Older individuals at risk for institutional placement	12	8%
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	152	100%
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	0	0%
Caregivers who are older individuals with greatest social need	152	100%
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals	152	100%
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	2	6%

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME MorseLife (Palm Beach)

SEMI-ANNUAL PERIOD 2023- January – June

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Health Fair	1/20/23	Lake Worth, 33460	80	Caregivers	support groups, resources
Presentation	1/27/23	Boynton Beach, 33473	40	Caregivers	support groups, resources
Health Fair	2/8/23	Lake Worth, 3346760	60	Caregivers	Support groups, resources
Presentation	2/13/23	Lake Worth, 33465	80	Caregivers, GP	Support groups, resources, Grandparent info
Health Fair	3/8/23	Riviera Beach, 33418	90	Caregivers	Support group, caregiver services
Presentation	3/23/23	Wellington, 33414	70	Caregiver	Caregiver groups & services
Health Fair	4/19/23	Boynton Beach, 33435	60	Grandparents	Grandparent training and groups
Presentation	4/27/23	WPB, FL 33401	100	Caregivers, GP	Caregiver services, GP, counseling
Health Fair	5/4/23	WPB, FL 33401	60	Caregivers	Caregiver services, GP training, support

Presentation	5/11/23	Riviera Beach, 33418	60	Grandparents	support groups, resources
Health Fair	6/9/23	Delray Beach, 33444	80	Grandparents	Grandparent training and groups
Presentation	6/23/23	Belle Glade, 33430	60	Caregivers & GP	Grandparent training and groups
Presentation	6/29/23	Boynton Beach, 33435	25	Grandparents, CG	Grandparent training and groups

OAA Targeted Categories MorseLife (Palm Beach County) January 2023-June 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	60
Low-income older individuals	300
Low-income minorities	280
Older individuals with the greatest social need	280
Older individuals with severe disabilities	120
Older individuals with limited English proficiency	250
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	100
Older individuals at risk for institutional placement	250
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	600
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	100
Caregivers who are older individuals with greatest social need	200
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)	200
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	160
TOTAL	3,200

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH

PROVIDER NAME MorseLife (Palm Beach)

SEMI-ANNUAL PERIOD 2023- July – December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Health Fair	7/21/23	Lake Worth, 33465	80	Caregivers	support groups, resources
Presentation	7/26/23	Riviera Beach 33418	60	Grandparents, CG	grandparent resources, training & support

Presentation	8/3/23	Pahokee Church 33476	75	Caregivers, GP	Caregiver resources, grandparent resources
Presentation	8/23/23	Boynton Beach, 3347340	40	Caregivers	Caregiver support & resources
Health Fair	9/6/23	Gaines Park, WPB		Caregivers, GP	Caregiver support, grandparent resources
Health Fair	9/15/23	Royal Palm Beach	80	Caregivers, GP	Caregiver support, grandparent resources
Health Fair	9/27/23	Palm Beach Gardens	90	Caregivers	Caregiver resources, training & support
Health Fair	9/28/23	Pahokee	110	Grandparents, CG	Grandparent resources, CG resources
Health Fair	11/17/23	West Palm Beach, 33417	225	Caregivers	Caregiver education, training & support
Presentation	11/28/23	Delray Beach, 33444	55	Grandparents	Grandparents, training & support
Presentation	12/1/23	Golden Lakes, CH 33411	45	Caregivers	Caregiver resources, support groups
Presentation	12/6/23	Golden Lakes, CH 33411	25	Caregivers	Education, community resources, support groups

Health Fair	12/15/23	Boynton Beach, 33473	130	Caregivers	Caregiver resources, support groups
Health Fair	12/20/23	Belle Glade	70	Grandparents	Grandparent resources, training & support

OAA Targeted Categories MorseLife (Palm Beach County) July 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	80
Low-income older individuals	220
Low-income minorities	120
Older individuals with the greatest social need	300
Older individuals with severe disabilities	125
Older individuals with limited English proficiency	120
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	600
Older individuals at risk for institutional placement	200
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	650
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	125
Caregivers who are older individuals with greatest social need	350
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)	350
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	120
TOTAL	3,360

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH
PROVIDER NAME MorseLife (Treasure Coast)
SEMI-ANNUAL PERIOD 2023- January – December

Type of Event or Activity	Date	Location (Including Zip Code)	Total # of Participants Reached	Individual Service Needs Identified	Referral Sources or Information Provided
Parkinson Educational Event	3/24/2023	Kane Center, Stuart 34997	100	caregiver counseling/ SG	caregiver counseling/ SG
	4/28/2023	Virtual format	25	caregiver counseling/ SG	caregiver counseling/ SG

	5/10/2023	Kane Center, Stuart 34997	55	Support group	support group
	6/6/2023	Cabana's at Jensen Dunes, 34957	12	caregiver counseling/ SG	caregiver counseling/ SG
	6/30/2023	Kane Center, Stuart 34997	45	caregiver counseling/ SG	caregiver counseling/ SG
	9/14/2023	PSL Community Center, 34984	85	caregiver counseling/ SG	caregiver counseling/ SG

OAA Targeted Categories MorseLife (Treasure Coast) January 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	20
Low-income older individuals	40
Low-income minorities	20
Older individuals with the greatest social need	40
Older individuals with severe disabilities	15
Older individuals with limited English proficiency	0
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	320
Older individuals at risk for institutional placement	8
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	310
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	0
Caregivers who are older individuals with greatest social need	110
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)	60
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	200
TOTAL	1143

SEMI-ANNUAL REPORT OF PROVIDER OUTREACH
PROVIDER NAME Alzheimer's Community Care
SEMI-ANNUAL PERIOD 2023- January – June

Date / Time of Event	Activity Type*	Location of Event (Include Zip Code)	Total Number of Partici- pants	Service Needs Identified	Referral sources or information provided
1/10/23	Staff and Community Education	West Palm Beach, 33407	4	Community education	Alzheimer's Community Care and other local, state, and national resources

1/11/23	PBC Sheriff's Office Crisis Intervention Training	West Palm Beach, 33409	16	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
1/12/23	Undergraduate RN student education	West Palm Beach, 33409	33	Dementia- specific education and nursing strategies	Alzheimer's Community Care
1/12/23	Home Health Agency Staff Training	West Palm Beach, 33413	19	Dementia- specific education, nursing, and home health strategies.	Alzheimer's Community Care
1/19/23	Community Education	Port St. Lucie, 34986	34	Proactive, preventive brain health lifestyle choices and strategies.	Alzheimer's Community Care
1/24/23	Staff and Community Education	West Palm Beach, 33407	4	Alzheimer's Disease and Related Disorders Level 2 4-hour training	Alzheimer's Community Care and other local, state, and national resources
1/25/23	PBC Sheriff's Ofc. Crisis Intervention Training	Royal Palm Beach, 33411	23	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
2/1/23	Community Education	Royal Palm Beach, 33411	17	Proactive, preventive brain health lifestyle choices and strategies	Alzheimer's Community Care
2/2/23	Martin and St. Lucie County Sheriff's Offices	Fort Pierce, 34982	32	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care

2/8/23	PBC Sheriff's Ofc. Crisis Intervention Training	Royal Palm Beach, 33411	21	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
2/14/23	Staff and Community Education	West Palm Beach, 33407	3	Alzheimer's Disease and Related Disorders Level 1 4-hour training	Alzheimer's Community Care and other local, state, and national resources
2/28/23	Staff and Community Education	West Palm Beach, 33407	2	Alzheimer's Disease and Related Disorders Level 2 4-hour training	Alzheimer's Community Care and other local, state, and national resources
3/1/23	PBC Sheriff's Ofc. Crisis Intervention Training	Delray Beach, 33446	21	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
3/7/23	Community Education	Royal Palm Beach, 33411	32	Proactive, preventive brain health lifestyle choices and strategies	Alzheimer's Community Care
3/8/23	PBC Sheriff's Ofc. Crisis Intervention Training	West Palm Beach, 33409	30	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care and info. For presenting speakers, exhibitors and sponsors
3/17/23	Community Education	Port St. Lucie, 34986	31	Education re: normal brain aging, evaluating for cognitive impairment, and preserving brain health	Alzheimer's Community Care

3/15/23	Community Education	Palm Beach Gardens, 33418	111	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
4/5/23	PBC Sheriff's Ofc. Crisis Intervention Training	Royal Palm Beach, 33411	27	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
4/11/23	Staff and Community Education	West Palm Beach, 33407	6	Alzheimer's Disease and Related Disorders Level 1 4-hour training	Alzheimer's Community Care and other local, state, and national resources
4/25/23	Staff and Community Education	West Palm Beach, 33407	6	Alzheimer's Disease and Related Disorders Level 2 4-hour training	Alzheimer's Community Care and other local, state, and national resources
4/14/23	Community Education	Deerfield Beach, 33441	50	Education re: Alzheimer's and related disorders, preventive strategies, therapeutic activities	Alzheimer's Community Care
5/17/23	Community Education	Palm Beach Gardens, 33410	218	Presentations by multiple speakers on topics related to ADRD - full-day Conference	Alzheimer's Community Care and info. For presenting speakers, exhibitors and sponsors

5/18/23	PBC Sheriff's Ofc. Crisis Intervention Training	Royal Palm Beach, 33411	23	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
6/8/23	Brain Health!	Grace Lutheran Church, PSL	28	Education re: current research and treatments for Alzheimer's disease	Alzheimer's Research & Treatment Center
6/12/23	PBC Sheriff's Ofc. Crisis Intervention Training	Royal Palm Beach, 33411	5	Education re: Alzheimer's and related disorders, risk of wandering, strategies	Alzheimer's Community Care
6/13/23	Staff and Community Education	West Palm Beach, 33407	7	Alzheimer's Disease and Related Disorders Level 1 4-hour training	Alzheimer's Community Care
6/15/23	Training for Certified Senior Advisors	National Webinar	276	Education re: Alzheimer's disease and related disorders, and proactive, preventive brain health strategies	Alzheimer's Community Care
6/27/23	Staff and Community Education	West Palm Beach, 33407	6	Alzheimer's Disease and Related Disorders Level 2 4-hour training	Alzheimer's Community Care

1/24/23	Healthcare Staff	Stuart, 34994	27	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
2/7/23	Healthcare Staff	Stuart, 34994	9	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
3/14/23	Community Education	Stuart, 34997	5	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
3/21/23	Healthcare Staff	Stuart, 34994	18	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
4/4/23	Healthcare Staff	Stuart, 34994	8	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
5/16/23	Healthcare Staff	Stuart, 34994	20	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
6/6/23	Martin County Sheriff's Office	Stuart, 34994	26	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care

6/6/23	Healthcare Staff - Inspiritas ALF	Stuart, 34997	16	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
6/8/23	Martin County Staff	Stuart, 34994	7	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
6/13/23	Cleveland Clinic Martin Health	Stuart, 34997	25	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care
6/15/23	Martin County Sheriff's Office	Stuart, 34994	33	Help- Understanding- Safety-Guidance	Martin County HUGS Alzheimer's Community Care

OAA Targeted Categories Alzheimer's Community Care January 2023-December 2023	Number of Persons Within the Targeted Population Reached through Outreach Activities During the last 6 months
Older individuals residing in rural areas	0
Low-income older individuals	46
Low-income minorities	8
Older individuals with the greatest social need	0
Older individuals with severe disabilities	0
Older individuals with limited English proficiency	40
Older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction (and the caretaker of such individuals)	999
Older individuals at risk for institutional placement	0
Caregivers of older individuals with Alzheimer's disease and related disorders with neurological and organic dysfunction	650
Grandparents or older individuals who are relative caregivers who provided care for children with severe disabilities	0
Caregivers who are older individuals with greatest social need	0
Caregivers who are older individuals with the greatest economic need (with particular attention to low-income older individuals)	46
Caregiver who are older individuals who provide care to individuals with severe disabilities, including children with severe disabilities	0
TOTAL	1789