

Department of  
**ELDER AFFAIRS**  
STATE OF FLORIDA

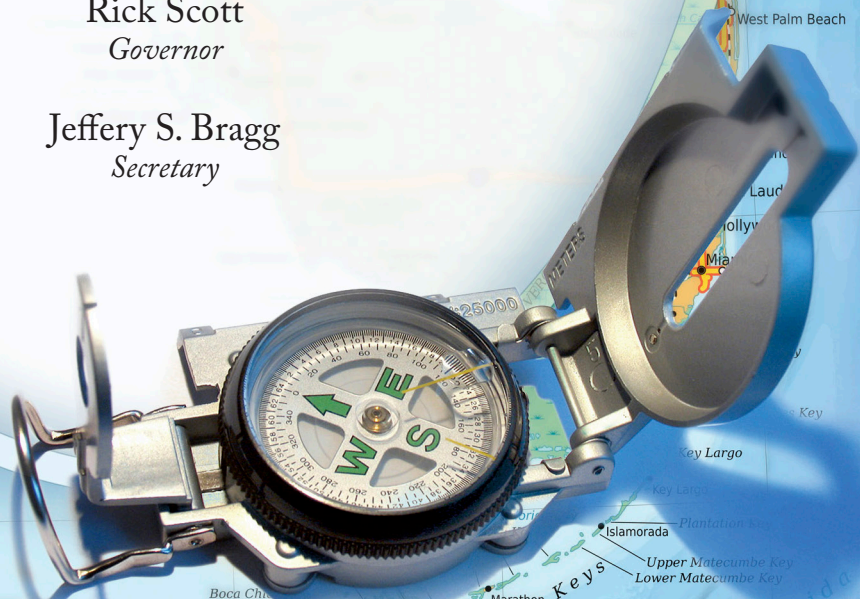


# Consumer Resource Guide

EIGHTH EDITION

Rick Scott  
*Governor*

Jeffery S. Bragg  
*Secretary*



Dry Tortugas  
Loggerhead Key

Marquesas Keys  
Gull Keys

Boca Grande Key

Key West

Saddlebunch Keys  
Sugarloaf Key

Florida

Ramrod Key

Marathon Keys

Upper Matecumbe Key  
Lower Matecumbe Key

Straits of Florida  
Elbow Cay

ATLANTIC  
OCEAN

## ACKNOWLEDGEMENTS

During the course of developing this Consumer Resource Guide, the Department of Elder Affairs (DOEA) not only collaborated with government agencies, non-profit organizations and professional associations, but also sought the input of other groups and individuals committed to issues affecting elders. In addition, program-specific and aging-related information was gathered from the following sources:

- Federal and state human services agencies;
- Area Agencies on Aging;
- Information & Referral and Assistance resource officers;
- Service providers;
- Volunteers;
- Program managers;
- Health care professionals;
- Family and professional caregivers; and
- Senior advocacy organizations.

The Department wishes to express its appreciation to these groups for the invaluable information they provided. A special thanks is also extended to the hundreds of consumers the Department helps serve each day. Their questions and requests for assistance helped fashion the contents of this document.

## A MESSAGE FROM THE GOVERNOR

Dear Friends,

Senior citizens play a vital role in Florida's rich heritage. They bring a wealth of life experience and vitality to all generations of Floridians. Every day, our state benefits from the wisdom and the contributions of the greatest generation.

In Florida, we are firmly committed to helping our seniors meet the challenges of aging with independence and dignity. This Consumer Resource Guide is an easy-to-read self-help book that provides elders and their families with the tools to meet the most personal needs of every unique caregiving situation. The guide contains practical information to answer simple health questions, or to locate an organization or agency for additional assistance.

Florida seniors are instrumental in paving the way for future generations to live and thrive. For this reason, I encourage anyone concerned with the health and care of an older Floridian to use this resource guide and to honor this dynamic population with the utmost respect.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Scott". The signature is fluid and cursive, with a large initial "R" and "S".

Rick Scott  
Governor

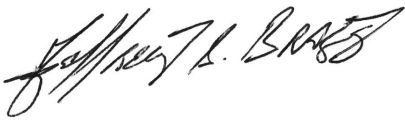
## A MESSAGE FROM THE SECRETARY

It is my pleasure to introduce you to the Florida Department of Elder Affairs' Consumer Resource Guide. This resource guide is designed for elders, their caregivers, family members, and anyone else who might have a need to access services that benefit older Americans.

Florida has a rich history of being senior-friendly. With a warm climate and even warmer hearts, we value the many contributions that elder Floridians have made throughout the state. As our elder population grows, we have a special responsibility to serve and respond to the needs of this dynamic and valuable group.

This guide is not intended to be all-inclusive, but rather a user-friendly general reference resource. I encourage you to use it in concert with our toll-free Elder Helpline at 1-800-963-5337 (1-800-96-ELDER). Together, these resources and services can help you become familiar with the many programs and services that are available for elders within Florida's aging services network.

Sincerely,



Jeffrey S. Bragg, Secretary  
Florida Department of Elder Affairs





Department of

# ELDER AFFAIRS

STATE OF FLORIDA



**Rick Scott**  
*Governor*

**Jeffrey S. Bragg**  
*Secretary*

Eighth Edition

# CONSUMER RESOURCE GUIDE

Prepared by the Florida Department of Elder Affairs

**2017**

## DISCLAIMER

This document has been prepared as a useful guide to assist you in finding the help and resources that you may need. Information provided in this Consumer Resource Guide is not intended, nor should it be used, to take the place of medical, legal, or other professional advice. The Department of Elder Affairs includes directory listings of organizations in this guide as a convenience for consumers. Listings do not constitute an endorsement by the Department of Elder Affairs of the products or services of these organizations.



**Elder  
Helpline  
1-800-96-  
ELDER**

*Florida's Information &  
Referral Service for Elders*

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## INTRODUCTION

Each day, the Florida Department of Elder Affairs (DOEA) receives hundreds of requests for information regarding services for elders. Most requests are made directly by elders using our toll-free Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Inquiries are also received through the mail from family members, caregivers, physicians, caseworkers, legislators, and various health and human service agencies.

Although not all-inclusive, this guide has been developed as a handy reference book and problem-solver for addressing everyday questions about programs for elders. In Florida, services for elders are provided primarily through a network of local providers administered by DOEA. The Department's mission is to serve elders as they live, contribute, and build legacies in Florida.

To carry out its mission, the Department uses a network of 11 Area Agencies on Aging (AAA) to provide a wide range of assistance programs. Each AAA operates as an Aging and Disability Resource Center (ADRC). Managed at a local level, the ADRCs are responsible for selecting the services and providers that assist elders within each county. ADRCs are funded with federal, state, and local resources.

Some services are provided to individuals who meet certain eligibility criteria, such as a minimum age or having a disability. However, many services are provided to anyone who requests them. Services range from health risk screenings, in-home care, and health insurance counseling to Meals on Wheels and housing.

This guide can help you be better informed about the choices and options available to you.

## HOW TO USE THIS GUIDE

This Consumer Resource Guide is about services for elders. Its purpose is to give you, the consumer, the information you need about services that are available. This document is written for individuals who may have little knowledge of program and service offerings. It is divided up into sections: one section for each major topic, plus this introduction and a resource directory.

Each category discusses an area that may be of interest to older individuals and those who live or work with them. The category groupings are as follows:

<b>Section</b>	<b>Category</b>
1.	Getting the Help You Need
2.	Caregiver and Consumer Support
3.	Transportation
4.	Housing and Property Rights
5.	Health Insurance Programs
6.	Disease Prevention and Medical Care
7.	Elder Rights, Abuse, and Fraud
8.	Safety and Emergency Services
9.	Life Planning and End-of-Life Preparations
R	Resource Directory

There are several ways you can find the information you need. You can use the table of contents and look under category section headings; you can go directly to the section dividers and use the divider index; or, you can look up the subject in the alphabetical index in the back of this publication. For the name, address, or telephone number of an agency or organization, simply look for it in the resource referral directory located in the back of this guide.

To get the most assistance out of this guide, we recommend reviewing the table of contents, keeping the guide near your telephone, and treating it as a valuable companion. We encourage you to take advantage of the many resources made available through the Florida Department of Elder Affairs.

Additional information sources include federal agencies, other state agencies, AAAs, toll-free information lines, and various social and human service organizations in your community.

**QUESTION:**

“I used contact information in the guide, but the phone number listed is not in service, the website address does not work, and my letter comes back stamped ‘address unknown.’ What do I do now?”

**ANSWER:**

The Florida Department of Elder Affairs makes every effort to ensure that Consumer Resource Guide contact information is correct and up to date. However, some information changes beyond the Department’s control will inevitably occur after publication. If you are unable to contact the programs, services, or resources using referral information in this guide, do not give up! Please call the statewide, toll-free Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for assistance.





# SECTION 1 GETTING THE HELP YOU NEED

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## STATE AND FEDERAL PROGRAMS

Thanks to advances in medical technology and public health, Americans are now living longer. In fact, the fastest growing population segment is people age 85 and older. At age 65, we can now expect to live 16-19 years longer. By 2030, seniors in the U.S. are expected to number 72 million, double the number in 2000.

The third most populous state in the nation, Florida – where almost one of every four residents is age 60 or older – is especially impacted by this trend. The Department of Elder Affairs serves Florida's more than 4.8 million residents age 60 and older, and is continually planning to meet the needs of the state's elder population.

The federal government, through the U.S. Department of Health and Human Services, Administration for Community Living, Administration on Aging, works in partnership with a national network of 57 State Units on Aging and 618 Area Agencies on Aging to assist in planning programs for the elderly. In Florida, the State Unit on Aging is the Department of Elder Affairs.

The Administration for Community Living is the official federal agency dedicated to implement programs that provide supportive home and community-based services to older persons and their caregivers. These programs help a growing number of older persons maintain their independence and allow them to remain in their homes for as long as possible.

### Information Sources

- Federal agencies
- Other state agencies
- Elder Helpline
- County & community service agencies
- DOEA
- Area Agencies on Aging

Each year, DOEA receives millions of dollars in federal funds from the Administration on Aging to contract with the Area Agencies on Aging. The Area Agencies, in turn, deliver services to elders with the help of more than 1,100 local service providers.

Since the aging process affects each of us differently, the vitality level of one person at age 85 could be the same as another at age 60. For this reason, the need for assistance can vary substantially from one elder to another. Needed services may be as simple as help with chores and house cleaning, or as demanding as 24-hour skilled nursing service. The more extensive the needs for care, the greater the costs of providing that care. The longer we stay healthy and independent, the greater our quality of life will be.

We can expect to lose some level of independence as we advance in age, even with the best of health. However, a minor loss of independence should not automatically force an elder into a nursing home. Today, through various federal and state assistance programs, millions of seniors are able to remain in their homes and still receive a level of care that allows them to age in a more family- and community-oriented environment.

**FLORIDA'S AGING SERVICES NETWORK:**

Over 14,095 volunteers assist the Florida's Aging Services Network each quarter.



## OVERVIEW OF DEPARTMENT OF ELDER AFFAIRS PROGRAMS

Department of  
**ELDER AFFAIRS**  
STATE OF FLORIDA



The Department of Elder Affairs administers a wide variety of assistance programs sponsored by both the federal government and the State of Florida.

Major program initiatives sponsored by the Department include in-home and community-based services, Medicare and Medicaid counseling, Communities for a Lifetime, information, advocacy and caregiver support, volunteer training, health and wellness promotion, and elder abuse prevention and outreach. In addition, the Department, through its local CARES (Comprehensive Assessment and Review for Long-term Care Services) Offices, provides assessment services and level of care determinations for individuals seeking Medicaid long-term care services. An overview of each program is provided in this section for each major DOEA program initiative. These programs include:

### **Adult Care Food Program**

A program funded by a grant from the United States Department of Agriculture (USDA) to provide reimbursement to eligible adult care centers, helping them provide nutritious meals to adult day care participants. Centers use this program to help maintain participants' nutritional status, while keeping food costs down. Eligible facilities include licensed adult day care centers, mental health day treatment centers, rehabilitation programs, and respite centers.

### **Alzheimer's Disease Initiative (ADI)**

A program that provides services for the special needs of individuals with Alzheimer's disease and related memory disorders. Respite care (caregiver relief) services are provided in all 67 Florida counties. There are 15 memory disorder clinics in Florida providing medical diagnosis and treatment for patients. The clinics also provide training and education to caregivers.



### **AmeriCorps**

A network of national service programs that uses volunteers to meet critical needs in education, public safety, health, and the environment. Current programs provide caregiver relief and companionship to homebound elders. Program members receive extensive service training, health insurance, a living allowance, and, upon successful completion of the program, an education award.

### **Community Care for the Elderly (CCE)**

A program that provides community-based services to enable elders with functional impairments to live dignified and reasonably independent lives in their own homes, or in the homes of relatives or caregivers, for as long as possible. The CCE program prevents inappropriate or premature nursing-home placement by providing ongoing case management and other services such as adult day care, respite, home-delivered meals, personal care, consumable medical supplies, emergency alert response, light housekeeping, minor home repair, and yard clean-up.

### **Communities for a Lifetime**

A program that helps Florida's communities plan and implement improvements that benefit the lives of all their residents, young and old. This initiative recognizes the diverse needs of residents and the unique contributions each individual can make to his or her community. Participating communities use existing resources and state technical assistance to make crucial civic improvements in areas such as housing, health care, transportation, accessibility, business partnerships, and education, and to make efficient use of natural resources, volunteer opportunities, and recreation.



**CCE**  
Community Care for the Elderly

### **CARES (Comprehensive Assessment and Review for Long-term Care Services)**

Performs pre-admission screening for nursing facility or alternative placement. CARES staff assesses clients for medical eligibility in Medicaid-funded nursing facilities or community alternatives. Services of the CARES Program include:

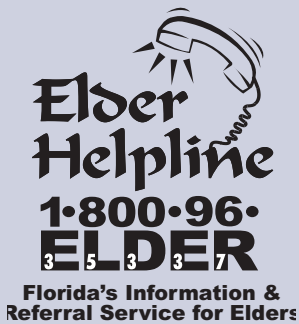
- Medical eligibility for the Medicaid Institutional Care Program (ICP),
- Medical eligibility for Medicaid waivers that provide community-based services,
- Medical eligibility for all mentally ill individuals requesting ICP, and
- Medical eligibility for individuals with intellectual disabilities requesting ICP services.

### **Elder Helpline**

A statewide toll-free telephone information and referral assistance service that links callers to local resources. The Elder Helpline is a starting point for anyone seeking information about aging issues, looking for an aging services provider, or wanting to volunteer. Helpline information and referral specialists not only answer general inquiries, but also direct callers to the appropriate source to address their needs. The Elder Helpline can be reached by calling toll free 1-800-96-ELDER (1-800-963-5337).

### **Elder Update Newspaper**

A bi-monthly newspaper published by DOEA. The paper features topics and issues of special interest to elders, and includes guest articles from health experts, case managers, and consumers. A subscription to *Elder Update* is available free of charge to Florida residents by calling the Elder Helpline and providing your name and address.



ELDER  
UPDATE

### **Emergency Home Energy Assistance for the Elderly Program (EHEAP)**

A program that provides vendor payments to assist low-income households. At least one person in the residence must be age 60 or older and experiencing a home energy emergency, such as difficulty keeping the utilities on. The energy emergency could be the receipt of a pending shut-off notice, lack of fuel or wood, or an unusually high utility bill resulting from a severely hot summer or harsh winter.

### **Employ Florida Marketplace Silver Edition**

The Employ Florida Marketplace: Silver Edition was created to address the mutual needs of Florida businesses, organizations, and the state's job seekers age 50 and older. The idea behind Silver Edition's goal is to make it easier for older workers and older worker-friendly employers to find one another. The website – [silver.employflorida.com](http://silver.employflorida.com) – was created to provide useful information to older, retirement-age job seekers who wish to remain in, or return to, the workforce. Silver Edition is sponsored by Career Source, the Florida Department of Elder Affairs, the Florida Chamber of Commerce, the Governor's Commission on Volunteerism and Community Service, and other members of the Silver Edition Task Force.

### **Home Care for the Elderly (HCE)**

A program that provides subsidy payments to help caregivers maintain low-income elders in their own homes or in the home of the caregiver. The monthly basic subsidy payment is made to the caregiver for support and health maintenance, and to assist with specialized health care needs. An eligible HCE participant must be at risk for nursing home placement.







**FLORIDA  
OMBUDSMAN  
PROGRAM**

ADVOCATING FOR QUALITY LONG-TERM CARE

### **Long-Term Care Ombudsman Program**

A statewide system of local councils that uses specially trained volunteers to identify, investigate, and resolve complaints made by, or on behalf of, individuals living in nursing homes, assisted-living facilities, and adult family care homes. In addition, the Ombudsman Program performs the following services and activities:

- Conducting annual assessments of long-term care facilities,
- Aiding the development of resident and family councils, and
- Monitoring and commenting on the development of federal, state, and local regulations and policies regarding the health, safety, welfare, and rights of residents in long-term care facilities.

### **Older Americans Act Programs**

These programs are probably the ones most familiar to you. They provide social activities for seniors, such as meals and recreational activities at senior centers and other congregate sites. Also, through these programs, local agencies deliver in-home services to frail elders – services such as Meals on Wheels, personal care, homemaking help, and caregiver support. Local agencies also use Older Americans Act money to fund advocacy and health promotion activities that benefit all elders. The health and wellness activities include a combination of health education, disease prevention, and screening and nutrition programs for elders. The Senior Community Service Employment Program, another Older Americans Act program, provides part-time employment and job training for workers age 55 and older.

### **Program of All-Inclusive Care for the Elderly (PACE)**

PACE targets individuals who would otherwise qualify for Medicaid nursing home placement. It provides recipients with a comprehensive service package that permits them to continue living at home while receiving services, rather than being placed in a nursing home. PACE is unique, however, in several respects. It includes both Medicare and Medicaid services and features comprehensive social services that can be provided at an adult day health center, at home, or at an inpatient facility. A team of doctors, nurses and other health professionals assess participant needs, develop care

plans, and deliver all services that are integrated into a complete health care plan.

### **Respite for Elders Living in Everyday Families (RELIEF)**

A program that provides in-home respite for the caregivers of homebound elders. Respite services allow the caregiver to leave the premises of homebound elders for a brief period of time. Carefully selected, screened, and trained volunteers provide respite services.

### **Senior Community Service Employment Program (SCSEP)**

A program that fosters and promotes useful part-time employment in community service activities for unemployed, low-income persons who are 55 and older and who have poor employment prospects. The program also fosters individual economic self-sufficiency and increases the number of older persons who may enjoy the benefits of unsubsidized employment in either the public or private sector. Program participants may receive up to 20 hours a week of part-time employment in a community service assignment, job training, and related educational opportunities.

### **Senior Companion Program**

A national service peer volunteer program that provides services to elders at risk of institutionalization due to chronic illnesses, disabilities, or isolation. Senior Companion volunteers provide:

- Companionship and advocacy,
- Respite to caregivers of frail elders,
- Transportation to medical appointments, and
- Shopping assistance and meal preparation.

Senior companion volunteers meeting certain income restrictions receive free annual medical examinations, along with a stipend to help defray expenses.



### **Senior Farmers' Market Nutrition Program**

A program that supports good nutrition by providing low-income seniors with coupons to purchase fresh produce from participating farmers' markets in 14 Florida counties: Alachua, Bay, Dixie, Gadsden, Gilchrist, Hernando, Jackson, Lafayette, Leon, Liberty, Sumter, Suwannee, Union, and Washington. This program is funded by a grant from the United States Department of Agriculture (USDA) and a state vitamin settlement grant and operates from April 1 through July 31 of each year.



### **Senior Medicare Patrol (SMP)**

A fraud awareness program that teaches Medicare and Medicaid beneficiaries, their families, and caregivers how to become smarter health care consumers. The program utilizes retired professionals as volunteers to help combat Medicare/Medicaid fraud, errors, and abuse by teaching beneficiaries how to identify and report health care fraud. SMP operates a toll-free fraud hotline, 1-866-357-6677, for the public to ask questions and report suspected fraudulent activity in their health care accounts.

### **SHINE (Serving Health Insurance Needs of Elders)**

A program providing free, unbiased insurance counseling and information about Medicare, Medicaid, other health insurance, long-term care planning, and prescription assistance. SHINE uses a statewide network of trained volunteer counselors. Elders and their caregivers can contact a SHINE counselor in each of Florida's 67 counties by calling the Florida Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or visiting [floridashine.org](http://floridashine.org).



### **Silver Alert**

A program designed to help authorities quickly find missing elders who suffer from dementia or other cognitive impairments. Created through an executive order by Governor Charlie Crist in October 2008, and made Florida law in 2011 by Governor Rick Scott, Florida's Silver Alert system allows important information to be quickly distributed to citizens so they can help local law enforcement rescue affected elders, both walking and driving, and return them home safely. Several state agencies, including the Florida Department of Law Enforcement, Department of Elder Affairs, Department of Transportation, and Florida Highway Patrol, partnered with the state's aging services network, local law enforcement agencies, and the news media to implement the Silver Alert system through a standardized and coordinated response. Now that individuals with dementia who drive automobiles have been recognized statewide as an at-risk population, the State has begun to focus on individuals with dementia who become lost and wander on foot. The number of incidents are many more than originally believed, as too many individuals are severely injured or fatally impacted by weather exposure and other conditions. For additional information or to receive email alerts visit [floridasilveralert.com](http://floridasilveralert.com).

### **Statewide Public Guardianship Office**

A program responsible for the registration and education of professional guardians in Florida and for appointing the public guardians in the state. Current lists of both professional and public guardians can be found at [elderaffairs.org](http://elderaffairs.org).

## INTER-AGENCY PROGRAMS/SERVICES

Because of the size and structure of Florida state government, finding the right agency to help you with your specific needs can sometimes be a challenge. Like many states, Florida has a multifaceted social service system. This system often requires people seeking services to deal with one or more agencies within the state's human services network. Our helpline information and referral specialists can put you in touch with the right department or agency and can also advise you about what information that agency will need from you in order to respond to your request.

The Department of Elder Affairs works with various state agencies that impact the delivery of services to elders. The Department works with four state agencies on a routine basis: the Department of Children and Families (DCF), the Agency for Health Care Administration (AHCA), the Florida Department of Health (DOH), and the Florida Department of Veterans' Affairs (DVA). The following is an overview of these departments and their functions.

### Department of Children and Families (DCF)

While serving as the principal advocacy and protection agency for Florida's children, DCF also administers the state's financial assistance programs. Programs that provide assistance to elders include determining the eligibility of individuals who apply for Medicaid, food assistance (SNAP), and OSS (Optional State Supplementation). DCF also administers the Adult Protective Services Program, which provides state-mandated investigation of all allegations of abuse, neglect, or exploitation. To apply for Medicaid or food assistance, call the Department of Children and Families at 850-487-1111. To report suspected abuse or neglect of an elder or adult with disabilities, call 1-800-96-ABUSE (1-800-962-2873).

### Agency for Health Care Administration (AHCA)

As the state's designated agency for regulating and licensing health care and skilled nursing facilities, AHCA is responsible for the administration of the state Medicaid program. Call AHCA at 1-888-419-3456 if you have questions about Medicaid. The agency also receives complaints about hospitals, nursing homes, assisted living facilities, home health agencies, adult day care facilities, or other specialized health care providers.



**Department of Health (DOH)**

The Florida Department of Health has oversight responsibility for the state's public health system, which includes immunizations and disease control. DOH also licenses and regulates doctors, nurses, pharmacists, dentists, and other medical professionals. The telephone number for your local county health clinic can be found in the resource directory section of this guide under County Resources. To report a complaint about a doctor or licensed health professional, call toll-free 1-888-419-3456.

**Department of Veterans' Affairs (DVA)**

The Florida Department of Veterans' Affairs has no jurisdiction over the U.S. Department of Veterans Affairs (the federal agency that operates VA hospitals and nursing homes). However, this Department's service officers are able, in some cases, to assist Floridians in obtaining veterans' benefits. DVA is responsible for administering the Capital Asset Realignment for Enhanced Services, which realigns medical facilities and services to meet veterans' needs and provide high quality care. If you have questions about benefits or the program, call 850-487-1533.



## **OTHER SOURCES OF HELP**

In addition to the information provided in this Consumer Resource Guide, many other information sources can assist you in getting the help you need. If you cannot find the information you need in this guide, we suggest calling the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or your local Area Agency on Aging. The numbers for the Area Agencies on Aging/Aging and Disability Resource Centers serving each county are listed in the Resource Directory section of this guide.

Also, most organizations list additional information about their programs and services on the internet. If you have access to the internet, visit the website of the agency or organization from which you seek assistance. Website addresses are included in the Resource Directory section of this guide.

# SECTION 2

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## 2-1-1 INFORMATION AND REFERRAL HELPLINE

In most parts of Florida, contacting the 2-1-1 information and referral helpline can help you find services that assist with food, shelter, employment, seniors, children, mental health, substance abuse, and many other issues. 2-1-1 is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

2-1-1 is a free and confidential service that can offer access to the following types of services:

- Basic Human Needs Resources: food banks, clothing, shelters, rent assistance, utility assistance.
- Physical and Mental Health Resources: medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, and children's health insurance programs.
- Employment Support: unemployment benefits financial assistance, job training, transportation assistance, and education programs.
- Support for Children, Youth, and Families: childcare, Success by 6, after-school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.
- Volunteer opportunities and donations.

More information is available by dialing 2-1-1 or by going online to [211.org](http://211.org).

## ADULT DAY CARE

Adult day care is a structured activity program designed to offer a safe environment for frail or disabled elders who are unable to remain at home alone during the day.

By law, adult day care facilities must be licensed by the state. Florida's Agency for Health Care Administration (AHCA) has regulatory and licensing responsibility for adult day care facilities in Florida. All employees working at adult day care facilities are required to undergo a criminal background check. Adult day care services are traditionally offered by centers five days a week during daytime hours. Seniors are either dropped off at the facility by a loved one or picked up through special transportation arrangements.

Adult day care programs are structured to allow elders to socialize with others and remain as independent as possible. These programs also allow caregivers to receive respite on a regular basis.

The Department of Elder Affairs administers several federal and state sponsored programs that provide subsidized benefits to eligible recipients (age 60 or older) in need of adult day care services.

Contact your Aging and Disability Resource Center for more information on adult day care services or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### Adult Day Care Core Services

- Supervision
- Meals (at least one)
- Arts and crafts
- Leisure-time activities
- Socialization

### Optional Services

- Health or social services
- Occupational services
- Speech therapy
- Physical therapy

## Adult Day Health Care Services Offered

- Social services
- Transportation
- Health education
- Nursing care
- Rehabilitative services
- Personal care and supervision
- Meals and nutritional counseling

## ADULT DAY HEALTH CARE

Adult day health care programs are adult day care programs that provide health care (medical) services in an outpatient setting.

Services under an adult day health care program support adults with physical and mental disabilities. The prescribed level of care is designed to restore and maintain individuals' capacity to care for themselves while under professional supervision. The care facility's staff, in consultation with the individual's doctor or case manager, develops the plan of care. Services under the program are available for four or more hours a day from Monday through Friday. Transportation is also provided to and from the facility.

Individuals recovering from heart failure, stroke, or a traumatic incident, where rehabilitative therapy is required under a doctor's order, can be referred to an adult day health care facility. Skilled nursing services, as well as physical, speech, and occupational therapy, may be provided in an adult day health care environment. The Florida Agency for Health Care Administration (AHCA) is responsible for licensing and regulating adult day health care facilities. Adult day health care services are available a minimum of five (5) hours a day, five (5) days a week, excluding legal holidays.

For more information on adult day health care, contact your Aging and Disability Resource Center, or call the Elder Helpline toll-free at 1-800-96-ELDER (1-800-963-5337).

## ASSISTANCE WITH DAILY ACTIVITIES

As we age, everyday tasks – things we often take for granted – can become more difficult. If you or someone you know is one of the millions of older Americans who need help with everyday activities, such as basic hygiene and personal care, do not be afraid to ask for assistance.

Everyday tasks, often referred to as activities of daily living (ADLs), include bathing, dressing, eating and drinking, and transferring to and from a bed or chair. It is not unusual that some seniors need help with one or more of these basic physical tasks. The more advanced activities of daily living needed to successfully live independently, referred to as instrumental activities of daily living (IADLs), include managing finances, handling transportation (driving or navigating public transit), shopping, preparing meals, using the telephone, managing medications, and performing light housework and heavy chores. In some instances, receiving a little help may prevent the need for more intensive assistance in the future, thus preserving independence. Family members, friends, professional caregivers, in-home nurses, and/or volunteers often combine to provide the total amount of assistance an individual needs with ADLs and IADLs.

The Department, through its Aging and Disability Resource Centers, offers several programs that provide assistance with ADLs and IADLs. In order to develop an appropriate care plan, an assessor will conduct an assessment to identify the person's long-term care needs.

To get more information about assistance programs for help with activities of daily living, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Other sources of information may include your doctor or local health clinic.

### ADL Activities

- Bathing
- Dressing
- Eating and drinking
- Toileting
- Transferring
- Walking

### IADL Activities

- Preparing meals
- Performing light housekeeping
- Performing heavy chores
- Shopping
- Managing finances
- Managing Medication
- Using the phone
- Using transportation

## Common Assistive Devices

- Reachers
- Magnifiers
- Telephones
- Ring amplifiers
- Flashing light ringers
- Medication organizers
- Grab bars/grips
- Bath chairs/ stools
- Book holders
- Memory cue cards

## ASSISTIVE TECHNOLOGY/DURABLE MEDICAL EQUIPMENT

As individuals get older, they experience functional limitations associated with physical and/or medical conditions brought on by a disability or age-related decline in physical function. In 2010, there were 40.3 million people aged 65 and over in the United States, representing 13.2 percent of the total population. Among this older population, about 15.7 million, or 38.7 percent, reported having one or more disabilities. Assistive technologies help elders and individuals with disabilities conduct the activities they have always done but must now do differently. Assistive technologies help individuals to live independently in their homes and avoid the need for long-term nursing or home healthcare.

**Assistive Technology** Also known as assistive or adaptive devices, assistive technology is any service, product, or tools that people use to increase their independence and quality of life.

### QUICK FACT:

Assistive devices are usually prescribed by an occupational therapist.

Assistive technology products can either be high-tech or low-tech and range in price from a few dollars to several thousand dollars. While low-tech assistive devices have no complex electronic components, they can still meet the functional needs of the user. These devices can be effective tools in helping elders face and overcome difficult challenges associated with their disabilities.

### QUESTION:

My mother is a 70-year-old widow living alone. Is it possible to integrate assistive devices while modifying her home?

### ANSWER:

Yes, many assistive devices are incorporated into the home when repairs or modifications are made. For example, grab bars or hand railings for the shower could be installed.

Many types of assistive devices are available to help elders. Some of the most common devices are designed for people with impairments to their vision or hearing. Assistive devices are also available to help with mobility and normal everyday tasks, such as bathing and using the restroom.

While you may decide to purchase assistive technology on your own, there may be instances when your doctor will prescribe assistive technologies for home use to aid in the recovery of an illness or injury. In these cases, your insurance may help pay for the cost of the assistive technology prescribed. These assistive technologies are often referred to as durable medical equipment or home medical equipment.

**Durable/Home Medical Equipment** This equipment can provide therapeutic benefits or help elders perform tasks they would otherwise be unable to perform. As defined by Medicare and Medicaid, durable medical equipment is equipment that:

- Can stand repeated use,
- Serves a recognized medical purpose,
- Is not useful to someone without an injury,
- Is appropriate for home use, and
- Is prescribed by a doctor as medically necessary.

**QUICK FACT:**

Durable medical equipment is prescribed by a doctor.

Although durable medical equipment and assistive devices are often used interchangeably for insurance coverage purposes, they are considered two different product categories. Medicare Part B and Medicaid cover most durable medical equipment used for elder care. However, Medicare Part B requires you to pay 20 percent of the Medicare-approved amount, and the Part B deductible applies.

## Common Durable Equipment

- Canes
- Crutches
- Walkers
- Hospital beds
- Traction equipment
- Commode chairs
- Wheelchairs
- Lift chairs
- Scooters

If you have private or supplemental insurance, be sure to contact your insurance provider to determine if they will pay for the adaptive technology you require. To find out if Medicare will cover the cost of a particular piece of durable medical equipment, visit Medicare's website at [medicare.gov](https://www.medicare.gov), or contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) and ask for a SHINE counselor. For additional information on assistive technology products, contact the Florida Alliance for Assistive Services and Technology (FAAST) at 850-487-3278 or online at [faast.org](https://www.faast.org). FAAST may also be able to provide you with information about their Device Loan Program, which is a way for people with disabilities of all ages to try out different assistive devices to best determine which are most helpful.

## CAREGIVER RESOURCES AND SUPPORT

A caregiver is someone who provides paid or unpaid assistance to another person.

With busy lifestyles, caregiving poses special challenges for today's families. In spite of these challenges, family and friends account for approximately three-fifths of the caregiving needs of elders. Almost half of caregivers are employed in a job other than full-time caregiving, but one in five of them eventually quits that job. Adult children make up the largest group of family caregivers, representing 42 percent, followed by spouses at 25 percent. Most caregivers are unpaid and lack the resources, training, and support essential to caregiving. This can lead to unforeseen caregiver stress. This stress can affect the quality of the relationship between the recipient and the caregiver. The stress can also have a negative impact on the caregiver's health. Caregiver stress has been shown to have a major impact on a caregiver's well-being and ability to provide care.

### Symptoms of Caregiver Stress

- Denial
- Irritability
- Social withdrawal
- Loneliness
- Lack of concentration
- Anger
- Anxiety
- Depression
- Inattentiveness
- Health problems

**Caregiver Support Network** If you are a caregiver, or are about to become one, it is a good idea to identify potential sources of support you can call upon. Caregiver support resources may include family members, friends, church members, neighbors, and others. You may also reach out to your Aging and Disability Resource Center (ADRC) for assistance. Many ADRCs offer caregiver assistance programs that may help supplement your caregiver support network. Do not be afraid to ask for help, particularly from those you trust and know you can depend on. After identifying the individuals who will make up your support network or team, begin matching each person with a specific caregiver task. If you are one of several adult children caring for an older parent, ask your siblings to share some of the responsibilities. It may be more practical to designate a family member as the primary care provider, with other members providing backup and financial assistance. To



effectively use your support network, you may find the following list of common caregiver activities helpful.

<b>Caregiving Activities:</b>	
PERSONAL CARE	SHOPPING
- feeding, toileting, bathing, dressing - incontinence and skin care	- groceries, clothing - medications/supplies/equipment
PHYSICAL CARE	OUTDOOR WORK
- assistance with mobility - medications and treatments	- cutting grass, pruning hedges and trees
SPECIAL NEEDS	DRIVING
- home modifications - assistive devices	- to appointments - other places /settings
COORDINATING CARE	FINANCIAL
- medical appointments - community support services	- banking, paying bills - financial support
HOUSEHOLD WORK	LEGAL
- meal preparation/cleaning up - house cleaning/laundry - house repairs/maintenance	- assistance with arranging will(s) - power of attorney

**QUESTION:**

What should I do if I start to exhibit any symptoms of caregiver stress?

**ANSWER:**

If you see any symptoms of caregiver stress in yourself, reach out to your caregiver support network to help ease your burden. If you do not have a caregiver support network, your ADRC may be able to assist by providing respite care and companion services.

**QUICK FACT:**

Caregiving can be very demanding. Studies show that up to 58 percent of caregivers exhibit symptoms of clinical depression. Build a caregiver support network that works for you and ask: Who can help with what?

The Florida Department of Elder Affairs administers several home and community-based caregiver/consumer assistance programs. Most of these programs are federally funded and focus on elders with limited resources who are most in need of economic assistance.

### **Caregiver Support Companion Resources Provided Through DOEA**

- Chore services
- Respite services
- Transportation to medical appointments
- Companion services
- Congregate meals
- Home-delivered meals

If you are a caregiver and need help, assistance may be available in your community. The Department of Elder Affairs, through its network of Area Agencies on Aging and service providers, sponsors several caregiver support initiatives. These services are provided in selected counties throughout Florida and are designated for the most frail and needy elders.

For additional information on caregiver support programs, contact the Aging and Disability Resource Center nearest to you or call the Elder Helpline at 1-800-96 ELDER (1-800-963-5337).

## CHORE/HOMEMAKER SERVICES

Chronic diseases – arthritis, for example – can make it difficult for some seniors to manage certain routine chores around the house. Several state and federally funded programs are available through the Department of Elder Affairs to assist older adults with these tasks. These programs are designed to help elders stay independent and in their homes for as long as possible.

Chore and homemaker services are provided to eligible seniors in compliance with the regulations of the Agency for Health Care Administration, as mandated by Florida law. Homemaker services include housekeeping, laundry, clothing repair, minor home repairs, and assistance with bill paying. Other homemaker services may include transportation, meal preparation, and shopping assistance. Chore services may consist of any housework or yard work needed to keep your home clean, sanitary, and safe.

These services differ from companion and escort services in that they tend to be more intense and time-consuming. The service provider usually covers the cost of any necessary cleaning supplies, tools, or equipment.

**QUESTION:**

How can I qualify for chore or homemaker services?

**ANSWER:**

Eligibility for services is determined by economic need. Contact your Aging and Disability Resource Center for specific details to see if you qualify.

For additional information on chore or homemaker services, contact your local Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

Homemakers must meet background-screening requirements in accordance with Florida laws and regulations.

## COMMUNITY ACTION AGENCIES

Community action agencies (CAAs) are non-profit organizations committed to helping people in crisis make ends meet while assisting those in poverty become independent and self-sufficient. Every county in Florida is supported by a CAA. CAAs assist individuals with gaining access to emergency financial assistance, job training, employment services, and/or counseling services. As each CAA is locally governed, the specific types of programs offered by each agency will vary.

To find your local CAA see the community action agency listing in the Resource Directory or visit [faca.org](http://faca.org). The following list highlights the most common services provided by Florida's CAAs.

**Career Resource Centers** Career Resource Centers help unemployed individuals, as well as people with low and moderate incomes, with assistance finding employment. Career opportunity areas may include agribusiness, energy, health services, and transportation.

**Credit Counseling and Budget Management** Working closely with credit and housing counselors in Florida, this CAA program provides education and support services related to credit management, budgeting, identity theft, and financial fraud. In addition, the CAAs may offer foreclosure prevention workshops; housing specialists can work directly with your bank or mortgage servicers to find a solution.

**Day Care Centers** Featuring full-day, full-year daycare by licensed childcare workers, the CAA Day Care Centers provide childcare for parents who are attending job training, working, and/or are seeking jobs.

**Emergency Food and Shelter Assistance** This resource provides emergency assistance to families with critical housing needs. The types of assistance can include utility, rental, and mortgage assistance. The program can also provide temporary shelter and food to Florida families.

**Emergency Services and/or Financial Aid** This service supports low income and working poor individuals in addressing obstacles to self-sufficiency and homelessness prevention. As a potential condition for benefits, which may include one-time cash grant payments, emergency rental assistance, or money for energy bills,

### Some Services Provided by CAAs

- Meals on Wheels
- Low Income Home Energy Assistance (LIHEAP)
- Weatherization assistance
- Specialized senior centers
- Job training

recipients may be required to participate in ongoing case management. This can include, but is not limited to, budgeting classes, career counseling, and self-sufficiency type services and programs.

**Family Self-Sufficiency Program** This program allows people to work with case managers to become less dependent on government assistance and achieve self-sufficiency. Specific services offered by your CAA can include employment and professional development, education, health management, and financial management. Some locations may also provide income tax filing assistance and access to food and nutrition.

**First Time Home Buyer Programs** This program is for first time homebuyers. Workshops, classes, and individual sessions can assist individuals in obtaining affordable housing. Individuals can learn about the home buying process, how to obtain a low interest rate mortgage, and even apply for down payment and closing cost assistance or grants. Resources are limited, and any funds for a down payment are distributed on a first-come, first-serve basis to income-qualified families.

**Food, Meals, and Government Commodities** CAAs distribute food, meals, and government commodities to low income families on a regular basis. Seniors and families with children receive special consideration. The commodities provided may include rice, vegetables, beans, applesauce, macaroni, and canned fruits. Surplus vegetables and fresh fruits are also available during peak farming season.

**Head Start Programs** This resource is for low-income and working poor families with newborn children through children age 6, including those who are disabled and/or with special needs. Participants receive education services, meals, free health care, and similar social services.

**Home Repairs and Rehabilitation Programs** This program assists current homeowners with the repairs necessary to help maintain a safe home. Provided through grants or low interest loans, funds are intended to address safety and building code issues. Most of the support is for lower to moderate-income senior citizens and individuals with disabilities in Florida.

**Job Training Programs** Job Training is offered through programs such as the federal government Workforce Investment Act.

*Florida WorkForce Job Centers* These locations provide a number of free services to qualified residents. Individuals can use the centers to access resources such as computers and job opportunity databases. Specialists from the centers will also provide career counseling, information on training resources, federal government and state employment programs, educational services, and more.

*Adult Services* This program delivers a number of services, including on-the-job training, supportive services, classroom training, and case management. Working with a member of your CAA, you will be able to access an assortment of resources, get the latest job information, receive skill set and aptitude assessments, and get help with resume preparation and interview skills.

*Intensive Services and Training* Available for individuals who need additional support to obtain or retain employment, the services provided through this program can include literacy training, resume review, and coordinated case management. These services are designed to complement the skills that an individual already possesses.

**Low Income Home Energy Assistance Program (LIHEAP)** LIHEAP provides assistance with home energy bills for income-qualified clients. Other services include weatherization-assistance, which will help people save money by obtaining a lower energy bill. The standard Home Energy Assistance can provide up to \$300 once every 12 months. Crisis benefits can pay up to \$600 twice a year for a past due bill, final notice, or disconnection.

**Meals on Wheels** This program focuses on senior citizens and the elderly in Florida. Some homebound individuals who are trying to maintain independent lifestyles may qualify for free, or low cost, nutritious, hot meals.

**Migrant Head Start** This program is for immigrants and farm workers in Florida. The program provides the children of migrant worker families with fully comprehensive, holistic, and inclusive services including free dental, medical, nutrition, mental health, meals, and education. The parents of these families can take advantage of job training and employment services.

**Prescription Discount Cards** Many agencies provide information about free discount cards that can provide a savings up to 40% for prescription drugs.

**Specialized Senior Centers** Operating throughout the state of Florida, these centers may coordinate with a CAA to provide older adults with various social and recreational activities, meals, and companionship.

**Summer Food Program for Children and Youth** Offered during the summer when children do not have access to free school lunches or breakfasts, this program provides wholesome balanced meals at sites accessible to most economically eligible youths up to 18 years of age. These sites may include churches, parks, libraries, and other public centers in Florida.

**Transportation** Frequently provided in partnership with other organizations, such as the Salvation Army or Area Agency on Aging, CAAs may provide low-cost transportation assistance to senior citizens needing to get to doctor appointments, job interviews, or local stores for supplies.

**Veteran Assistance** CAAs offer support and guidance to Florida's veterans in a variety of ways. Through their local CAA, veterans may receive help with completing applications and submitting claims for health care, disability compensation, pensions, rental and housing assistance, burial benefits, and education. Veterans may also be able to access job training programs focused on veterans.

**Volunteer Income Tax Assistance (VITA)** This program helps low-income individuals, seniors, and families prepare their tax returns. Highly trained staff, some of whom are bilingual, provide this service.

**Weatherization Assistance Program** This program helps reduce energy costs for low-income families and the elderly or disabled. It can provide for updates or free repairs to your home. It may include repair or replacement of inefficient heating and cooling units, replacement of windows and doors, attic and floor insulation, and more.

Be sure to contact your local CAA for a complete list of the services provided. To locate the CAA nearest you or for additional information, contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## COMPANION SERVICES

Seniors can become isolated through no fault of their own. Companionship services are designed to help relieve the loneliness and isolation that some seniors face on a daily basis. A companion can help seniors with reading, writing letters, traveling to doctors' appointments, playing games, and shopping. Other companion services may include casual help with cosmetics, meal preparation, light housekeeping, and other small tasks.

Many companions are seniors themselves and look forward to making new friends their age.

### QUESTION:

I am not sure I will feel comfortable with someone I do not know. What requirements must someone complete in order to become a companion?

### ANSWER:

Companion services are provided in compliance with the regulations of home health agencies as mandated by Florida law. All companions are trained and must pass criminal background screenings before they are allowed to assist elders in their homes.

For additional information on companion services contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### Typical Senior Companion Services

- Assistance with meal preparation
- Laundry and shopping
- Transportation to and from the doctor, therapist, or dentist



## COMPUTER AND INTERNET SERVICES

Every day people use the Internet to communicate with friends and family; shop for products or services; get information about health care or medical issues; catch up on the news; look for bargains; listen to music, or watch TV shows, movies, and videos. Whatever the reason, there is no denying that the Internet has changed the way many people access information, apply for jobs, and communicate with friends and family.

Many seniors would like to use a computer at home to surf the Internet, but do not have the income to add another monthly bill for Internet service. There are low-cost Internet service options available for those who are eligible. Additionally, some Internet service providers have programs that provide low-cost computers. Contact the Internet service providers in your area to see if they have a low-income Internet program for which you qualify.

Instruction on how to use a computer and the Internet is also available. Many of Florida's senior centers offer free computer use and classes for seniors. In addition to basic computer use, you can also learn how to use the Internet, email, social media, and how to use the Internet safely. In addition, all of Florida's public libraries offer free computer and Internet access, and many offer computer classes.

Additionally, throughout Florida, there are free Wi-Fi hotspots, or physical locations that offer Internet access. These locations can be found at city and county government offices, public schools, public libraries, medical facilities, senior centers, and shopping malls where you may use your laptop, tablet, or smartphone to access the Internet without charge or use of your data plan. Additionally, many local and national restaurants, hotels, gas stations, and grocery stores offer free Wi-Fi. You may need to ask for the password in some of these locations in order to access the free Wi-Fi.

For additional information on Internet service providers, contact your local Aging and Disability Resource Center (ADRC) or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). The ADRC will be able to provide you with the contact information for Internet service providers in your area and a brief description of the services they offer. If you are interested in taking classes on how to use a computer or the Internet, your ADRC will also be able to provide you with information on senior centers near you.

## DISCOUNT PROGRAMS FOR SENIORS

Many companies have begun to recognize the immense buying power of seniors and offer senior discount programs. Most retail and service establishments, particularly those affiliated with larger national chains, offer some type of price discount to seniors.

In Florida, many golf courses, parks, hotels, restaurants, and other facilities offer discounts to persons age 60 and older, or 65 and older. If you are age 55 or older, the best way to see if you can receive a discount is to ask. Some smaller businesses may not widely advertise their discounts for seniors even though they provide them when asked. Remember that, even if an establishment does not have a discount program for seniors, many do offer membership discounts.

With the high costs of prescription drugs, many “discount drug programs” are actively marketing to elders. Please note that most pharmacies already offer notable discounts and are willing to accept discount cards from other programs. It is important to remember that discount drug programs are not drug coverage. There are several ways to cut costs on your medications, such as pharmaceutical assistance programs (PAP), the Florida Discount Drug Card, and others. For assistance reviewing safe discounts, call a SHINE Counselor at 1-800-96-ELDER (1-800-963-5337), to receive free and unbiased prescription drug coverage assistance.

### QUESTION:

I get solicitations in the mail all the time. How can I tell if these offers are reputable?

### ANSWER:

You can always conduct research to determine if the discount is valid, and be especially careful with offers that sound too good to be true.

If you are not sure about a business, contact your local Better Business Bureau to check the reputation of that business. Also refer to the “Scams” segment in Elder Rights/Abuse & Fraud in Section 7 of this guide for additional steps and precautions that you can take.

### Discount Types and Categories

- Membership
- Seasonal
- Promotional
- Travel/tour groups
- Associations/clubs
- Tour groups

You can also contact the Florida Division of Consumer Services at 1-800-435-7352; the Florida Attorney General's fraud hotline at 1-866-9-NO-SCAM (1-866-966-7226); and the Florida Department of Financial Services at 1-877-MY-FL-CFO (1-877-693-5236).

**QUICK FACT:**

Caution: Do your homework before signing up for discounts and giveaways or providing any personal information. Elders are frequently the targets of sophisticated schemes disguised as discount/savings programs.

## ELDER HELPLINE

There are many reasons people needing assistance might not be able to access helpful services, and one of the most common is that they cannot get the information they need to take advantage of programs offered. Studies have shown that this predicament is especially true for homebound elders, minorities, elders living in rural areas, and elders who represent the oldest of the old. Too often, elders need assistance but have no idea how or whom to ask for help.

If you need assistance but do not know where to start, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). This is Florida's toll-free resource to get valuable information into the hands of elders and their caregivers. The Elder Helpline gives callers immediate access to a statewide network of telephone information and referral specialists. These specialists have been trained to know about specific services offered to elders in their respective communities.

Florida's 11 Aging and Disability Resource Centers (ADRCs) and 52 community lead agencies provide services in all of the state's 67 counties. If you are calling from outside Florida and are seeking information about services for a parent or relative living in Florida, you can call the local helpline directly for the county that your relative lives in. The telephone number of each of the local Elder Helplines is listed in the Resource Directory section of this guide. The directory also lists telephone numbers and addresses for all ADRCs and community lead agencies.

### Local Helplines in Florida Counties with Largest Elder Populations

- Miami-Dade  
305-670-4357
- Palm Beach  
561-214-8600
- Broward  
954-745-9779
- Pinellas  
727-217-8111
- Hillsborough  
1-800-336-2226
- Lee  
239-652-6901
- Sarasota  
1-866-413-5337
- Brevard  
407-514-0019
- Orange  
407-514-0019
- Duval  
1-888-242-4464

**QUESTION:**

When I contacted the Department of Elder Affairs (DOEA), I was told to call DCF. Does Elder Affairs not run all programs dealing with elders?

**ANSWER:**

Not all programs dealing with elders are administered by DOEA. Although the Department is the primary agency responsible for coordinating and planning services for elders, it routinely works with four sister state agencies – DCF, AHCA, DOH, and the Department of Veterans' Affairs on programs affecting Florida's elders (see the "Inter-Agency Programs/ Services" section in Getting the Help You Need).

Call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337), or contact your Aging and Disability Resource Center for information on services. Referrals to other state agencies will be provided as needed. Please refer to the Resource Directory at the back of this guide for a listing of names, addresses, and phone numbers for many of the agencies or organizations that provide services to elders.

## EMPLOYMENT OPPORTUNITIES

The Senior Community Service Employment Program (SCSEP) serves unemployed low-income adults who are age 55 and older and have poor employment prospects. SCSEP trains these individuals in part-time community service assignments and assists them in developing skills and experience to facilitate their transition to unsubsidized employment. The purpose of the program is to increase participants' economic self-sufficiency and to increase the number of seniors who may benefit from unsubsidized employment.

Program participants earn the minimum wage while they are working in their community service assignment for up to 20 hours a week. They can also receive job training or related educational opportunities designed to help them find an unsubsidized job.

Since 1965, SCSEP has enabled individuals with economic disadvantages age 55 and older to help themselves while also helping communities throughout America. Public and private nonprofit community agencies benefit from the valuable experience, skills, work ethic, and productivity that SCSEP participants bring to the work environment.

Community service assignments are available at various locations including schools, hospitals, senior centers, day care centers, nutrition centers, conservation and beautification projects, restoration projects, and many other program sites.

The program helps address urgent employment needs that might otherwise go unmet. It also empowers participants to become self-sufficient, thus avoiding public assistance, as they provide essential community services and gain the necessary confidence and job skills to obtain unsubsidized employment.

### What SCSEP Offers:

- Orientation
- Assessment
- Training
- Community service assignments
- Work experience
- Wages/benefits
- Unsubsidized employment

More than 2,667 SCSEP positions are available in Florida through both national sponsors and local providers.

To qualify for enrollment in SCSEP, applicants must be unemployed and meet age, income, and residency eligibility criteria. Applicants must be age 55 or older, and their individual and family income cannot exceed low-income standards as defined annually by the U.S. Department of Labor. A person with disabilities may be treated as a “family of one” for income eligibility purposes. Upon initial enrollment, applicants must live in Florida to receive the benefits of the state’s SCSEP program.

**QUESTION:**

Is there a time limit for participation in the program?

**ANSWER:**

Yes, eligible individuals may participate in the program for a maximum duration of 48 months in the aggregate (whether or not consecutive), from the date of the individual’s enrollment in the program.

For additional information on the Senior Community Service Employment Program, contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). You can also go to the agency website at [elderaffairs.org](http://elderaffairs.org), or contact the Department of Elder Affairs SCSEP unit at 850-414-2000.

**QUICK FACT:**

In 2013, more than 67,000 SCSEP participants—older women and men—were employed in a wide range of programs, including those serving other older adults, in nearly every county in every state.

## ESCORT SERVICES

Escort services provide personal accompaniment and assistance to seniors who have physical or cognitive difficulties that limit their ability to use regular vehicular transportation. These services can help seniors get to and from service providers, medical appointments, or other important destinations. Escorts may also help interpret for individuals who have hearing or speech impairments, or who speak languages other than English.

All escort services are required to have equipment available to assist seniors who have physical or cognitive difficulties with their mobility. Providers are also required to be certified in first aid.

For additional information on escort services contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

Escort service vehicles are required to have equipment available to assist with mobility of individuals with disabilities and escorts must have the capacity to operate the equipment.



## Reasons Elders Give for Not Pursuing Food Assistance

- Lack of information
- Paperwork hassle
- Perceived lack of need
- Low expected benefits
- Stigma of receiving benefits

## SNAP Benefits Can Buy:

- Breads and cereals
- Fruits and vegetables
- Meats, fish, and poultry
- Dairy products
- Seeds and plants to produce food for the household to eat

## FOOD ASSISTANCE

Older Americans are often faced with the challenge of making ends meet on a fixed or limited income. Unexpected expenses can lead to difficult decisions such as having to choose to pay for either medicine, food, or utilities. Unfortunately, the decision is often to choose less nutritious, though cheaper, food options.

However, this choice is not without risks; limited access to nutritious food can lead to negative health conditions. Unlike seniors with reliable access to nutritious foods, seniors who do not have this access are:

- 60 percent more likely to experience depression
- 53 percent more likely to report a heart attack
- 52 percent more likely to develop asthma
- 40 percent more likely to report an experience of congestive heart failure

### QUICK FACT:

Current research shows that 81% of older adult households lack reliable access to affordable, nutritious food.

## Supplemental Nutrition Assistance Program (SNAP)

If you are living on a fixed income and face difficulties meeting your nutritional needs, you can apply for food assistance under the SNAP Program (formerly known as Food Stamps). Although some elders rely on food assistance, they represent only a small portion of total households eligible for this assistance. This situation suggests that many needy elders are not using the food assistance program to meet their nutritional needs. Historically, low-income elders have the lowest participation rates among eligible food assistance recipients.

To apply for food assistance, the first step is to file an application with the Florida Department of Children and Families (DCF). You can apply online at [myflorida.com/accessflorida](https://myflorida.com/accessflorida) or in person at an ACCESS Service Center near you. After submitting your application, you or another member of your household will be interviewed. If your application is approved and you are determined to be eligible, you will receive a food assistance identification card in

the mail within 30 days. You will access the benefits in your SNAP account using your Florida Electronic Benefits Transfer (EBT) card. Florida uses the EBT card rather than a monthly allowance of stamps or vouchers. The EBT card is used when you checkout the same way you would use a debit card.

**QUICK FACT:**

EBT cards have an expiration date. They expire on the last day of the month listed as the “Good Thru” date on the front of the card.

**QUESTION:**

Since I own my home, will I run the risk of losing it to the government if I accept food assistance?

**ANSWER:**

No, your home is not counted as a resource when you apply for SNAP.

**SUNCAP**

The SUNCAP Program is a food assistance program for individuals who receive Supplemental Security Income (SSI). Florida implemented the SUNCAP Program in 2005 and is part of the federal Combined Application Project (CAP), a government partnership among states, the Food and Nutrition Service, and Social Security Administration.

You may be eligible to receive food assistance benefits through the SUNCAP Program without any additional application, paperwork, or interviews. If you already receive SNAP benefits, you may be automatically put in the SUNCAP Program when you become SSI eligible.

For more information regarding SNAP or the SUNCAP Program, contact DCF at 1-866-762-2237 or online at [myflfamilies.com](http://myflfamilies.com). To find an Access Service Center near you, go to [dcf.state.fl.us/programs/access/map.shtml](http://dcf.state.fl.us/programs/access/map.shtml) and select a county or click on a dot near your region on the map. From here, you can also access local community partner agencies that help DCF provide access to public assistance services.

**QUICK FACT:**

Households can receive SNAP and still receive home-delivered meals.

**Food Banks and Pantries**

Florida residents can get free or low cost food, groceries, meals, and perishable items from pantries and food banks located across the state. Florida's food banks work with local businesses to gather, store, and distribute food to food pantries in the community for distribution to low-income and needy families.

In addition to collecting, housing, and distributing food, Florida's food banks offer programs to assist individuals and families in need apply for services. The programs available vary depending on the needs and resources of the community. Some of the programs available through Florida's food banks include:

*Benefits Connection* This program helps to inform and navigate the process of applying for benefits like SNAP, which is an effective way to help provide food to seniors in need. In addition to SNAP, individuals can receive assistance in applying for Medicaid, Temporary Assistance for Needy Families, and the Medicare Savings Program, which benefits seniors and persons with disabilities.

*Wellness Box Program* A selection of fresh produce and frozen meat is provided for individuals with dietary restrictions due to high blood pressure, high cholesterol, heart disease, or diabetes.

*Second Helpings* Donations of food that have been prepared but never served are collected by food banks from hotels, restaurants, theme parks, and convention centers. These donations are delivered directly to partner agencies and food pantries that serve a variety of clients, including seniors.

*Mobile Pantries* Several food banks and pantries operate mobile pantries as a method of direct client distribution to reach areas that may not be served by a community partner. Mobile pantries focus on communities where children and seniors are at high risk of food insecurity. The mobile pantry allows for higher quantity and quality of food to be delivered to struggling families.

*Senior Grocery Program* Food banks partner with local agencies and churches through the Senior Grocery Program to provide a variety of fresh and shelf stable foods to low income seniors.

To learn more about the food bank programs in your area or to find a food bank near you, call 1-855-FLA-FOOD (1-855-352-3663) or visit [fafb.org](http://fafb.org). A listing of food banks is also located in the Resource Directory located in the back of this guide. You can also dial 2-1-1, call your local Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for information on food banks and food pantries in your area.

## Popular Entertainment in Florida

- Amusement parks
- Beaches
- Cultural events/festivals
- Historical places (museums, forts, landmarks)
- National/state parks
- The outdoors (camping, boating, hunting, fishing)
- Sporting events (baseball, football, basketball)

## HOBBIES, LEISURE, AND RECREATION

With more than 54,000 square miles of land, a mild climate, and a richly diverse population, the Sunshine State is endowed with many great things to enjoy year-round.

Retirement should be looked upon as a new beginning for seniors. Florida has a great deal to offer retirees regardless of their financial circumstances. If you enjoy the outdoors, consider gardening, camping, or boating. If you like traveling and seeing new things, consider visiting a theme/amusement park, a zoo, or an aquarium. If you are interested in the performing arts, consider participating in a community theater, seeing a play, or attending a concert.

### QUESTION:

I live on a limited budget. How can I enjoy what Florida has to offer?

### ANSWER:

Plan events and leisure activities in advance, and shop around for the best rates. You can also check local community calendars for activities. Many tourist activities and major entertainment attractions offer senior discounts (see Senior Discount Programs section).

For additional information on hobbies, leisure, and recreational activities, contact Visit Florida by calling the state information line at 850-488-1234. You can also contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### QUICK FACT:

More than 7 million cruise passengers pass through Florida's ports every year. The Port of Miami is the busiest cruise port in the world.

## LIFELINE ASSISTANCE PROGRAM

The federal Lifeline Assistance program provides discounts on monthly telephone service for eligible low-income subscribers. The program's purpose is to help ensure that eligible customers can connect to the nation's communications networks, find jobs, access health care services, communicate with family and their children's schools, and call for help in an emergency.

The Lifeline Assistance program provides a \$9.25 credit towards the monthly telephone bill that saves up to a \$111.00 a year for eligible customers. If you are eligible, you may choose either a home phone or a cell phone.

In Florida, eligible customers include those who either have an income that is at or below 150% of the federal poverty guideline or receive state or federal government benefits from one or more of the following programs:

- Medicaid
- Temporary Cash Assistance
- Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
- Low-Income Energy Assistance Program (LIHEAP)
- Supplemental Social Security Income (SSI)
- National School Lunch (NSL) Program's free lunch program
- Federal Public Housing Assistance (Section 8)

All Lifeline Assistance subscribers will be contacted annually by their service provider to reconfirm their program eligibility.

### QUICK FACT:

Eligible customers may **ONLY** receive one discount per household.

Residents of Florida's federally recognized Tribal lands, who are eligible for benefits through the Bureau of Indian Affairs for Tribal Temporary Assistance for Needy Families, Head Start subsidy, or the NSL, also qualify for expanded Lifeline Assistance through the Tribal Lands Lifeline and Link Up Programs. Tribal Lands Lifeline

provides up to an additional \$25 in addition to the \$9.25 credit mentioned above, to eligible low-income subscribers living on Tribal lands. Tribal Lands Link Up provides qualified subscribers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of a home or cell phone for the primary residence.

### **Signing Up**

Whether you receive state or federal help or meet the income guidelines, you must have phone service established in order to apply for the Lifeline Assistance program.

If you do not have home phone service, you will need to contact a local phone company in your area and establish service. You can also apply for the Lifeline Assistance program at that time through the service provider. If you choose to get cell phone service, you will need to contact a cellphone carrier and establish service. The cell phone carrier will also be able to assist you with applying for Lifeline Assistance. If you already have home or cell phone service, you can call your phone service provider and ask for help signing up.

### **If you receive state or federal help:**

If you are receiving state or federal assistance, you may also call the Public Service Commission at 1-800-342-3552. The Commission can answer questions you have about the program, provide information about home and cell phone service providers, or help you to apply for Lifeline Assistance. Visit the Public Service Commission's Lifeline Web page at [floridapsc.com/utilities/telecomm/lifeline](http://floridapsc.com/utilities/telecomm/lifeline) to apply online or obtain a printed application. When you submit your application for the program, you must provide documentation verifying state and/or federal program participation.

Additionally, you can choose to be automatically enrolled for the Lifeline Assistance program when you apply at the Florida Department of Children and Families if you are a new applicant or are re-certifying your eligibility for any of the following programs:

- Temporary Cash Assistance
- SNAP
- Medicaid

### **If you do not receive state or federal help:**

If you are not receiving state or federal assistance but meet the

income guidelines, you may still qualify for Lifeline Assistance. To verify whether you meet the income guidelines contact the Office of Public Counsel 1-800-540-7039 or visit the Counsel's web page at [floridaopc.gov](http://floridaopc.gov). The Office of Public Counsel will also be able to provide you with information on both home and cell phone providers as well as sign you up for the program if you are eligible.



## LIFELONG LEARNING

Lifelong learning is encouraged by many geriatricians as being very beneficial to older adults' mental and physical well-being. Many older Floridians would like to continue their education through lifelong learning programs in their communities. Most, if not all, of Florida's public colleges, universities, and community colleges offer various classes geared for adults 50 and older who wish to continue learning throughout their lives. In addition, local school districts may offer adult education classes in academics and certification courses for medical and other technicians. Some classes are more geared to crafting, hobbies, and personal growth, such as exercise and other health and wellness courses.

**Osher Lifelong Learning Institute (OLLI)** OLLI is a program of the Bernard Osher Foundation, which supports and funds 119 lifelong learning programs on university and college campuses across the country. OLLI collaborates with universities throughout Florida to provide adult enrichment courses. The program is administered by university staff, OLLI board members, and the memberships of various community groups. In Florida, OLLI is a membership-based organization of adults over age 50 who come together to form a community of learners. Many of the OLLI programs throughout Florida help you stay engaged mentally and socially with cultural events and tours, as well as with personal enrichment courses in literature, art and music, current events, languages, personal growth, and much more.

**QUICK FACT:**

In 2013, the Florida Legislature recognized OLLI for its leadership in "engaging older Floridians and enriching lives" by designating April 8, as Osher Lifelong Learning Institute Day at the Capitol.

To find an OLLI program near you, visit the OLLI National Resource Center's website at [nrc.northwestern.edu/find-an-olli-near-you](http://nrc.northwestern.edu/find-an-olli-near-you).

**Road Scholar** Road Scholar is the name for the programs of Elderhostel, a not-for-profit organization, that offers adults many opportunities for educational travel and adventure. Today's Road Scholar programs include an extraordinary range of topics, formats, and locations in every state in the U.S., in 150 countries, and aboard

ships and sailing vessels on waterways throughout the world. At the heart of the Road Scholar program are the participants, who are lifelong learners engaged in programs that foster camaraderie and a sense of community.

Road Scholar also offers intergenerational programs, such as travel with your grandchildren, in many locations. Programs available include biking/hiking/walking, tours, arts, history, health and wellness, cooking, music, science and nature, theatre, and many more. For additional information, visit the Road Scholar website at [roadscholar.org](http://roadscholar.org).

## MEALS - CONGREGATE/ HOME-DELIVERED

If you are a senior who cannot prepare or secure your daily meals, you may qualify for a Department of Elder Affairs sponsored program that provides nutritious meals. Providing food at a congregate meal site or having meals brought to your home are two ways the Department of Elder Affairs ensures that Florida's neediest seniors receive well-balanced meals.

Eligible seniors are assigned to congregate meal sites within their communities and receive transportation to their assigned meal sites each day. Meals provided at congregate meal sites – for example, senior centers – allow seniors the opportunity to socialize with their peers, participate in educational programs, and take advantage of health screening opportunities while enjoying their food. Facilities used as congregate meal sites are required by law to be clean, have adequate lighting and ventilation, and comply with applicable food safety and hygiene regulations.

Nutritional meals may also be provided to seniors through Meals on Wheels, a home-delivery meal program designed to assist elders who are homebound. Meals are delivered to program participants between 10:30 a.m. and 2:30 p.m., Monday through Friday. Meals are not delivered on weekends or major holidays. All meals are individually packaged and stored in insulated food containers to ensure freshness and prevent the spread of food-borne illnesses.

### **Benefits of Congregate and Home-Delivered Meals**

- Help maintain independence
- Improve physical health through nutritional meals
- Provide an opportunity to socialize with others
- Improve morale of recipients
- Lead to referrals to other community services

Meals served at congregate meal sites, as well as those delivered to individual seniors' homes, are prepared and cooked daily. Registered and licensed dietitians develop menus well in advance, and these are posted at the meal sites and delivered to homebound seniors regularly.

**QUESTION:**

I suffer from high blood pressure and require a special diet. Do these programs offer special diets?

**ANSWER:**

Yes. Diet plans available include regular, diabetic, and low-fat/low-cholesterol meals. All meals are low in sodium (salt).

**QUICK FACT:**

Those who apply for home-delivered meals are assessed to determine their eligibility for other services they may need to help them live as independently as possible.

For additional information on congregate meal sites or home-delivered meals, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## MEDICAL ALERT SYSTEMS

As you age, being able to stay in your home feeling safe, secure, and comfortable is key to your health and happiness. Having peace of mind in the event of an emergency can make living independently a possibility. Medical alert systems can offer you this peace of mind while allowing you to maintain your independence. While you can purchase a medical alert system for yourself, they are often purchased by family members for aging relatives who live alone.

Medical alert systems provide fast access to emergency assistance when needed. The type of service and device provided depends on the medical alert system company you or your loved one chooses. The services and devices range from simple alarms to sophisticated Global Positioning Systems (GPS) and motion detecting systems. Most alert systems provide 24-hour monitoring and a waterproof neck pendant or bracelet. Some are useful only in the home or within a certain range surrounding the home. Others are equipped with GPS software that works anywhere and can pinpoint the exact location of the device. This option is especially useful for those who may wander far from home. Some of the alert services offer a mobile 911 phone, which can place a call to local 911 if you have an emergency, and are out of your normal service area. Certain medical alert systems can be used for non-emergencies. Individuals can use this service to call for aid when they need someone to come to their assistance but an ambulance is not needed. Additionally, some companies offer motion-sensitive pendants that can detect falls and call for help; however, they cannot detect 100% of falls.

Make sure that you select a system that suits your particular disability, that the system offers a battery back-up in case of a power outage, and that the system allows multiple choices for whom to contact in case of an emergency or non-emergency, including local emergency medical services, local relatives, and/or friends. If you are concerned about potential falls in the house, check to see if the provider you select can mount help buttons near the floor in various rooms of the house, in the event that you fall and are not wearing the bracelet/pendant.

**QUESTION:**

I live alone and am prone to falling down. What is the best medical alert system that will allow me to continue to live independently without the fear of falling and not receiving any help?

**ANSWER:**

Selecting the medical alert system that best suits your needs will take some research. There are many consumer reports available that provide an unbiased comparison of the various products available. You can also ask people you know who may be using a medical alert system about their experiences with the devices and service providers.

Be sure you get any system specifications and costs in writing before signing a contract. If you have any questions or concerns about the company that you are thinking of selecting, check with the Better Business Bureau. You can also contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Programs and Services Funded Under Older Americans Act

- Health/wellness nutrition education
- Congregate/ Home-delivered meals
- Chore/home-maker services
- Long-Term Care Ombudsman program
- Elder abuse prevention
- Medical transportation
- Case management
- Health screenings

## OLDER AMERICANS ACT PROGRAMS

The Older Americans Act is the federal legislation that sets forth the federal government's master strategy for improving the lives of America's elders (persons age 60 and older). The Act provides federal funding to all 50 states (and some territories) to support programs that benefit older Americans. Portions of the Act, known as Title III and Title VII, support State Units on Aging, including Florida's Department of Elder Affairs.

Most of the programs serving elders throughout the United States are provided by the U.S. Department of Health and Human Services, Administration for Community Living (ACL), Administration on Aging (AoA). The Older Americans Act established AoA as the principal federal agency responsible for programs authorized under the Act. AoA, through ACL, provides funding and assistance to State Units on Aging to support community-based systems of comprehensive social services for the elderly. The Act focuses on older persons with the greatest economic and social needs.

### QUESTION:

Is my Area Agency on Aging a part of the service network created by the Older Americans Act?

### ANSWER:

Yes, the Area Agencies on Aging are an integral part of the service network created by the Older Americans Act. Most programs sponsored under the Act are handled through Florida's 11 Area Agencies on Aging. Florida's Area Agencies then contract with hundreds of service providers throughout the state to deliver services at the community level.

For more information on the Older Americans Act, contact the Administration for Community Living at 202-619-0724. Information on local services in Florida provided by the Act is available by contacting your Aging and Disability Resource Center, or calling the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### QUICK FACT:

The aim of the Older Americans Act is to foster maximum independence by providing a broad range of community-based services and protections.

## PUBLICATIONS, NEWSLETTERS, AND BROCHURES

The Department of Elder Affairs uses a variety of methods to distribute information about programs and other significant issues of interest to elders. These include brochures, newsletters, informational packets, informational updates, and a bi-monthly newspaper. These resources are designed to help you become a better-informed consumer. The more you know, the easier it will be to access the programs and services you need.

Whether you need general information on programs or specific information on an issue that affects you personally, you can call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for a listing of the Department's publications. You may also access some publications on the Department's website at [elderaffairs.org](http://elderaffairs.org).

***Elder Update Newspaper*** – A popular and widely circulated bi-monthly newspaper published by the Department's communications office, *Elder Update* provides an effective forum for important information on programs and services. The newspaper features stories and articles on a wide range of topics and issues affecting elders. Common topics include articles on caregiver stress; hurricane and disaster preparedness; nutrition education; health risk and disease screening; Medicare and Medicaid; and elder rights, abuse, and fraud. You may subscribe by calling the Elder Helpline or visiting the Department's website.

**Newsletters** – The Department periodically issues newsletters highlighting features and services offered by individual programs. Newsletters and fact sheets provide important information quickly to specific groups.

**Brochures and Pamphlets** – Brochures and pamphlets are readily available for most of the Department's major initiatives. If you need information on a specific program or issue, you can ask to have a brochure sent to you by calling the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Materials are available for many programs, including:



- SHINE (Serving the Health Insurance Needs of Elders),
- CARES (Comprehensive Assessment and Review for Long-term Care Services),
- Communities for a Lifetime,
- Elder Abuse Prevention,
- Senior Companion Program, and
- Statewide Public Guardianship Office.

**QUESTION:**

Once I sign up as a subscriber for *Elder Update*, when will I get my first delivery?

**ANSWER:**

It may take 8-10 weeks to receive your first newspaper issue.

For more information on Department of Elder Affairs publications, newsletters, brochures or pamphlets, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## SERVING THE FRAIL/UNDERSERVED

The Department of Elder Affairs recognizes differences among elders who are in need of care. Consequently, the Department is particularly sensitive to the needs of elders who have historically been underserved. Individuals in this group would include rural residents, minorities, low-income individuals, and those assessed as the most frail and needy. In an effort to serve the most needy elders, the Department works with individuals and families to determine both frailty levels and needed levels of care.

### QUESTION:

Is there a relationship between chronic diseases and frailty level?

### ANSWER:

Yes, elders with multiple chronic diseases are likely to be less independent and more frail, and require more care, both immediate and long-term.

For additional information on outreach to frail and underserved populations, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### QUICK FACT:

86 percent of older Americans have at least one chronic diet-related disease.

### Factors that May Contribute to Frailty

- Loneliness
- Isolation
- Absence of cooking skills
- Depression
- Economic concerns
- Lack of knowledge about assistance programs
- Fear of affordability of nutritious foods

**To apply for Social Security, visit [ssa.gov](https://ssa.gov) or call 1-800-772-1213.**

## SOCIAL SECURITY

Social Security benefits are paid to retirees or individuals with disabilities who have a qualifying work history, and to their spouses and dependents, and/or survivors.

Full Social Security benefits are payable at age 66, for individuals born between 1943 - 1954, with a smaller benefit amount payable at age 62. The age at which all benefits are payable increases gradually to age 67 for those born after 1954. Persons who are blind or disabled, and who worked for a certain number of years during which Social Security taxes were paid, are entitled to benefits. Dependents and survivors of such persons may also be entitled to Social Security benefits.

Social Security provides monthly assistance benefits. The benefit level is based on your average monthly income (adjusted for inflation) for which Social Security taxes were paid. Benefit recipients receiving Social Security also receive Medicare Insurance Coverage.

If you have little or no income and only a few assets, you may be eligible for cash benefits through the Supplemental Security Income (SSI) Program. SSI is designed to assure a minimum level of income for persons in need who are age 65 and older, blind, or disabled.

### QUESTION:

Can I keep a job after I start collecting Social Security?

### ANSWER:

Yes, after you reach your full retirement age, you can earn any amount of money without losing benefits.

For additional information, contact your local Social Security office. You can get the phone number for your local office by calling the Social Security Administration's toll-free number at 1-800-772-1213.

### Who is Eligible to Collect Social Security?

- Workers once they reach their full retirement age
- Workers age 62 (early retirement means smaller benefits)
- Blind or disabled individuals
- Dependent or survivor of retired worker

## SOCIAL WORKERS/CASE MANAGERS

Trained case managers or social workers provide case management services to help eligible seniors identify and receive a variety of services. With the help of the case manager, seniors can plan for, arrange, and coordinate appropriate community-based services. If you believe you need these services to help you at home, a case manager or social worker can be assigned to visit you and help determine what specific services might be available for you.

The case manager serves as the “gatekeeper” in the community care service system, with the knowledge and responsibility to identify senior clients who have needs and link them with the most beneficial services and resources. Case managers and social workers are required to make every effort to link clients with all appropriate formal and/or informal support systems available in their communities. Case managers coordinate services provided by various agencies and individuals.

### QUESTION:

What can I expect to happen to me once I am assigned a case manager or social worker?

### ANSWER:

An assigned case manager will conduct an interview with you and complete a comprehensive assessment of your situation. Once your assessment is complete, your case manager or social worker will develop a plan of care to help you obtain access to needed community resources.

For additional information regarding case management services and eligibility requirements, contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### Services Coordinated by Case Managers

- Trips to the doctor
- Home delivery of meals
- Homemaker Services
- Personal Care
- In-home medical care
- Caregiver support
- Respite

## Volunteer Opportunities in Your Community

- Mentoring and/or tutoring youth
- Charity work
- Community development programs
- Social services organizations
- Non-profit agencies
- Steering committees
- Advisory boards

## VOLUNTEERISM

Volunteer programs for seniors have been on the rise over the last three decades in the United States, in both the public and private sectors. Thousands of programs are specifically designed to provide seniors with opportunities to volunteer – through church and interfaith groups, health care institutions, and a broad range of cultural and social service organizations.

### QUESTION:

I am retired. What kind of volunteer opportunities are in my city? What type of volunteer positions are currently available?

### ANSWER:

If you are a senior interested in expanding your horizons, consider volunteering. AmeriCorps, the SHINE Program, LTCOP, RELIEF, and Senior Companion Program are among the senior volunteer programs that the Department sponsors.

Recognizing the role that volunteering plays in helping elders actively age in place, the Department of Elder Affairs offers several programs that promote and support senior volunteerism. These programs include:

**AmeriCorp** The Department's AmeriCorps program engages community volunteers who receive a living allowance and commit to one year of service in exchange for an education award. The Department partners with Easter Seals South Florida and offers volunteer opportunities in Miami-Dade and Broward counties. AmeriCorps program services include in-home respite, education, and community outreach to elders, caregivers, and families.

For more information regarding volunteer opportunities with the AmeriCorps program, please contact the AmeriCorps coordinator at 850-414-2000.

**SHINE (Serving Health Insurance Needs of Elders)** The SHINE Program provides health insurance information and free, unbiased, and confidential counseling to Medicare beneficiaries, their families, and caregivers. To volunteer with SHINE visit [floridashine.org](http://floridashine.org) and click on the "Join Our Team" link. Simply fill out the online application, complete the online orientation, join other community members in completing SHINE Basic Training, and agree to uphold the integrity of the SHINE Program.

**Long-Term Care Ombudsman Program (LTCOP)** If you wish to be involved in a resident-centered volunteer program, the Long-Term Care Ombudsman Program welcomes all adults wishing to serve as volunteers. Volunteers serving in this program range from student interns to retired seniors. For more information on volunteering with the Long-Term Care Ombudsman Program, call toll-free at 1-888-831-0404 or visit the website at [ombudsman.myflorida.com](http://ombudsman.myflorida.com).

**Respite for Elders Living in Everyday Families (RELIEF)** The RELIEF program offers respite services to caregivers of frail elders and those with Alzheimer's disease and related dementia. RELIEF respite is provided primarily during evenings and weekends, times that are not usually covered by other respite programs. Volunteers may spend up to four hours per visit providing companionship to a frail homebound elder, giving the caregiver an opportunity to take a much-needed break. Activities may include conversation, reading together, playing board games, or preparing a light snack. Volunteers receive training and some volunteers may receive stipends.

The RELIEF program currently provides services in Escambia, Duval, Brevard, Palm Beach, Broward, and Miami-Dade Counties. For more information about program information and volunteer opportunities, please contact the RELIEF Program Coordinator at 850-414-2000.

**Senior Companion Program** The Senior Companion Program is a national service peer-volunteer program funded by a grant from the Corporation for National and Community Service. Senior Companion volunteers provide services to elders at risk of institutionalization due to chronic illnesses, disabilities, or isolation. Volunteers receive pre-service and monthly training, a modest tax-free stipend to help defray expenses, local transportation reimbursement, accident and liability insurance while on duty, and an annual medical checkup. The Department's Senior Companion Program partners with local volunteer stations in Duval, Citrus, Marion, and Palm Beach counties. Volunteers provide transportation to medical appointments, shopping assistance, meal preparation, companionship, and advocacy. They also provide respite to caregivers of frail elders.

For more information regarding volunteer opportunities with the Senior Companion Program, please contact the Senior Companion Coordinator at 850-414-2000.

## Benefits of Intergenerational Programs

- Improved relations between youth and elders
- Enhanced family relations
- Empowered family relations
- Empowered communities
- Increased services to all age groups

### QUICK FACT:

In State Fiscal Year 2013, 875,178 elder Floridians contributed a total of 175,923,563 hours of volunteer service, valued at more than \$3.7 billion—equivalent to 91,626 full-time positions.

### QUESTION:

“If I volunteer, what would be required of me?”

### ANSWER:

Most agencies provide training as needed for their volunteers. At this training, specific expectations of the volunteers are explained. Volunteers do not receive pay, but they may be reimbursed for some expenses associated with their work duties.

For additional information on volunteer opportunities in your community, contact your local your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

In addition to offering programs that support senior volunteerism, the Department’s Office of Volunteer and Community Services (OVCS) identifies, recognizes, highlights, and provides technical assistance to volunteer programs and activities statewide that offer valuable services by and for elders, as well as intergenerational volunteer opportunities. Intergenerational connections improve the relationships between all age groups, and draw on the strength and skills of the state’s older population.

Each year during National Volunteer Week, the OVCS recognizes more than a 1000 volunteers in the Department’s sponsored programs. Volunteers are also recognized year round throughout the state for service by and for older persons.

For more information on the Department’s Office of Volunteer & Communities Services, contact the OVCS Director at 850-414-2000.







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## Age-Related Factors Affecting Driving

- Vision loss
- Hearing loss
- Slower reaction time
- Changes in physical strength
- Changes in physical stamina

## MATURE DRIVING PROGRAMS

As we grow older, many of us find our ability to drive has declined. Much of this loss of driving skill may be attributed to physical and/or medical conditions brought on by aging or disability.

Many communities offer driving classes that may refresh a mature driver's ability to drive defensively. Such programs are available throughout the state of Florida. Where there are such classes, they can be a worthwhile investment for those who need to renew and refine their driving skills after years of driving by "habit." These classes not only provide an opportunity to reinvigorate vital skills, but also may further benefit seniors by providing discounts on auto insurance premiums.

### Driving Programs

Among the programs available for those wishing to improve their skills and take advantage of auto insurance premium discounts are the following:

**AARP Driver Safety Program** The goal of AARP's Driver Safety Program is to provide you with a greater appreciation of driving challenges and a better understanding of how to avoid potential collisions and injuring yourself or others. This is a two-day, eight-hour course offered by AARP costing \$15.00 for AARP members and \$20.00 for non-members. Online and refresher classes may be located by calling AARP toll-free at 1-888-227-7660.

**Florida Safety Council – Mature Driver Course** This is an approved insurance discount course and is offered either in a classroom or online. The goal of this class is to help mature drivers over the age of 55 within the state of Florida maintain their safe and defensive driving skills, obtain auto insurance discounts, understand their abilities, and learn techniques to compensate for changes. This class also provides defensive driving training for court-ordered seniors. More information on both the classroom and online course can be accessed at [floridasafetycouncil.org](http://floridasafetycouncil.org).

**Driver Improvement Courses** The Department of Highway Safety and Motor Vehicles (DHSMV) sponsors many driving improvement courses geared toward seniors. Many of these classes are offered during the day in order to more easily accommodate elders who avoid driving at night. Insurance premium discounts are also offered as a benefit of attending these classes. For more information,

contact DHSMV at 850-617-2000. A complete list of approved courses can be found by accessing the DHSMV website at [flhsmv.gov/ddl/mature\\_discount.html](http://flhsmv.gov/ddl/mature_discount.html).

### Educational Information

There are several educational programs available to help you drive safer longer and help you when the time comes for you to stop driving. These programs include:

**CarFit** CarFit is an educational program created by the American Society on Aging and developed in collaboration with the American Automobile Association, AARP, and the American Occupational Therapy Association. CarFit offers older adults the opportunity to check out how well their personal vehicles “fit” them. The program enhances the seniors’ safety as drivers and helps increase their mobility in the community. More information on CarFit is available at [car-fit.org](http://car-fit.org).

**Florida Grand Driver Program** The Florida Grand Driver Program, operated by DHSMV, provides information about aging and driving. Grand Driver urges drivers older than 65 and their adult children to learn more about the effects of aging on the ability to drive. More information is available on the program’s website [flhsmv.gov/FloridaGrandDriver](http://flhsmv.gov/FloridaGrandDriver) or from DHSMV at 850-617-2000.

**Florida’s Guide for Aging Drivers** The Florida Department of Transportation and the Safe Mobility for Life Coalition developed this guide to help you continue to safely drive as long as possible. The Guide also provides information to help prepare for the day when driving is no longer possible. The guide provides information and education about the importance of planning ahead for your transportation needs so that you can remain independent and active in your community as you age in place. This guide is free. To request a copy, contact the Pepper Institute on Aging and Public Policy Safe Mobility for Life Resource Center at 850-644-8115 or request a copy online at [flsams.org](http://flsams.org).

For information about other mature driving programs, contact DHSMV at 850-617-2000.

### Common Problem Areas Among Older Drivers

- Failure to yield
- Carelessness
- Merging into traffic
- Making left turns
- Following traffic signals
- Improper lane change
- Driving at night
- Impaired driving (including prescription and over the counter medication)

## DRIVING EVALUATIONS

Driving on today's modern highways can be unnerving for even the most cautious driver. However, as adults age they should pay close attention to their driving habits and reflexes to determine if they should change or even cut back their driving activity. It is not uncommon for functional decline related to aging – such as vision, memory, physical strength, reaction time, and flexibility - to affect your ability to drive safely.

Since driving is such a fundamental part of an individual's independence, the decision to alter, reduce, or surrender driving privileges can be very difficult for everyone involved, from you the driver to your family, caregivers, and physicians. If you or your loved ones begin to feel uncomfortable with your driving abilities, a formal driving evaluation can be conducted.

Several driving evaluation programs are available and include:

**DriveABLE™ Assessment Program** The DriveABLE™ Assessment program provides an objective, scientifically based method to determine if an individual should continue to drive. The DriveABLE™ assessment includes in-office and in-car evaluation components. These components measure decision-making, complex judgment, motor speed control, and short-term memory skills. The assessment includes a written report, which details any areas of concern and makes a professional recommendation about the individual's current driving ability. For additional information about DriveABLE™ or to find a location site near you, visit [driveable.com](http://driveable.com).

**Florida's Memory Disorder Clinics** Memory Disorder Clinics offer driving evaluations programs, mobility counseling, and community education regarding senior driving issues. These programs provide an objective assessment of driving safety and assess general strengths and weaknesses in driving performance. Recommendations for driving restrictions may be made, but are separate from any government agency that regulates road safety. See the Resource Directory at the back of this guide to find a Memory Disorder Clinic near you.

**Florida Department of Transportation**

The Florida Department of Transportation, through the Safe Mobility for Life Program, offers various resources to help you evaluate your driving ability. These resources include driver safety courses, education, and a driver skills assessment to help you drive safer longer and make the transition from driving full-time to cutting back or stopping driving altogether. To view these resources, visit [safeandmobileseniors.org/DrivingSkills.htm#Driver Safety Courses](http://safeandmobileseniors.org/DrivingSkills.htm#Driver_Safety_Courses).

For additional information on driving safety for seniors, contact the AARP Driver Safety Program at 1-888-227-7669 or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## MEDICAL CONDITIONS AND DRIVER SAFETY

Are you concerned about the driving ability of a family member or friend due to a medical condition? The Florida Department of Highway Safety and Motor Vehicles makes it easy for anyone to report a driver who may be unsafe to operate a motor vehicle as a result of a medical condition. The report is strictly confidential. For additional information on how to report an unsafe driver or to obtain a medical reporting form visit [flhsmv.gov/floridagrاند-driver/reportUnsafeDriver.html](http://flhsmv.gov/floridagrاند-driver/reportUnsafeDriver.html).

After receiving the medical reporting form, DHSMV investigators will advise the driver that he or she is under medical review. The driver may be asked to provide medical information from his or her physician as a part of the investigation. Investigators may also interview family members or neighbors as well. Once the medical information is received and reviewed and the investigation is complete, DHSMV's investigators and the Medical Advisory Board provide a recommendation regarding the individual's ability to drive. This recommendation may be to:

- Require additional information from the driver;
- Require the driver to re-take the driving test; or
- Revoke/deny a license.

If a license is denied/revoked, the driver may request an administrative hearing to appeal the decision.

For information on how to report unsafe driving, visit [flhsmv.gov](http://flhsmv.gov), call 850-617-3814 or email [medical@flhsmv.gov](mailto:medical@flhsmv.gov). You can also get detailed information in the Medical Conditions & Driver Safety Brochure found at [flhsmv.gov/ddll/brochures/medical\\_brochure.pdf](http://flhsmv.gov/ddll/brochures/medical_brochure.pdf).

## TRANSPORTATION ALTERNATIVES FOR NON-DRIVERS

Many older adults may have difficulty finding transportation to social events, medical appointments, and other daily activities. A decision to stop driving is not an easy one, but it does not have to mean a complete loss of independence. Many cities have public transportation systems, para-transit services, taxis, and Dial-A-Ride programs.

**Public Transportation** Public transportation frequently offers discounted senior rates and often offers wheelchair accessibility. This may provide a low-cost option for senior non-drivers. Your local transit authority can provide information regarding routes, fares, and schedules. A minimum co-payment may be required.

**Para-transit Service** Para-transit service is a door-to-door transportation program administered by Florida's Transportation Disadvantaged program, and is available to seniors in every county. This service includes pick-up and drop-off from your home to medical appointments, stores, and other authorized destinations. Eligibility is determined before pick-up, and trips must be reserved at least one day in advance. Para-transit services vary from county to county. For information, contact your case manager or the Florida Commission for the Transportation Disadvantaged at 1-800-983-2435.

**Ride Sharing** Ride sharing consists of two or more people sharing rides in a common vehicle. Ride sharing can be done through carpooling or "vanpooling." You do not need to own a vehicle to participate. Contact family, friends, and neighbors to explore ride-sharing opportunities if they do not already exist in your community.

Information about driving alternatives in your community may be obtained through the Florida Commission for the Transportation Disadvantaged at 1-800-983-2435, or you can call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). You can also contact the Florida Senior Safety Resource Center at the Department of Transportation at [fssrc.pbhp.ufl.edu](http://fssrc.pbhp.ufl.edu).

### QUICK FACT:

Dial-A-Ride services provide door-to-door services in many communities. Charges for these services are usually assessed on a low per-mile fare basis.

### Alternatives for Non-Drivers

- Public door-to-door service
- Private taxis and Dial-A-Ride services
- Church, civic, and volunteer groups
- Bus service (public transportation)
- Ride sharing



## STATEWIDE SERVICES

Florida's Department of Transportation offers statewide information on travel conditions and provides roadside assistance.

**My Florida 511** The Department of Transportation's free 511 Travel Information System provides bilingual (English and Spanish) real-time travel reports on all Florida interstate highways; toll roads, including Florida's Turnpike, Miami-Dade Expressway Authority roads and Orlando-Orange County Expressway Authority roads; and many other metropolitan roadways. The statewide system provides information on roadway conditions such as commuter travel times, congestion, construction, lane closures, severe weather, crashes, and emergency evacuation affecting traffic. Callers can access traffic, transit, travel times, airports, seaports, or request a specific roadway, city, or county. My Florida 511 is available 24 hours a day by dialing 511, or on the Web at [FL511.com](http://FL511.com).

The following types of information are provided statewide for travelers throughout Florida, and are regularly updated by the Florida Department of Transportation:

- Traffic Warnings and Updates,
- Traveler Information,
- Highway Construction Information,
- Traffic Information System, and
- Statewide 511 Travel Information.

**Road Rangers Service Patrol** The Road Rangers Service Patrol is an effective element of the Florida Department of Transportation's incident management system. Examples of incidents are traffic accidents, stranded motorists, and road debris.

Road Rangers patrol congested areas and high-incident locations of Florida's urban freeways to spot problems before they can escalate into major traffic issues. The Rangers' vehicles are equipped to help drivers with such items as booster cables, jacks, sand, fire extinguishers, first aid kits, reflective cones. The vehicles are white and display a Road Rangers logo on the rear and sides.

The program has helped:

- Reduce the number of accidents,
- Reduce incident duration by assisting the Florida Highway Patrol,
- Helped disabled or stranded motorists, and
- Removed road debris.

This program has enhanced safety and provided a service to the motoring public.

The Road Ranger Service Patrol is funded by the Florida Department of Transportation and its partners. This limited service is free. For Road Ranger assistance dial \*FHP (347).

### **Information Available on the 511 Travel Information System**

- Traffic reports and drive-time summaries on highways
- Public transportation information
- Information on airports
- Information on ports



# SECTION 4

## HOUSING & PROPERTY RIGHTS

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## HOUSING OPTIONS FOR SENIORS

Your health, mobility, financial resources, and lifestyle can greatly influence the housing choices you make. Depending on your level of independence and the level of care you may need, one or more of these housing options may be appropriate for you:

- Senior apartment complexes,
- Affordable housing for seniors,
- Continuing care retirement communities,
- Assisted living facilities,
- Adult family care homes, or
- Nursing homes.

Any housing decision should factor in the “continuum of care” you might need, now and in the future. This encompasses the full range of supportive services needed to live as independently as possible, including housing and health care. The housing options listed above are defined below, but to get a full understanding of how each option works and its benefits, you may want to review the discussion of each housing type described in other sections of this guide. You may also call the Department of Elder Affairs’ Elder Housing Unit at 850-414-2000.

**Senior Apartment Complexes** Private apartment communities that provide limited communal services, such as activity programs, transportation services, and evening meals for residents. Owners of these housing complexes usually rent only to individuals age 55 and older.

**Affordable Housing for Seniors** Subsidized housing options for low-income seniors, ranging from public housing apartment units and HUD senior living complexes to reduced rental payments on apartments and homes.

**Continuing Care Retirement Communities** Private home communities that offer active seniors a variety of resources in which to socialize and enjoy their golden years. This option allows elders the opportunity to purchase services, amenities, and future medical care at the same time they buy their home in the community.

**Assisted Living Facilities** Group apartment communities that offer seniors assistance with non-medical aspects of daily living. Services offered range from meal preparation, housekeeping, and assistance with personal care to shuttles and laundry services.

**Adult Family Care Homes** Single-family homes that provide room and board, supervision, and personal care services for no more than five adult residents at a time.

**Nursing Homes** Long-term care facilities that provide 24-hour medical care, personal care, housekeeping, and rehabilitative services to seniors who are suffering from chronic illnesses, recovering after major surgery, or physically weak.

**QUESTION:**

How will I know which housing option is right for me?

**ANSWER:**

Selecting the right housing option is as much a personal decision as it is an economic one. Factors to consider when making your decision should include your proximity to family and friends, the level of support you need, and access to health and recreational facilities.

For additional information on housing options for seniors, contact your Aging and Disability Resource Center or local housing authority, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## ADULT FAMILY CARE HOMES

While the experience of living in your own home can never be replaced, adult family care homes provide full-time family-like living accommodations to seniors in private homes. If you or a loved one is no longer capable of living alone without some assistance, you may want to consider an adult family care home as an alternative housing option.

Adult family care homes provide residents with room, board, and personal care. Private homeowners live in the house and provide their residents with housing, meals, and personal services. The law requires that no more than five residents occupy a care facility at a time. The Agency for Health Care Administration (AHCA) licenses and inspects all adult family care homes in Florida.

Generally speaking, residency in an adult family care home is paid for by private funds. Low-income elders may be eligible to receive payment support through the Optional State Supplementation program and the Medicaid Assistive Care Services Program, with eligibility determined by the Department of Children and Families.

### Things to Do Before Choosing a Home

- Observe interactions between staff and residents
- Participate in mealtime and sample the food served
- Determine rules and rights for residents
- Inquire about emergency procedures
- Ask to see the state licensing inspection survey

#### QUESTION:

Where can I get a list of available adult family care homes in my area?

#### ANSWER:

To search for licensed adult family care homes, visit Florida Health Finder at [floridahealthfinder.gov](http://floridahealthfinder.gov) or Florida Housing Search at [floridahousingsearch.org](http://floridahousingsearch.org).

If you do not have access to the Internet, you can contact AHCA at 1-850-412-4304.

#### QUICK FACT:

Seniors can become residents of adult family care homes only if they are able to perform activities of daily living with limited or no assistance.

## AFFORDABLE HOUSING

High demand makes finding affordable housing a challenge for Florida elders. According to the 2013 Rental Market Study: Affordable Housing Needs conducted by the Shimberg Center for Housing Studies, 30 percent of Florida's elderly-renter households spend more than 30 percent of their income for rent and utilities.

A majority of seniors living in these households are on fixed incomes and do not receive housing assistance. Unfortunately, most low-income elders who seek help finding affordable housing are faced with long waits. The U.S. Department of Housing and Urban Development (HUD) administers federal aid to public housing agencies to provide eligible seniors with technical and professional assistance to secure affordable housing. More than 100 public housing authorities are located throughout Florida (see the Resource Directory at the back of this guide to find the office nearest you).

**Section 202 Rental Assistance** If you are on a fixed income and have limited resources, you may consider seeking assistance under HUD's Section 202 program, Supportive Housing for the Elderly. If you meet certain income guidelines, you may qualify for a subsidized apartment unit, where your share of rent will be no more than 30 percent of your income. Supportive Housing for the Elderly units are structured much like assisted living facilities for low-income seniors but do not provide personal care and services. Unlike assisted living facilities, these units are not licensed by the state.

Eligible seniors may rent an efficiency or one-bedroom unit with a small kitchen.

**Housing Choice Voucher Program, (Section 8)** The Housing Choice Voucher program is a HUD-sponsored program designed to supplement the rental payments of low-income families and individuals who qualify. Rental assistance is provided through portable vouchers or through project-based programs. Vouchers allow eligible seniors to live and pay rent in pre-approved housing communities. Project-based Section 8 programs are designed to pay a portion of the resident's rent to the landlord up front in order to lower the monthly amount the resident is required to pay.



### **How Section 8 Works**

- Applicant finds participating landlord
- Housing must comply with all codes and standards
- Housing must be HUD-approved
- Applicant pays no more than 30 percent of his or her monthly income
- HUD pays remaining rent

While Section 8 is not solely for elders, it does apply to elders with disabilities or who are age 62 and older, and live with a caregiver. Those age 62 and older who are living alone may also qualify for Section 8 housing.

### **QUESTION:**

How can I find out if I qualify for an affordable housing program?

### **ANSWER:**

If you would like additional information regarding HUD-based rental housing programs, contact your local public housing authority. You can also visit the HUD website at [hud.gov](http://hud.gov) (click on the links “Renting” and then “Public housing agency”).

For additional information or assistance locating your local public housing authority, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## ASSISTED LIVING FACILITIES

Assisted living facilities, commonly known as ALFs, are residential communities designed to enable seniors to live as independently as possible in settings that are equipped with supportive, personal, and health care services. If you or a loved one needs assistance with one or more activities of daily living but do not require 24-hour nursing supervision, an assisted living facility may be a viable option to consider.

In Florida, ALFs are licensed and regulated by the Agency for Health Care Administration (AHCA). Although Florida regulations set the minimum admission criteria for assisted living residency, facility administrators or owners ultimately determine admission qualifications for their residents. As a potential resident, your physical and mental health may be assessed as part of determining your eligibility.

You must be careful when choosing an ALF and should carefully review all contracts before signing. By law, your contract should include: 1) the services and accommodations to be provided; 2) service rates or fees; 3) your rights, duties and obligations; 4) a provision for a 30-day notification of rate increases; and 5) a statement of whether the facility is affiliated with any religious organization and, if so, its responsibility to the facility.

### QUICK FACT:

Florida's Long-Term Care Ombudsman program actively investigates complaints made by residents of assisted living facilities or their families (see Section 7: Elder Rights/Abuse & Fraud for information on the Ombudsman program.)

For additional information on assisted living facilities or to search for a licensed facility, visit the following websites:

- [floridahealthfinder.gov](http://floridahealthfinder.gov)
- [floridahousingsearch.org](http://floridahousingsearch.org)
- [elderaffairs.org](http://elderaffairs.org)

If you do not have access to the Internet, you can contact AHCA at 1-850-412-4304.

### Services Found In Most Assisted Living Facilities

- Assistance with activities of daily living (eating, bathing, dressing, toileting, and transferring to/from a bed or chair)
- Housekeeping
- Medication management
- Arrangements for medical care
- Arrangements for dental care
- Arrangements for mental health care

## CONTINUING CARE RETIREMENT COMMUNITIES

Continuing care retirement communities, also called life care communities, are residential properties that provide multiple levels of care to their residents. The communities provide a continuum of care ranging from independent apartments or houses to assisted living facilities and skilled nursing facilities. These facilities usually enter into contractual agreements with individuals and agree to provide a living arrangement that meets the person's needs, from the time the senior is able to live independently to the time he or she may need nursing home care.

Before selecting a continuing care retirement community, it is important that you understand the contract terms. It is also a good idea to visit someone who is a resident of the facility and ask about the quality of services offered. You should also look into the facility's reputation and obtain information about its financial stability.

**QUESTION:**

Who should I call if I have a question or complaint regarding a continuing care retirement community facility?

**ANSWER:**

If your question or complaint is related to the continuing care agreement (contract) you signed with the facility, you should contact the Florida Department of Financial Services at 1-800-342-2762. If your concern deals with the assisted living or nursing facility's safety and resident care, you should contact the Agency for Health Care Administration at 1-888-419-3456.

For additional information on continuing care retirement communities, contact the Florida Department of Financial Services at 1-800-342-2762.

## ENERGY ASSISTANCE PROGRAMS

If you are experiencing a home energy emergency, you may be eligible for assistance from the Emergency Home Energy Assistance for the Elderly Program (EHEAP). Eligible households may receive benefits from the program only once in winter and once in summer each year.

EHEAP is designed to help low-income households (at least one resident must be age 60 or older) experiencing a heating or cooling home energy emergency. A home energy emergency may result from a delinquent utility bill, lack of fuel or wood, or receipt of a shut-off notice from the utility company. The program will pay for such things as the purchase of blankets, portable heaters, fans, heating or cooling equipment repairs, and reconnection fees.

The household income of eligible participants must not exceed 150 percent of poverty guidelines, minus certain exclusions. To apply for assistance, you must provide proof of identification, the original delinquent utility bill or shut-off notice, and proof of income for all household members. If you do not have original documents, verifiable copies are acceptable.

### Information applicants must provide:

- Original delinquent utility bill or shut-off notice
- Proof of income for all household members
- Proof of identification (applicant only)

### QUESTION:

My utilities have been disconnected. Can EHEAP pay the deposit to have them turned back on?

### ANSWER:

Deposits to reconnect utilities can be paid by EHEAP. Contact your local Aging & Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for more information on eligibility requirements.

The Low-Income Home Energy Assistance Program (LIHEAP) is another program that helps eligible low-income households meet the costs of home heating and cooling. This program can help households by providing home energy assistance, crisis assistance, and weather-related or supply shortage emergency assistance. Each category has its own unique eligibility requirements.

Contact your local community action agency (CAA) for more information on either EHEAP or LIHEAP, a listing of all CAAs in Florida is provided in the Resource Directory at the back of this guide. You can also visit the Department of Economic Opportunity web page [floridajobs.org/liheap](http://floridajobs.org/liheap), contact your local Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

In addition to providing assistance with delinquent utility bills, EHEAP can provide blankets and/or space heaters in the winter or portable fans in the summer.

## EVICTIION ASSISTANCE

In Florida, tenants may not be evicted from their homes without a court order. In order to evict you for non-payment of rent, your landlord must first give you a written notice requesting that you either leave the premises or pay the rent owed. If after a specified amount of time (usually three days) the renter has not paid and has failed to leave, the landlord may file a lawsuit in county court.

Eviction assistance programs are available to seniors and families with children if their household incomes are below the federal poverty level. Information about eviction assistance programs in your area can be found by contacting your Aging and Disability Resource Center, community action agency, or local legal aid office (see the Resource Directory). Legal aid offices are non-profit agencies that provide eligible individuals with free legal assistance, including representation in court cases and administrative hearings.

**QUESTION:**

What can I do if eviction proceedings are filed against me?

**ANSWER:**

You should contact legal aid or a community service agency and ask for assistance. Be prepared to explain the circumstances leading up to your being served with the eviction notice.

For additional information on eviction assistance programs in your community, contact the Aging & Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## HOMESTEAD TAX EXEMPTION

If you are a homeowner in Florida, you are entitled to a homestead tax exemption of up to \$50,000 on your primary residence. The exemption reduces the assessed value of the home, thereby lowering the amount of property taxes you must pay. To qualify, you must have legal or equitable title to the property and must reside on the property. Your application must be filed in person at your county property appraiser's office by submitting a completed application (form DR-501).

In addition, if you are age 65 or older, Florida law allows (but does not require) your city or county to award an additional homestead exemption of up to \$50,000. To be eligible for the additional exemption, an applicant's household income cannot exceed a set amount. The income limitation is adjusted annually, on January 1, according to percentage changes in the average cost-of-living index. Since this additional homestead tax exemption is provided at the discretion of your local government, be sure to ask whether it is available where you live.

**QUESTION:**

As a Florida homeowner, will I automatically qualify for the homestead tax exemption?

**ANSWER:**

If you live in your home and have valid title, you are probably eligible for this exemption. Contact your county property appraiser's office for specific eligibility requirements.

For additional information about homestead tax exemptions, visit the Department of Revenue's website at [dor.myflorida.com/dor/property/taxpayers/exemptions.html](http://dor.myflorida.com/dor/property/taxpayers/exemptions.html), call the Department of Revenue's toll-free number 1-800-352-3671, or contact your local county property appraiser's office.

## HOME REPAIRS/MODIFICATIONS

The Administration for Community Living reports that a large number of seniors tend to live in older homes that often need repairs and modifications. Investment in home repairs and modifications is a great way to help seniors live independently and safely remain in their homes.

Home repairs/modifications involve making changes to your home and perhaps installing assistive devices that can help make it more functional for everyday living. It can also involve alterations to the physical structure of your home. Proper modifications and repairs can also help prevent falls and other serious accidents in the home.

If you have:	Consider modifications:
Loss of balance	Add handrails to stairs; install grab bars, nonskid strips or seats to tub area to avoid falls.
Hearing loss	Install hearing aids, amplified headsets, extension bells or warning lights for the telephone; emergency communication systems are available for persons with hearing impairments.
Poor eyesight	Increase wattage of light bulbs, add more sources of light, mark steps or stairs with contrasting colors, and clear floor space.

Many repairs and modifications are simple and relatively inexpensive to complete. Financial assistance is available for seniors whose homes require the kind of major repairs or modifications that should be completed by licensed professionals. Depending on your financial situation, you may be eligible for home equity conversion plans, reverse mortgages, or low-income governmental assistance programs.

Funds from the State Housing Initiatives Partnership program are allocated to local governments statewide, in part to help preserve affordable housing. These funds may be used for emergency repairs and rehabilitation.



**QUESTION:**

The improvements that I need to make to my home are extensive. Will I have to move while the modifications are being made?

**ANSWER:**

Repairs are generally made on a gradual basis and are done in a way that should not interrupt your daily activities.

For additional information on home repair or modification assistance programs, contact your local government housing department or your Aging & Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## LANDLORD/TENANT RELATIONSHIPS

Renting an apartment or condominium is a viable housing option for seniors who no longer want to maintain a home. Renting is also an affordable option. Landlord/tenant relationships start with a rental agreement, so it is important to know your rights.

The Fair Housing Act makes it illegal for landlords to refuse to rent to individuals on the basis of race, ethnicity, religion, sex, or age. As a tenant, you should always read your rental agreement completely before signing it. If you do not understand a term, do not be afraid to ask someone to explain it to you or to seek legal advice. Do not feel pressured to sign something you do not understand. To minimize misunderstandings or misinterpretations, keep copies of rental payment receipts, your rental agreement, and all written correspondence between you and the landlord.

The Americans with Disabilities Act requires landlords to make reasonable accommodations for people with disabilities. Talk to your landlord about providing elder-friendly improvements (doorknobs, grab bars in bathrooms, exterior lighting) to your rental unit. Before talking to your landlord, you should understand that, under current law, property owners are not required to pay for certain improvements. Your landlord may ask you to contribute to the cost of requested improvements.

Landlords are required by law to comply with state and local building, housing, and fire codes. If you suspect that your apartment is in violation of housing codes, you should first call your landlord and ask for repairs. If your problems are not addressed within a reasonable amount of time, you should send to the property owner a written request (sent by certified mail) for repairs. As a final alternative, consider contacting your local health department or building inspector and hiring an attorney.

**QUESTION:**

What should I do if my landlord is slow about making plumbing or other repairs?

**ANSWER:**

You should request in writing that the repairs be made immediately. Your letter should cite the original date of the request, the actions taken to date, and your need for immediate action.

For additional information on landlord/tenant relationships, contact the Florida Division of Consumer Services at 1-800-435-7352 or the Florida Senior Legal Helpline at 1-888-895-7873.

## NURSING HOMES

Nursing homes are licensed to provide nursing, personal, custodial, and rehabilitative care to persons who are sick or recovering from surgery. There are two types of nursing homes in Florida: skilled nursing facilities and skilled nursing units. A skilled nursing facility is what we typically think of as a nursing home. Skilled nursing units are hospital-based nursing facilities that are located either within a hospital or in a separate building. Skilled nursing facilities and skilled nursing units can provide rehabilitative care after hospitalization. These homes are staffed with trained professionals who provide 24-hour skilled nursing care. Special care units in some nursing homes provide services for persons with Alzheimer's disease or related disorders and head injuries.

**QUESTION:**

How can I be sure my parent will be placed in a reputable facility?

**ANSWER:**

Florida law requires all nursing homes to be licensed and regulated by AHCA. Before making a placement decision, you should ask to see the agency's inspection reports on the facility.

In addition to mandatory inspections by the Agency for Health Care Administration (AHCA), Florida law authorizes the Long-Term Care Ombudsman Program (a unit of the Department of Elder Affairs) to investigate all complaints and devise a means to resolve concerns brought to the attention of the program by, or on behalf of, residents of long-term facilities. Eighteen Long-Term Care Ombudsman Councils operate throughout Florida's 67 counties (see the Long-Term Care Ombudsman segment in Elder Rights/Abuse & Fraud in Section 7 of this guide).

For more information on nursing homes, visit AHCA's Florida Health Finder website at [floridabealthfinder.gov/LandingPages/NursingHomeGuide.aspx](http://floridabealthfinder.gov/LandingPages/NursingHomeGuide.aspx) or contact AHCA at 1-850-412-4303.

## PROPERTY TAXES

Property taxes are assessed and collected by local governments, including cities, counties, and school districts. Property tax assessments represent a major source of funding for local governments.

Tax exemptions lower the assessed value of your home. In Florida, if you are a homeowner and that home is your primary residence, you are automatically eligible for a homestead tax exemption (see the segment on Homestead Tax Exemption in this section of the guide). You should also check with the county property appraiser's office to ask about additional property tax exemptions for which you may be eligible.

To avoid liens or foreclosure actions, you should always pay your property taxes in a timely fashion. If your tax payments are in arrears, you may be able to work out a payment arrangement or tax reduction.

**QUESTION:**

Am I eligible for a discount on property taxes if I am a senior?

**ANSWER:**

You may be eligible for a discount on your property taxes if you are a senior, including an additional homestead exemption (see Homestead Tax Exemption elsewhere in this section). Check with your county clerk to determine if this discount is available in your county.

For additional information on property taxes, contact your local property appraiser's office.

## REVERSE MORTGAGES

A reverse mortgage is a special type of home loan that lets a homeowner convert a portion of the equity in his or her home into cash. You build up equity over years of home mortgage payments, and this can be paid to you.

Elder homeowners can use reverse-mortgage payments to supplement social security, meet unexpected medical expenses, pay long-term care insurance premiums, make home improvements, or meet other expenses.

The loan must be repaid in full when you die or sell the home. The loan would also become due and payable if:

- You do not pay property taxes or hazard insurance, or violate other obligations;
- You permanently move to a new principal residence;
- You, or the last borrower, fail to live in the home for 12 months in a row. An example of this situation would be if you (or the last borrower) were to have a 12-month or longer stay in a nursing home; or
- You allow the property to deteriorate and fail to make necessary repairs.

If you are interested in reverse mortgages, the U.S. Department of Housing and Urban Development (HUD) provides information online at [hud.gov](http://hud.gov). The website explains how a reverse mortgage works, including frequently asked questions and other information.

**QUESTION:**

Should I use an estate planning service to find a reverse mortgage?

**ANSWER:**

HUD does not recommend using any service that charges a fee for referring a borrower to a lender.

HUD sponsors housing counseling agencies throughout Florida that can provide advice on defaults, foreclosures, credit issues, and reverse mortgages. To find an agency near you, visit [https://entp.hud.gov/idapp/html/hecm\\_agency\\_look.cfm](https://entp.hud.gov/idapp/html/hecm_agency_look.cfm).

If you are interested in a reverse mortgage, beware of firms that charge fees for information, such as referrals to lenders. This service is available free from HUD. Call 1-800-569-4287 to find the name and location of a HUD-approved housing counseling agency near you or to report fraud or abuse in the reverse-mortgage program.

## SENIOR APARTMENT COMPLEXES

Senior apartment complexes are designed for independent residents who want to enjoy living and socializing with their peers. Elders residing in senior complexes have a desire to live on their own while enjoying the security and conveniences of community living.

A major advantage to living in an age-exclusive housing complex is that these complexes usually provide services that are not typically found in other apartment communities. Common services offered include laundry facilities, planned group activities, access to meals, and free or low-cost local transportation.

Most senior housing complexes are privately owned and operate like all other apartment complexes, with the exception that they can legally restrict occupants to a certain age (usually 55 and older). Some senior apartments cater specifically to low-income seniors (see Affordable Housing).

**QUESTION:**

How can I find available senior housing in a new city if I am considering relocating?

**ANSWER:**

Call the ADRC serving the community in which you plan to live. Many communities publish “Senior Living” guides that are available in apartment lobbies. See the Resource Directory for a complete listing of ADRCs.

For additional information on senior apartment complexes, contact a local real estate agent or public housing authority or your Aging & Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).



## WEATHERIZATION

Warm air leaking into your home during the summer and leaking out of your home during the winter can lead to extremely high utility bills. The process of weatherization involves modifying a home to make it more energy-efficient and safer to live in. Living in a home with high-energy consumption – and therefore high-energy bills – is a problem that affects many seniors who live in older homes.

Common energy efficiency modifications to a home can include adding insulation to attics, ceilings, walls, and floors; stopping air leaks by caulking and/or weather stripping; replacing broken windows; and improving or replacing home heating systems. To determine whether your home may need weatherization modifications, you should consider having an energy audit conducted by a trained professional.

Low-income weatherization assistance programs are available to help homeowners who cannot afford to make needed energy conservation improvements to their homes. These programs are administered by community action agencies (CAAs) located throughout the state. Services are available at no charge to households that have incomes less than 125 percent of the federal poverty guideline. Weatherization assistance programs are available to both homeowners and renters. In most cases, there is a waiting list to receive services, but the elderly and applicants with disabilities are usually given priority.

Once a home is scheduled for weatherization assistance, an energy audit is conducted. Services that are determined to be most cost-effective to improve energy efficiency are then provided to the client. Many agencies also administer emergency housing repair programs to eligible clients at no cost.

To apply for weatherization, contact your local CAA or your local Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). You can also refer to the Resource Directory at the back of this guide for a complete listing of CAAs in Florida.

# SECTION 5

## HEALTH INSURANCE PROGRAMS

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## HEALTH INSURANCE AND COUNSELING

Over the past several decades health insurance, and the way we access it, has evolved. As coverage options expand in an environment of managed care and cost containment, it is vitally important to understand your options. For seniors who have retired or, for individuals with disabilities using Medicare as their primary source of insurance, this understanding takes on a special significance.

Medicare covers a variety of services to help you stay healthy. However, as with all insurance, there are some things that may not be covered or that change, and it can be more complicated than ever to understand all the choices you face. To help you better understand how your Medicare health and prescription insurance works, the Department of Elder Affairs provides free, unbiased health insurance counseling for seniors and individuals with disabilities through the SHINE Program.

SHINE, or Serving Health Insurance Needs of Elders, is funded through the federal Administration for Community Living (ACL). SHINE volunteers offer free Medicare and health insurance counseling to all Medicare beneficiaries, their caregivers, and their families, regardless of income.

**QUESTION 1:**

My medications have changed over this past year and I need to re-evaluate my plan choices, who should I contact during the Annual Enrollment Period?

**QUESTION 2:**

I just received a notice from CMS stating that I am now eligible to apply for Medicare. Where do I begin?

**ANSWER:**

Contact your Aging and Disability Resource Center and ask for a SHINE counselor for more information about health insurance coverage, enrollment, and plan options available in your area.

**SHINE Volunteers Can:**

- Inform you of your rights and options,
- Review your Medicare insurance forms,
- Interpret your health insurance coverage, and
- Provide educational presentations on Medicare-related topics.

For additional information on SHINE, visit [floridashine.org](http://floridashine.org), contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

In addition to Medicare counseling, volunteers offer information on Medicaid, prescription drug options, long-term care insurance, and managed care programs.

## LONG-TERM CARE PLANNING

The phrase long-term care encompasses a range of medical, personal, and social services that are available to individuals who suffer from prolonged illness, dementia, or disability. These services are offered by a variety of providers, including home health care agencies, adult day care centers, assisted living facilities, continuing care retirement communities, traditional nursing homes, and even family members.

Regardless of age, many individuals require periods of long-term care at some point in their lives – for example, while recovering from a stroke or heart attack. The aging process may, however, increase the need for long-term care services to help with activities of daily living, such as getting dressed or taking a bath.

The Department of Elder Affairs encourages individuals to plan ahead for their long-term care needs by learning about long-term care options and discussing them with a family member, doctor, financial advisor, or close friend. Planning ahead enables individuals to choose the type of care they want and how to receive that care. It provides time for them to talk with a doctor about future health issues and the care needed to maintain their independence, and to let loved ones know of their desires and concerns. Including family members in the planning process may be helpful in figuring costs and how to pay for long-term care needs.

Long-term care can be very expensive and could cause financial stress on families that are unprepared. Options to help pay for long-term care include:

- Personal or family resources,
- Long-term care insurance,
- Assistance from federal or state programs,
- Home equity programs, or
- Family members.

Individuals turning 65 today have a 70 percent chance of needing some type of long-term care service and support in their remaining years. Regardless of your age, it is wise to understand and plan for the possible need for long-term care. If Medicare is an important element in your long-term plan, remember Medicare only pays for short stays in skilled nursing facilities following a hospital stay. Also keep in mind that Medicaid (for assistance with nursing home costs) is only available for individuals with low-incomes or disabilities.

For more information about long-term care planning and insurance, contact the SHINE (Serving Health Insurance Needs of Elders) program by calling the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). SHINE provides free, unbiased counseling on long-term care planning, Medicare, and other health insurance-related issues.

## Who Qualifies for Medicare?

- Certain adults age 65 or older
- Certain individuals with disabilities younger than age 65
- Individuals of any age with permanent kidney failure
- Individuals of any age with ALS (Lou Gehrig's disease)

## MEDICARE BASICS

Medicare is a nationwide federal health insurance program established by Congress in 1965. Eligibility is determined by the Social Security Administration for individuals age 65 and older, as well as individuals under age 65 with certain disabilities. Medicare is administered by the Centers for Medicare & Medicaid Services (CMS).

Despite a common misconception, Medicare is not a universal health insurance program for elders. The program is available if you are age 65 or older and have contributed to the Social Security system for a minimum of 10 years, if you have survivor benefits or railroad retirement benefits, or if you bought into Medicare. Individuals younger than 65 are also eligible for Medicare benefits if they are entitled to Social Security, railroad retirement disability benefits, or end-stage renal disease benefits.

Medicare is neither a comprehensive health care plan nor is it free of cost. In fact, Medicare only provides you with basic health insurance coverage. As a beneficiary, you are responsible for premiums, deductibles, copays, and coinsurance for services that are not covered. To help control escalating medical costs, the program has established a national fee schedule for medical procedures. Medicare will only cover medically necessary services for illnesses and injuries.

### QUESTION:

Who determines if you are eligible for Medicare?

### ANSWER:

The Social Security Administration is responsible for making eligibility determinations. You must meet age or disability requirements and residency standards. If you are age 65 or older, or are applying on the basis of a disability or end-stage renal (kidney) disease, then eligibility is a matter of verifying your identity and age.

You may file for Medicare benefits three months before reaching age 65. If you are entitled to cash benefits (Social Security or railroad retirement), you will automatically be entitled to Medicare without submitting an additional application.

For more information on Medicare and related eligibility requirements, contact your Aging and Disability Resource Center and ask

for a SHINE (Serving Health Insurance Needs of Elders) counselor. Other information sources include the Social Security Administration, which you can reach at 1-800-772-1213 or online at [ssa.gov](http://ssa.gov), or at the Medicare website [medicare.gov](http://medicare.gov).

## How Medicare Works

Medicare was enacted to provide a safety net of health-care coverage for qualifying individuals. Medicare is made up Part A, which provides hospital insurance protection; Part B, which provides medical insurance protection; Part C, which is a managed care option; and Part D, which provides coverage for prescription medications.

### Part A

Medicare Part A pays for inpatient hospital care, post-hospital skilled nursing care, home health care, and hospice care. If you receive services under Part A, you generally will not have to pay anything other than the deductible, since you have already paid through Federal Insurance Contributions Act (FICA) payroll tax withholdings. If you need to go back to the hospital after at least 60 days from your last discharge date, you will pay another deductible. Medicare Part A covers up to 90 days of hospital services in each “benefit period” and an additional 60 lifetime days. Part A also pays for care in a skilled nursing facility under certain circumstances.

### Part B

Medicare Part B medical insurance covers doctors’ fees, lab fees, home health care services, hospital outpatient services, and other medical services or items not covered under Part A. If you apply for Part A, you are automatically enrolled in Part B. However, under certain circumstances you do have the option to turn down Part B by notifying the Social Security Administration. If you decide to turn down Part B, you may incur a penalty if you decide to enroll in Part B at a later date. Monthly premiums are automatically deducted from your Social Security check unless the Social Security Administration (SSA) has been informed otherwise.

### Part C

There are two ways Medicare beneficiaries can access services. The first way is Original Medicare, a traditional fee-for-service delivery system in which you visit a doctor or hospital of your choice and pay a fee or co-insurance amount for each service you receive. The second way to receive health care is to join a Medicare Advantage Plan (Part C). These plans are private managed care organizations – such as a health maintenance organization (HMO) or preferred

## Services Covered Under Medicare Part A

- Inpatient hospitalization care
- Limited post-hospital skilled nursing care
- Home health care
- Hospice care

## Services Covered Under Medicare Part B

- Doctors’ services
- Outpatient hospital care
- Occupational, physical and speech therapy
- Medical supplies and equipment
- Ambulance transportation (limited)
- Chiropractic services (limited)
- X-rays/lab tests



provider organization (PPO) – that have a contract with Medicare. The services Medicare covers are the same under both systems. However, there will be differences in the delivery of benefits, the method of payment, and the amount of your out-of-pocket expenses. Most people use Original Medicare. Fee-for-service users usually supplement their Medicare plans with Medigap insurance, or with retiree coverage from their employers or unions.

The number of people electing to receive Medicare benefits through Medicare Advantage plans, which generally require less out-of-pocket expense than Original Medicare, is on the rise. If you are approaching the eligibility age for Medicare, you should give careful consideration to the different Medicare service delivery options. Your choice may be influenced by several factors, including any retiree coverage you may have from previous employment, military benefits, your financial situation, future lifestyle and retirement plans, and other personal factors.

**QUESTION:**

What are some of the advantages and disadvantages of joining a Medicare Advantage plan such as an HMO?

**ANSWER:**

A key advantage of belonging to an HMO is that the HMO itself may provide benefits beyond those that Medicare will pay. These may include coverage for dental care, eyeglasses, and hearing aids. A possible disadvantage of belonging to an HMO is that most will limit your access to specialists and services within their networks. If you need to see a specialist, you are generally required to first get a referral from your primary care physician (see the Medicare Health Plan Options section for more details).

**Part D**

Medicare Part D is a voluntary prescription drug benefit available to individuals entitled to Part A, and/or enrolled in Part B, who select a Medicare-approved prescription drug plan from those available in their service area. Your prescriptions may be covered through either a Medicare Advantage plan or a stand-alone prescription drug plan.

For additional information on Medicare, contact a counselor with Florida's SHINE program by calling the Elder Helpline at 1-800-96-ELDER (1-800-963-5337), or visit the SHINE website at [floridashine.org](http://floridashine.org).

## Medicare Health Plan Options

Since Medicare was designed to provide basic health insurance coverage for seniors, it does not pay all medical expenses. To fill gaps in coverage, beneficiaries are required to contribute through co-payments and deductibles, and/or through the purchase of supplemental policies. Once you become eligible for Medicare, you must choose the type of plan that best meets your health care needs. Several health plan options are described below.

**Original Medicare** Covers medical expenses up to 80 percent of approved services under Medicare Part B, leaving you to pay the remainder. Depending on the nature of your illness, the remaining portion can be very costly. Because of the possibility of these additional costs, you may want to consider other options, such as a Medicare Advantage Plan (health maintenance organization, preferred provider organization, etc.), an employers' group plan, or a Medicare Supplement Insurance (Medigap) policy.

**Supplement Insurance (Medigap)** Private insurers offer 10 different plans to fill some of the "gaps" not covered by Medicare. Each plan covers specific costs and services that are not already covered under Original Medicare. For example, Medigap insurance may cover your co-insurance out-of-pocket costs for skilled nursing care after 20 days and up to 100 days at \$157.50 per day (2015). Plans may also cover the amount of your Part A and Part B deductibles, at-home recovery needs, foreign travel, and other benefits.

**Medicare Advantage Plans** Medicare Advantage organizations offer several plan options to beneficiaries: a coordinated care plan or managed care organization or a Private Fee-for-Service plan.

Here is a brief description of each of these managed care options:

*Coordinated Care Plans* You must have both Medicare Part A and Part B in order to enroll in a coordinated care plan. These managed care plans may provide benefits that original Medicare does not, such as dental, vision, or hearing coverage. Most plans also cover prescription drugs. Individuals receive services through a designated network of providers and suppliers and must live within the plan's service area. Plan options include health maintenance organizations (HMOs), provider-sponsored

organizations, regional or local preferred provider organizations (PPOs), and special needs plans (SNPs) for individuals who are institutionalized, eligible for Medicaid or have a severe or disabling chronic condition.

*Private Fee-for-Service Plan (PFSS)* This type of plan reimburses providers at a rate determined by the plan on a fee-for-service basis, without putting the provider at risk. Some PFSS Plans contract with a network of providers. So before enrolling in a private fee-for-service plan, you may want to check with your doctors to see if they will accept the plan. If your PFSS does not offer prescription drug coverage, you will need to enroll in a separate prescription drug plan.

**Employer Group Plans** If you are currently enrolled in a group plan, you may want to check with your benefits administrator to learn your continued coverage or supplemental options once Medicare becomes your primary insurance. On the other hand, if you are still working and plan to keep your employer's group plan as your primary insurance carrier, you may want to delay signing up for Part B of Medicare until you retire. You may also enroll in a Medicare HMO if you are disabled, fulfilled a 24-month requirement, and have Medicare Part A and Part B.

**NOTE:** Upon retirement, seniors have an eight-month special enrollment period in which to sign up for Medicare Part B. However, if you are eligible but do not sign up for Medicare Part B during this special enrollment period (SEP), you will be able to sign up only during the general enrollment period (GEP) held from January to March each year. The cost of your Part B coverage may also go up. In addition, when you sign up for Medicare Part B, you automatically begin your Medigap open enrollment or guarantee issue period, which, once started, cannot be changed or restarted.

**QUESTION:**

If I enroll during the general enrollment period, will Medicare coverage start immediately?

**ANSWER:**

No, if you enroll during the general enrollment period, your Medicare coverage will begin on July 1st of that year.

For assistance with information on Medicare choices, call your Aging and Disability Resource Center and ask for a counselor with Florida's SHINE program, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Medicare Savings Programs

State-administered programs are available to help people with Medicare save money each year. These programs are available through the state Medicaid program to help pay Medicare costs for low-income Medicare beneficiaries with modest means. Most state programs pay some or all of Medicare's premiums, deductibles and co-insurance for those who qualify.

In Florida, if you are a Florida resident, qualify for Medicare Part A, have an income below a certain amount, and your financial resources (bank accounts, stocks, and bonds) amount to no more than \$7,280, you may qualify for assistance as:

- a Qualified Medicare Beneficiary (QMB),
- a Special Low-Income Medicare Beneficiary (SLMB), or
- a participant in a Qualifying Individual (QI-1) program.

**NOTE:** Your "resources" do not include your home, car, furniture, life insurance up to \$2,500, or burial fund up to \$2,500.

**QMB** Benefits include coverage of your Medicare premiums (Part A and Part B), deductibles, and co-insurance within certain limits.

**SLMB** Benefits include coverage of your Medicare premiums for Part B.

**QI-1** Benefits include coverage for your Medicare premiums for Part B. Funding for this program is limited each year based on state and federal allocations, so you may want to apply early in the year.

If you think you may qualify for any of these savings programs, it is very important that you call for more information. Call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) and ask to speak with a SHINE counselor for information and to see if you qualify for these programs.

## Medicare Prescription Drug Coverage

Medicare Prescription Drug Coverage, commonly known as Medicare Part D, is a prescription drug benefit available to Medicare beneficiaries who are entitled to Part A hospital insurance and/or are enrolled in Part B medical insurance. Your prescriptions may be covered through either a Medicare Advantage Plan or a stand-alone prescription drug plan. There are two ways to get Medicare prescription drug coverage.

*Original Medicare and a Prescription Drug Plan* Individuals with original Medicare (Part A and/or Part B) may enroll in a stand-alone prescription drug plan that adds drug benefits to their regular Medicare coverage.

*Medicare Advantage Plan with Prescription Drug Coverage* These plans will provide an integrated benefit covering hospital, physician, and drug costs. These are managed care organizations that have contracted with Medicare to serve beneficiaries in a specific geographic area. To qualify for a Medicare Advantage plan with prescription drug coverage, a beneficiary must be entitled to Part A and enrolled in Part B.

Enrollment in these plan options is voluntary, and there are specific enrollment periods during which interested consumers must enroll in order to receive benefits. The following enrollment periods allow individuals the opportunity to participate in this coverage:

**Initial Open Enrollment** Occurs when an individual is first eligible for Medicare benefits, running from three months before to three months after the person turns 65. Individuals with disabilities may enroll from three months before to three months after their 25th month of disability. Individuals may owe a Part D late enrollment penalty if they go without Part D or creditable prescription drug coverage for any continuous period of 63 days or more after their initial enrollment period is over.

**Annual Enrollment Period** Occurs every year from October 15 – December 7. Even if you already have coverage you like, it is important to review your coverage each year to determine whether the plan you selected continues to meet your needs. If you want to change plans, the Annual Enrollment Period is the time when this change can be made.

**Special Enrollment Period** Occurs when an individual has a special qualifying circumstance that allows him or her to enroll during this period, such as a change of residence.

**Costs Under Medicare Part D** Your actual drug plan costs under Medicare Part D will vary depending on the medications you use, the plan you chose, whether your pharmacy is in the plan's network, and whether you qualify for “extra help” paying for Part D costs (see below). Most drug plans charge a monthly premium (in addition to the Part B premium), an annual deductible, and co-payments or co-insurance charged for prescriptions after the deductible is met. In addition, Medicare drug plans have a coverage gap (or Donut Hole) – after you and the drug plan have spent a certain amount of money for covered drugs, you must pay an out-of-pocket percentage of brand name and generic drug costs up to a set limit. The percentage you pay for generic drugs will decrease each year until it reaches 25% in 2024. Some Medicare drug plans provide limited coverage during this gap period. Once you pay the out-of-pocket maximum, you reach what is called catastrophic coverage, when you only pay a small co-payment for prescribed drugs for the rest of the plan year.

Some individuals will “automatically” qualify for Extra Help. Examples include someone who has full Medicaid benefits, is currently receiving Supplemental Security Income (SSI) benefits, is enrolled in a Medicare Savings Program (either QMB, SLMB, or QI-1), or who meets their share-of-cost through the Medically Needy Program.

**Extra Help Prescription Savings Program** If you are on Medicare and have limited income and resources, you may be entitled to “extra help” paying your Medicare prescription drug costs. This prescription savings benefit program helps with the costs of Medicare drug plan premiums, deductibles, and co-payments, including coverage during the coverage gap.

To apply, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) and ask for a SHINE counselor.

## Medicare – Health Screenings and Tests

To help elders live a healthier life, Medicare covers several preventive health services (with certain limitations, many are now free of charge), including:

- “Welcome to Medicare” exam,
- Annual wellness exam,
- Alcohol misuse screening and counseling,
- Abdominal aortic aneurism screening,
- Bone mass measurement tests (to help detect osteoporosis),
- Cardiovascular screenings,
- Cervical and vaginal cancer screening,
- Colorectal cancer screening tests,
- Depression screening,
- Diabetes screenings,
- Diabetes self-management services,
- EKG screening,
- Glaucoma screening tests,
- HIV screening,
- Lung cancer screening
- Mammograms (screening and diagnostic)
- Medical nutritional therapy services (for those with diabetes),
- Obesity screening and counseling,
- Prostate cancer screening tests,
- Sexually transmitted infections,
- Tobacco use cessation counseling, and
- Vaccinations (flu, pneumonia, and hepatitis B).

You can take a number of steps to lower your risk of disease and illness. Talk to your doctor about your risk of developing these health problems and your need for these preventive services.

For specific information on health screenings and tests covered by Medicare, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) and ask to speak to a SHINE counselor.

## MEDICAID BASICS

Because of their similar names, Medicare and Medicaid may be confusing to some people. Both programs serve people age 65 or older, but Medicaid also covers a wide range of other categories, including individuals who are disabled, parents with minor children, pregnant women, children, and those who are medically needy.

While Medicare is available to seniors regardless of their income and resources, Medicaid is a need-based program and is only available to individuals who meet certain income and asset requirements. If your income is below the established Medicaid criteria but your assets are not, you can receive health care coverage only after you have “spent down” your countable assets. For Medicaid purposes, countable assets are those items that count toward the Medicaid asset limitation. Not all assets you own are included in the Medicaid eligibility determination process. Non-countable assets are exempt for Medicaid eligibility purposes. Medicaid allows applicants some flexibility in defining the assets that can be excluded under its non-countable assets provisions. These items are exempt and will not affect your eligibility to receive Medicaid benefits:

- A home (principal residence) - regardless of value.
- Household belongings, furnishings, personal effects and jewelry (some states limit value).
- A burial account of up to \$2,500 (or \$1,500 for SSI recipients).
- Burial plots for the individual or members of the family.
- Prepaid non-cancelable burial contracts.
- Cash value of life insurance policies (face value cannot exceed \$2,500 or \$1,500 for SSI recipients).
- Term life insurance policies (no face value limitation).
- One automobile for use by individual and family.
- Company pension funds, certain Keogh funds and certain trust funds.
- Certain income-producing property that is essential to the person's self-support.
- Inaccessible assets of any value.



Medicaid is a medical assistance benefit program jointly funded by the federal and state governments. While programs may vary from state to state, many low-income elderly over the age of 65 and/or individuals with disabilities may be covered under both Medicaid and Medicare. Medicaid is now the single largest public source of funding for long-term care services. In 2015, approximately 3.8 million Florida residents were enrolled to receive Medicaid benefits.

You may also qualify for Medicaid if you are covered by Medicare and meet the required income and asset limits of the Supplemental Security Income (SSI) program. For those who qualify under these circumstances, Medicaid may cover the premiums, deductibles, and co-payments you have to pay under Medicare. Medicaid may also pay for your long-term nursing home care if you qualify under income and asset restrictions. If you have spent down your life savings on costly long-term care, Medicaid may cover you after you have exhausted your resources.

State Medicaid programs are required to pay for nursing home care for persons who qualify under federal and state criteria. Through waiver programs, states increasingly are using Medicaid funding to cover other types of care for Medicaid-eligible seniors and individuals with disabilities. This includes care provided at home or in other community-based settings for those who qualify.

The Medicaid programs that provide services to the aged and disabled are called SSI-related programs. These programs provide a variety of benefits to both seniors and individuals with disabilities (see the segment on Medicaid Waiver/SSI Programs within this section for more details).

For more information on the Medicaid program or application process, contact the Department of Children and Families' ACCESS (Automated Community Connection to Economic Self-Sufficiency) at 1-888-419-3456 or via the website at [myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash](http://myflfamilies.com/service-programs/access-florida-food-medical-assistance-cash). In addition, a variety of information is available by contacting your local Aging and Disability Resource Center (ADRC). ADRC Medicaid staff will assist with long-term care program education, while the CARES (Comprehensive Assessment and Review for Long-term Care Services) staff will assist with the Institutional Care Program (ICP) (nursing home Medicaid) process. Additionally SHINE (Serving Health Insurance Needs of Seniors) counselors may assist you

with the Medicare savings programs. You may also call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### **Medicaid Waiver and SSI-Related Programs**

During the implementation of Statewide Medicaid Managed Care (SMMC), payment for long-term care services was directed primarily to nursing home care. As caregivers and recipients began to request that the same kind of resources available for institutional care also be made available in the home and community-based settings, the government responded with waivers and Supplemental Security Income (SSI) programs. Today, Medicaid funds can be used to provide care in a variety of home and community-based settings.

To be eligible for these programs, you must meet certain age and eligibility criteria. A brief summary of the various Medicaid waiver and SSI-related Medicaid programs is provided below:

**Hospice Medicaid Program** Helps maintain a terminally ill individual at home for as long as possible by providing in-home care and avoiding institutionalization whenever possible. Hospice is also available to individuals residing in nursing homes.

**Institutional Care Program (ICP)** Helps people in nursing homes pay for the cost of their care. Unlike Medicare, Medicaid may pay for custodial care for an unlimited period of time.

**Medically Needy Program** Provides Medicaid for persons with high medical bills and whose income is too high to qualify for traditional Medicaid programs. Individuals qualify for the Medically Needy program on a month-to-month basis by contributing an established monthly share of cost.

**Optional State Supplementation (OSS)** A cash assistance program managed by the Department of Children and Families, OSS is designed to supplement a person's income to help pay costs in an assisted living facility, mental health residential treatment facility, or adult family care home. To qualify for OSS, individuals must need assistance with their activities of daily living due to physical and/or mental conditions. This is not a Medicaid program, and eligibility requirements may differ from those of Medicaid. The payment is made directly to the client and is based on the client's income and the program's current cost of care in the facility.

For more information about OSS, contact DCF's Customer Call Center at 1-866-762-2237.

**Program of All-Inclusive Care for the Elderly (PACE)** PACE is a community-based program, which integrates Medicare and Medicaid services. PACE addresses each participant's acute and long-term care needs, including preventive care, and targets individuals who would otherwise qualify for nursing home placement, providing them with a comprehensive array of home and community-based services at a cost less than nursing home care. Services include but are not limited to primary care, social services, restorative therapies, personal care, supportive services, nutritional counseling, recreational therapy, transportation, and meals. Individuals who choose to enroll in PACE have both their medical and long-term care needs managed through a single provider.

PACE services are determined by an interdisciplinary team that may provide services in the adult day health center, the client's home, and inpatient facilities as needed. PACE centers provide transportation to and from adult health care centers. PACE may also include coverage of over-the-counter medications when appropriate and approved.

The PACE team consists of a physician, registered nurse, masters level social worker, physical therapist, occupational therapist, recreational therapist, dietician, PACE Center Manager, home care coordinator, personal care attendant, and transportation specialist.

To be eligible, PACE recipients must:

- Be 55 years or older,
- Live within the defined service area of the PACE center,
- Meet the medical eligibility requirements,
- Be able to live safely within the community, and
- Be dually eligible for Medicare and Medicaid, or Medicaid only, or private pay.

For more information about PACE, contact your local Aging and Disability Resource Center or the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**Project AIDS Care Waiver Program** – Provides home and community-based services to individuals diagnosed with AIDS. Recipients make informed choices between hospital or nursing home care and home and community-based services.

**Statewide Medicaid Managed Care (SMMC)** – The Statewide Medicaid Managed Care Program (SMMC) has two key components: the Managed Medical Assistance Program (MMA) and the Long-term Care Program (LTC). An MMA recipient will receive comprehensive health care services (other than long-term care) provided by a managed care plan. MMA Plans cover services such as prescriptions, doctors' visits, and hospital stays. The LTC is designed to provide home and community-based services to Medicaid recipients who are 65 years of age or older, or age 18 or older and eligible for Medicaid by reason of a disability, and determined to require nursing home level of care. Created by the Florida Legislature in 2011, LTC provides long-term care services, including nursing home and in-home care services, in a managed care setting. Managed care is a term for the process of how health care organizations manage the way their enrollees receive health care services. Managed care organizations work with a variety of health care providers to offer quality health care services to ensure enrollees have access to the health care providers they need.

For additional information on the SMMC programs, visit the Agency for Health Care Administration web page [abca.myflorida.com/Medicaid/statewide\\_mc](http://abca.myflorida.com/Medicaid/statewide_mc).

For additional information to help you better understand the Medicaid program, contact your Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## OTHER INSURANCE PROGRAMS

Early retirement, the loss of a job, termination of employer-sponsored coverage, or a reduction in work hours can all result in a change to health insurance coverage. For adults ages 50 to 64 who find themselves in this situation, the search for affordable replacement coverage can be extremely challenging.

The following information may help seniors find affordable health insurance benefits:

**ACA** The Affordable Care Act (ACA) requires most U.S. citizens and legal residents to have health insurance, either individually or through an employer. Through health benefit exchanges in each state, uninsured individuals and families can purchase coverage, with cost-sharing credits and subsidies available to eligible individuals, families, and small businesses. The ACA includes increasing cost-free preventive services, prohibits discrimination due to pre-existing conditions, and extends coverage to young adults on their parents' plans up to age 26. Florida's Health insurance Marketplace is open and available to assist citizens and small businesses purchase health insurance. If you do not have what is considered minimum essential coverage or do not have health insurance, you may be required to pay a penalty, and may also have to pay for all of your health care costs. For more information or for assistance with applying for coverage, Florida residents can access the trusted website [localhelp.healthcare.gov](http://localhelp.healthcare.gov) and enter your city and state or ZIP Code and answer a few questions, or call toll-free 1-800-318-2596, available 24 hours a day.

**COBRA** The Consolidated Omnibus Budget Reconciliation Act (COBRA) can be helpful in temporarily continuing group coverage. COBRA is designed for people who lose their jobs or have reduced working hours. This health coverage option offers more benefits than buying a private policy, but it can be expensive. Coverage lasts for either 18 or 36 months. For information on COBRA benefits, call the U.S. Department of Labor at 1-866-444-3272, or go online to [dol.gov/dol/topic/health-plans/cobra.htm](http://dol.gov/dol/topic/health-plans/cobra.htm).

**Group Health Plan** If you are currently covered by a group health plan and are about to be laid off, you should try to continue your health plan coverage for as long as possible. See your benefits administrator for options.

**HIPAA** The Health Insurance Portability and Accountability Act (HIPAA) helps protect people who switch jobs and want to keep their health insurance coverage. While you cannot take your old health coverage with you, HIPAA allows you to transition from one health plan to another, without being rejected for having a serious health condition. HIPAA guarantees access to health insurance and exempts you from exclusion periods for pre-existing conditions. For more information on HIPAA coverage, call the Department of Financial Services' Consumer Helpline at 850-413-3100 (for in-state callers) or 1-800-342-2762 (out-of-state callers).

**Florida Discount Drug Program** The Florida Discount Drug Card was created to help lower the cost of prescription drugs for Florida residents who lack drug insurance coverage or are not currently enrolled in a Medicare prescription drug plan. Florida residents may participate regardless of age, income, or pre-existing conditions. To apply, call 1-866-341-8894 (TTY dial 711), or visit the Florida Discount Drug Card website at [floridadiscountdrugcard.com](http://floridadiscountdrugcard.com).

**QUESTION:**

What if I need immediate medical care and have no health insurance?

**ANSWER:**

If you need immediate medical assistance and do not have insurance, you can go to a county health department clinic in your area. State health care providers in these facilities accept individuals who need medical assistance, regardless of whether they have insurance coverage. Health centers and clinics are staffed by board-certified doctors, and most offer on-site pharmacies, x-ray services, and other health related services.

For additional information on free or low-cost health care options in your area, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) and ask to speak to a SHINE counselor.

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## AIDS/HIV PREVENTION

HIV, which stands for Human Immunodeficiency Virus, is a virus that destroys cells in the immune system. These cells (white blood cells) are necessary because they protect the body from diseases. AIDS, which stands for Acquired Immunodeficiency Syndrome, is the most advanced stage of HIV infection. With AIDS, the immune system is weakened to the point where the body has no defenses against life-threatening diseases, infections, and cancers.

### QUESTION:

Why should I worry about AIDS or HIV at my age?

### ANSWER:

As of 2010, Americans age 55 and older account for about 19 percent of all known HIV cases in the nation.

Elders may not recognize HIV symptoms in themselves, thinking that what they are experiencing is part of the aging process. The 50+ age group had the second greatest proportion of AIDS cases reported in 2010 with 28 percent of reported cases. In Florida, the percentage of people over age 50 with AIDS is above the national average.

According to the Centers for Disease Control and Prevention, sexually active older people are less likely than younger people to use condoms, since they do not perceive themselves as being at risk for the disease. The denial and delay in treatment often results in older infected persons dying sooner than other AIDS-infected individuals, since the disease has progressed without treatment.

For more information on HIV and AIDS, call the Centers for Disease Control toll-free at 1-800-232-4636, the Florida Department of Health at 850-245-4444, or the Florida Elder Helpline toll-free at 1-800-96-ELDER (1-800-963-5337).

### Reasons for Rise in HIV/AIDS Among Elders:

- Elders are less knowledgeable about HIV/AIDS
- Elders are often overlooked in prevention education efforts
- Elders are less likely to discuss sex/drug issues with doctors

### You Are at Risk for HIV if You:

- Are sexually active and not using a condom
- Are unaware of your partner's sexual and drug history
- Inject drugs and share needles or syringes
- Had a blood transfusion between 1978 and 1985

## 10 Warning Signs of Alzheimer's

- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Difficulty completing familiar tasks at home, at work, or at leisure
- Confusion with time or place
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing
- Misplacing things and losing the ability to retrace steps
- Decreased or poor judgment
- Withdrawal from work or social activities
- Changes in mood and personality

## ALZHEIMER'S DISEASE

Alzheimer's disease causes changes in the brain. It develops progressively, beginning with mild memory problems and ending with serious mental damage. Alzheimer's disease exacts a heavy toll on family members and caregivers as well as the individual as the disease worsens.

Some change in memory is normal as a consequence of aging; however, Alzheimer's disease affects the ability to think, remember, and talk. As the disease progresses, it impacts every aspect of a person's life. Alzheimer's disease is considered to be irreversible, since there is no known cure. The disease is the most common cause of dementia, which is a medical condition that disrupts the way the brain works. Symptoms of dementia may include changes in personality, mood, and behavior. Dementia may be caused by other factors and conditions, including a high fever, dehydration, vitamin deficiency, poor nutrition, or adverse reaction to medicines. Some of these medical conditions may be treatable.

If you or a loved one are beginning to experience early stages of dementia, you should know that help is available. The Florida Alzheimer's Disease Initiative (ADI) provides a variety of supportive services for patients and caregivers. Florida is home to 15 authorized memory disorder clinics, all funded by the state. These clinics provide medical diagnosis and treatments for Alzheimer's disease patients. See the Resource Directory in the back of this guide for the address and contact information of Florida's memory disorder clinics. Additionally, a number of public and private organizations provide information to assist caregivers and elders with memory disorders.

### Facts About Alzheimer's Disease

- As many as 5.3 million Americans are living with Alzheimer's disease
- Alzheimer's disease accounts for 50 to 70 percent of dementia cases

For more information about Alzheimer's disease or accessing services for yourself or a loved one, call the Elder Helpline toll-free at 1-800-96-ELDER (1-800-963-5337).

## ARTHRITIS

Arthritis causes pain and loss of movement. It can affect joints in any part of the body. It is a chronic disease that affects individuals over long periods of time. According to the Florida Arthritis Prevention and Education program, an estimated 3 million Floridians are living with some form of arthritis. The most common forms of arthritis are osteoarthritis and rheumatoid arthritis.

Osteoarthritis affects most of us as we grow older and involves the breakdown of cartilage and bones. This form of arthritis usually affects fingers and weight-bearing joints, such as knees, feet, hips and back. Rheumatoid arthritis involves the inflammation of the joints. Left untreated, it can lead to damage to your cartilage and bones. Rheumatoid arthritis often affects the same joints on both sides of the body. Hands, wrists, feet, knees, ankles, shoulders, neck, jaw, and elbows are the most common places where this type of arthritis can be found.

Exercise helps reduce the pain and fatigue of many different kinds of arthritis and related diseases. Exercise helps keep you moving, working, and independent.

### QUESTION:

What can I do to maintain my independence if I already have arthritis?

### ANSWER:

Contact your doctor or local health clinic for more information about arthritis and how to maintain your independence.

### QUICK FACT:

Early diagnosis and appropriate management of arthritis, including self-management activities, can help people with arthritis decrease pain, improve function, stay productive, and lower health care costs.

For additional information, contact the Arthritis Foundation by calling 1-800-568-4045 or by visiting [arthritis.org](http://arthritis.org). You can also contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Key Self-Management Activities for Individuals With Arthritis

- Learn arthritis management strategies
- Be active
- Watch your weight
- See your doctor
- Protect your joints

## Common Symptoms of Asthma

- Coughing, especially at night
- Wheezing
- Shortness of breath
- Chest tightness, pain or pressure

## ASTHMA/BRONCHITIS/EMPHYSEMA

The American Lung Association estimates that 2 million adults age 65 and older have been diagnosed with asthma in this country. Asthma and other breathing problems such as bronchitis and emphysema are common among older adults. While asthma can be successfully managed and treated, it is a serious disease that can be extremely dangerous.

Asthma is a chronic condition that occurs when the main air passages of your lungs (bronchial tubes) become inflamed. When you have asthma, your bronchial tubes are sensitive and may easily be affected by smoke, pollen, dust, air pollution, and other allergies. Studies show that 25 percent of adults age 65 and older experience some form of wheezing, the most common symptom of asthma. Research also indicates that some people who experienced asthma during childhood may have a reoccurrence as they get older.

It can sometimes be difficult for doctors to determine whether a breathing problem is asthma or another lung disease. This is because such lung diseases as bronchitis and emphysema have symptoms similar to asthma.

Bronchitis is an inflammation of the lining of the bronchial tubes. When these tubes are inflamed or infected, a smaller amount of air is able to flow to and from the lungs. Bronchitis differs from asthma in that its symptoms consist of a persistent cough that produces a heavy mucus or phlegm. Chronic bronchitis is defined as the presence of a mucus-producing cough most days of the month, at least three months out of the year, for at least two consecutive years, where the cough cannot be linked to another medical condition.

When the delicate air sacs inside the lungs become damaged, the resulting condition is called emphysema. While there are many different causes of emphysema, including smoking, the disease results in similar symptoms and physical changes in the patient. The condition is irreversible and the “holes” in the lungs created by the disease are permanent. The damaged tissues are unable to exchange oxygen for carbon dioxide, resulting in less oxygen to the bloodstream and increasing shortness of breath. The lungs also lose much of their elasticity, which makes the patient unable to exhale without great difficulty. Symptoms can include shortness of breath, dizziness, wheezing, coughing, and weight loss. Emphysema is treated mainly with surgery, anti-inflammatory drugs,

bronchodilators, and oxygen. It is a serious condition and should be treated by a qualified medical professional.

**QUESTION:**

I am a 65-year-old man with occasional symptoms of asthma. How do I know whether this is asthma or something else?

**ANSWER:**

Diagnosing asthma can be difficult. Many people experience mild to very severe symptoms, which are often similar to those of other lung conditions. Early congestive heart failure and emphysema have been known to cause symptoms similar to those of asthma. See your doctor for a complete examination in order to rule out these and other possible conditions and to be properly diagnosed.

For additional information about asthma, bronchitis, or emphysema, contact your doctor, local health clinic, or the American Lung Association at 1-800-LUNG-USA (1-800-586-4872), or visit the website at [lung.org](http://lung.org).

## Common Treatment Options for Bladder Problems

- Pelvic muscle exercises and bladder training
- Prescription medications
- Surgery to remove bladder blockages
- Implants to control bladder muscles

## BLADDER PROBLEMS – URINARY INCONTINENCE

Although urinary incontinence (the loss of bladder control) can happen to anyone, it is an unfortunate problem that mostly affects elders. If left untreated, urinary incontinence can become a major health problem that can lead to disability and dependency.

There are four types of bladder incontinence; stress, urge, overflow, and functional. The two most common forms of urinary incontinence in older adults are stress-related incontinence and urge incontinence.

**Stress-related incontinence** happens during coughing, laughing, exercising, or any activity that can put pressure on your bladder. This type of incontinence is common and can almost always be controlled.

**Urge incontinence** occurs when you cannot hold your urine long enough to make it to a restroom. Although the condition can be found in healthy people, it is most often found in people who have diabetes, dementia, or Parkinson's disease, or those who have suffered a stroke. This form of incontinence can also serve as a warning sign of bladder cancer or an enlarged prostate in men.

**Overflow incontinence** occurs when you are unable to empty your bladder completely. This can result in leakage, a sense of urgency, or frequency in urination once the bladder is already full. Overflow incontinence could be chronic or acute related to medical conditions.

**Functional incontinence** happens in many older people who have normal bladder control. They just have a hard time getting to the toilet in time because of arthritis or other disorders that make moving quickly difficult.

**QUESTION:**

What can I do to get help if I suspect that I have an incontinence problem?

**ANSWER:**

The first step in treating incontinence is to see your doctor for a complete medical exam. You may be referred to a urologist, a doctor who specializes in diseases of the urinary tract.

For more information about urinary incontinence, contact your doctor or health care provider. You may also contact the National Association for Continence by visiting [nafc.org](http://nafc.org) or calling 1-800-252-3337.

**QUICK FACT:**

According to a 2014 report by the U.S. Department of Health and Human Services, approximately 44 percent of people age 65 and older living at home reported bladder incontinence.



## BLOOD SCREENING TESTS

Blood screening tests are designed to help you monitor your own health. Test results from a blood sample you provide are analyzed to ensure that blood chemistry findings are within normal limits. Blood screening tests check your cholesterol level, kidney functions, glucose level (blood sugar), thyroid (TSH), and prostate (PSA). The tests are designed to detect abnormalities and diseases, including anemia, infections, and diabetes. If your test results indicate that there is a problem, a doctor should schedule a follow-up visit to discuss the prognosis and treatment.

Screenings are often conducted at convenient community-oriented locations such as health clinics, senior centers, community centers, or churches. These screenings are generally free or require a small fee.

**QUESTION:**

Why should I attend health screenings when I feel great and have had no signs of illness?

**ANSWER:**

Evidence shows that health-screening programs play a significant role in disease prevention and longevity.

Sometimes serious health problems exist with no notable signs. Many diseases associated with aging fall into this category and are labeled silent killers, since late detection and delayed treatment may be life threatening.

You may contact your Aging and Disability Resource Center to get more information on health screening programs. Other contacts include your local health clinic, your doctor, pharmacists, and/or the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## BONE DENSITY SCANNING/OSTEOPOROSIS

Osteoporosis is a thinning and weakening of the bones that takes place as we age. Bone is a living tissue, composed mainly of calcium and protein. As we get older, our body absorbs more calcium from our bones. If more calcium is absorbed than is replaced, the density or mass of bones decreases, and the bones become weaker. Consequently, the risk of fractures or breakage is increased.

Bone density scanning is a health-screening test that measures the strength of your bones. Proper diagnosis and early treatment can help reduce the risk of osteoporosis.

The loss of bone tends to occur mostly in the spine, the lower forearm above the wrist, and the upper thighbone. Spine fractures, wrist fractures, and hip fractures are common injuries in older persons and often result in the loss of independence. To reduce your risk of fractures in the home, install handrails where needed, keep electrical cords and obstacles out of your path, and do not stand on unsteady surfaces. Moderate weight-bearing exercise, such as walking, and a diet rich in vitamin D and calcium help maintain bone health.

### QUICK FACT:

Osteoporosis is responsible for almost 2 million fractures annually.

To schedule a bone density screening or get information about screening and location, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Other information sources include the National Osteoporosis Foundation at 1-800-231-4222 or online at [nof.org](http://nof.org), your doctor, or a local health clinic.

### Factors That Contribute to Osteoporosis

- Age (65 or older)
- Race/ethnicity
- Heredity
- Diet and nutrition
- Gender

## Warning Signs of Constipation

- Fewer than three bowel movements weekly
- Frequent difficulty in passing stools
- Pain when passing stools

## BOWEL PROBLEMS – CONSTIPATION

While everyone becomes constipated at one time or another, research has indicated that older adults are more likely to experience recurrent constipation. Constipation is not a disease; but a condition defined as the infrequent or difficult passage of stool. It often develops as a symptom of a larger digestive problem.

The most common causes of constipation are lack of proper hydration (water/fluids), poor eating, and overuse of laxatives. Medications, such as antacids that contain aluminum or calcium, antihistamines, and diuretics, can also lead to constipation in some individuals. Adding fiber to the diet can help prevent constipation.

In older adults, constipation can occur after long periods in bed or because of intestinal problems. Your doctor can perform certain tests to determine if a problem like this is the cause of your constipation. Being regular is different for each person; there is no “right” number of daily or weekly bowel movements.

### QUESTION:

What can I do if I suspect that I have a serious bowel problem?

### ANSWER:

If you suspect that you may have a serious bowel problem, seek medical attention from a licensed health care provider in order to rule out more serious health problems.

For additional information on bowel problems, contact your doctor or the National Digestive Diseases Information Clearinghouse at 1-800-891-5389 or online at [digestive.niddk.nih.gov](http://digestive.niddk.nih.gov).

### QUICK FACT:

Fiber-rich foods include raw prunes, oatmeal, pears, peas, corn, broccoli, apples, bananas, and beans.

## COLORECTAL CANCER SCREENING

Colorectal cancer screening is a test administered by your doctor to detect the presence of polyps (tumors) on the inside wall of the colon or rectum. The colon, or large intestine, is at the end of the digestive system. In the United States, the colon and rectum combined (colorectal) are the third most common site of new cancers.

Anyone can get colorectal cancer, but more than 90 percent of cases occur after age 50. Men and women are equally affected by colon cancer. Colorectal cancer generally afflicts the older population, with the incidence peaking in the 60-plus age group. A polyp is a grape-like, abnormal growth that develops slowly over several years (three to ten years). The tumor will likely become cancerous if not removed. To prevent colon cancer, it is important to get screened and have a doctor remove any polyps that are found.

### QUESTION:

Why should I go to be screened, since I have no symptoms?

### ANSWER:

Screening is important, since the early stage of colorectal cancer frequently does not cause any symptoms.

The only way to find polyps is through screenings. Health risks associated with contracting colorectal cancer can be reduced by eating a diet that is rich in fiber and calcium, avoiding foods that are high in fat (including fried foods) and exercising regularly.

Contact your Aging and Disability Resource Center to get more information on colorectal screening programs, or you may contact the American Cancer Society at 1-800-227-2345, or visit the website at [cancer.org](http://cancer.org). Other contacts include your doctor or local health clinic.

### QUICK FACT:

According to the American Cancer Society, 50 percent of colorectal cancer cases and deaths are thought to be preventable if everyone age 50 or older got screened for colon cancer.

## Colorectal Cancer Symptoms

- Rectal Bleeding
- Blood in stool
- Stomach pain
- Frequent gas pain
- Constant fatigue
- Diarrhea or constipation
- Change in bowel habits
- Unknown source of weight loss

## Consequences of Inadequate Water Intake

- Slowed thinking ability
- Headaches
- Loss of balance
- Kidney stones
- Impaired blood flow
- Dry skin

## DEHYDRATION

Getting enough water is important to maintaining good health. Lack of water can lead to dehydration, which can be a serious health risk for elders. Dehydration is a condition that exists when the body is not getting enough liquids (water). The older you are, the harder it is to determine when you are thirsty.

Research has indicated that in some cases, drinking water can help prevent certain diseases like kidney stones, colon cancer, and bladder cancer. Drinking water can help your kidneys and liver function better by helping them flush out toxins. It helps remove wastes in the body and helps prevent constipation. Water can also help regulate body temperature, cushion joints, and carry nutrients and oxygen to your cells.

While drinking water is often your best option, you can also keep hydrated with milk, juices, and soups. Limit your use of sodas, caffeinated beverages, and alcohol. Caffeine use can cause dehydration, jitters, irritability, insomnia, and elevated blood pressure.

### QUESTION:

How can I tell if I am dehydrated?

### ANSWER:

If your urine is dark yellow, or if you urinate fewer than four times a day, you probably need to increase your water intake. If your urine is pale yellow, you are probably drinking enough fluids.

For additional information on dehydration, contact your doctor, local health clinic, or the Academy of Nutrition and Dietetics at 1-800-877-1600.

### QUICK FACT:

When you are active or out in hot weather, you should increase your intake of water.

## DEMENTIA

Dementia is defined as a group of symptoms that involve the progressive impairment of all aspects of brain function. Dementia may be diagnosed when there is impairment of two or more brain functions, such as language, memory, emotional behavior, and cognitive ability. Although this disease can affect people of all ages, dementia is most commonly associated with the elderly.

The onset of dementia usually occurs over a long period of time, and there is a slow progression of symptoms throughout the course of this illness. One of the early signs of dementia is forgetfulness. Although people who suffer from dementia experience both short- and long-term memory losses, research suggests that short-term memory is most affected.

Most of the disorders associated with dementia are degenerative, progressive, and irreversible. However, some causes of dementia are treatable. Consult with your doctor if you are becoming disoriented, forgetful, or having difficulty concentrating.

### QUESTION:

When reminiscing with friends, I cannot always remember things from my childhood. Should I worry about my memory loss?

### ANSWER:

Consider seeing your doctor if your memory worsens over time, you forget the names and faces of familiar people, or family or friends show concern about you.

For additional information on programs about dementia, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### QUICK FACT:

Keep your memory sharp by developing hobbies and staying involved in activities that will stimulate the mind and body.

## Symptoms of Dementia

- Progressive memory loss
- Disorientation
- Lack of concentration
- Difficulty communicating
- Personality changes

## To Prevent Gum Disease

- Brush twice daily with fluoride toothpaste
- Floss daily
- Visit your dentist regularly
- Maintain a healthy diet with well-balanced meals
- Limit use of tobacco products

## DENTAL CARE

No matter how old you are, everyone needs to take care of his or her teeth, gums, and mouth. Tooth decay is not just a problem for children. It can happen as long as you have natural teeth in your mouth. When your mouth is healthy, you can easily eat the foods you need for good nutrition.

Tooth decay can ruin enamel, which covers and protects your teeth. Decay develops when bacteria cling to your teeth and form a sticky, colorless, odorless film called plaque. Left untreated, plaque builds up and can lead to tooth decay and cavities. The onset of gum disease can also cause teeth to decay.

If you wear dentures (false teeth), it is important to keep them in good condition. In time, dentures may need to be replaced or readjusted because of changes that occur in the tissues of your mouth. When necessary, seek professional help to make adjustments to your dentures.

For additional information on dental care, contact your dentist or the American Dental Association at 1-800-621-8099.

### **QUICK FACT:**

Learn more about dental care through the American Dental Association at [ada.org](http://ada.org).

## DIABETES SCREENING

Diabetes is a disorder of the body's metabolism (the way a body uses digested food for growth and energy). When a person eats, the pancreas is supposed to automatically produce the right amount of insulin to move glucose (sugar) from the blood into our cells. When the pancreas produces little or no insulin, or the cells do not respond to the insulin produced, a diabetic condition results.

There are three main types of diabetes: Type 1, Type 2 and gestational diabetes. The most common form is Type 2 diabetes – more than 90 percent of people with the disease have Type 2. This form of diabetes is most common in adults age 55 and older. The symptoms of Type 2 diabetes develop gradually, and some people experience no symptoms.

In uncontrolled diabetes, glucose and fats remain in the blood and, over time, damage vital organs and contribute to heart disease, as well as nerve, foot, eye, and kidney damage. Type 2 diabetes is more common in older people and those who are overweight. It also occurs more often in African-Americans and Hispanics. Diabetes is expected to rise as the U.S. population ages.

### QUESTION:

My mother is a 60-year-old Hispanic-American woman and is probably 30 pounds overweight. She has no major health problems, but is she at risk of becoming diabetic?

### ANSWER:

Yes, she could be. Type 2 diabetes usually involves a slow onset of manifestations, with the person being unaware of the condition until health care is sought for some other problem. As a result of higher risk factors associated with age and ethnicity, a diabetes screening would be strongly recommended.

## Diabetes Symptoms

- Excessive thirst
- Frequent urination
- Excessive hunger
- Unexplained weight loss
- Fatigue
- Changes in vision
- Slow healing of cuts or infections
- Persistent itching of the skin



Older adults with Type 2 diabetes may be able to manage the condition by eating well, exercising, and maintaining a healthy weight. Here are a few things seniors can do to stay as healthy as possible after being diagnosed with Type 2 diabetes:

- Achieve an age-appropriate body weight,
- Avoid foods high in saturated fat and cholesterol,
- Avoid high-sodium foods,
- Avoid high-sugar foods, and
- Increase meal frequency with added snacks.

Research shows that, by practicing certain preventive lifestyle changes, a person can delay or prevent many complications of diabetes. Thanks to advances in medicine, diabetes can be successfully controlled. The commitment of the patient is essential in making a diabetes management plan succeed.

Diabetes is recognized as one of the leading causes of death and disability in the United States. Complications from diabetes often lead to blindness, heart and blood vessel disease, strokes, kidney failure, amputations, and nerve damage. Persons with diabetes should wear an identification bracelet or necklace indicating that they are diabetic to ensure that, in case of an emergency, the proper medical treatment will be administered.

Contact your local Aging and Disability Resource Center to get more information on diabetes screening programs. Other contacts include your doctor or local health clinic, the Elder Helpline at 1-800-96-ELDER (1-800-963-5337), the American Diabetes Association at [diabetes.org](http://diabetes.org) or 1-800-342-2383, and the National Diabetes Information Clearinghouse at 1-800-860-8747, or visit the website at [diabetes.niddk.nih.gov](http://diabetes.niddk.nih.gov).

**QUICK FACT:**

Detecting and treating diabetic-related eye disease with laser therapy can reduce the development of severe vision loss by an estimated 50 to 60 percent while comprehensive foot care programs can reduce diabetes-related amputation rates by 45 to 85 percent.

## DIET/EXERCISE

Diet and exercise play a major role in health maintenance and disease prevention activities for elders. Research shows that maintaining a proper diet while engaging in moderate exercise can help prevent or delay the onset of chronic diseases associated with aging. There is a direct correlation between the level of physical activity and the occurrence rate of heart disease, high blood pressure, obesity, diabetes, osteoporosis, and mental disorders such as depression.

Always check with your doctor before starting an exercise program. Most seniors, regardless of age or condition, will be able to increase their physical activity to a moderate level. Group exercises are good; however, you should always start with a program that gradually builds up endurance. This could be as little as five minutes at a time.

### QUESTION:

When I was younger, I was quite active physically. What kinds of exercise are appropriate for me now that I am older?

### ANSWER:

There are four basic types of exercises that can provide health benefits for older adults. They include strength exercises, balance exercises, flexibility exercises, and endurance exercises. Remember, more important than the amount of exercise you do is the type and regularity of your exercise routine.

For more information, contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Healthy Eating Habits

- Eat a balanced diet
- Reduce salt, fat, and sugar intake
- Substitute snacks with naturally sweet fruits
- Increase intake of calcium and fiber-rich foods
- Eat five to seven fruits and vegetables per day

## Safe Exercising Habits

- See your doctor before starting
- Don't overdo it, go slow at first
- Drink plenty of water
- Enjoy yourself, have fun

## Risk Factors Contributing to Premature Cataracts

- Eye trauma
- Cigarette smoking
- Diabetes
- Heavy alcohol consumption
- Prolonged exposure to sunlight
- Exposure to heat or radiation

## EYE CARE – CATARACTS

Cataracts are an eye disease that result in the clouding of the normally clear lens of the eye. It is a change within the lens of the eye, not a growth or film over the eye. Cataracts commonly affect distance vision and cause problems with glare (vision becomes faint, hazy, or blurred). The most common type of cataract is related to aging. Almost all Americans age 65 or older have some degree of clouding of the lens.

The disease usually takes years to develop and may affect only one eye or both eyes at different rates. As cataracts mature, a person's visual acuity gradually declines, affecting both close and distant vision.

Surgical removal is the only treatment at this time for cataracts. This procedure is recommended only when cataracts begin to interfere with a person's life. Surgery involves removing the diseased natural lens and replacing it with a plastic substitute. The success rate for cataract surgery is very high and is usually done on an outpatient basis using a local anesthesia.

### QUESTION:

What if I need cataract surgery on both eyes? Is the surgery done for both eyes at the same time?

### ANSWER:

No, when both eyes have cataracts, the operation on the second eye is not done until later, after the first eye has healed.

For additional information on cataracts, see your doctor and consult with an eye specialist. You can also contact the Florida Department of Health at 850-245-4444 or online at [floridahealth.gov](http://floridahealth.gov) or the National Eye Institute at 301-496-5248, or visit the website at [nei.nih.gov](http://nei.nih.gov).

## EYE CARE – GLAUCOMA

Glaucoma is an eye disease that gradually diminishes sight without warning and often without other symptoms. The damage results from an increase in the pressure of fluid within the eye. The rise in pressure caused by fluid build-up leads to progressive damage to the optic nerve. Over time, glaucoma can lead to a gradual loss of peripheral vision.

Often called the “silent thief of vision,” since no advanced warning symptoms occur, glaucoma is a leading cause of blindness worldwide. Open-angled glaucoma is the most common form in adults, accounting for approximately 90 percent of all glaucoma. Open-angled glaucoma occurs when the eye’s drainage canals become clogged and do not properly drain. Early treatment with medicine and/or surgery can prevent or delay serious vision problems.

### QUESTION:

How often should I have my eyes examined for glaucoma and other eye diseases?

### ANSWER:

After age 60, you should have your eyes examined every one to two years. If you have glaucoma or are subject to the major risk factors (see sidebar), you can help prevent further damage from the disease through routine eye examinations.

For more information, contact Eye Care America at 1-800-222-3937, or visit the website at [eyecareamerica.org](http://eyecareamerica.org). Other contacts include your doctor or local health clinic, the Elder Helpline at 1-800-96-ELDER (1-800-963-5337), and the Glaucoma Research Foundation at 1-800-826-6693 or at [glaucoma.org](http://glaucoma.org).

### QUICK FACT:

Blindness from glaucoma is 6 to 8 times more common in African Americans than Caucasians.

## Glaucoma Risk Factors

- Age 65 or older
- Diabetes
- Nearsightedness
- High blood pressure
- Family history of glaucoma
- Age 40 or older and African-American

## Risk Factors for Age-related Macular Degeneration

- Smoking
- Obesity
- Race
- Family history
- Gender

## EYE CARE – AGE-RELATED MACULAR DEGENERATION

Age-related macular degeneration (AMD) is a disease of the eye that causes the loss of the sharp, central vision needed for daily activities like reading, sewing, and driving. AMD is caused by problems with the blood vessels in the eye itself. There are two types of macular degeneration: wet and dry. Wet AMD is the more severe form of the disease, and central vision loss can be quite rapid. Dry AMD occurs more frequently, and the onset of vision problems with dry AMD is much slower.

There is no pain associated with either type of AMD, and the symptoms are similar: loss of central vision and/or blurred vision. The most common symptom of dry AMD is slightly blurred vision. You may find that you need more light for reading and other close tasks. Faces can become difficult to recognize. Dry AMD tends to affect both eyes, but vision can be lost in one eye while the other eye seems unaffected. An early symptom of wet AMD is that straight lines will appear wavy. If this occurs, contact your eye care professional at once. You will need a comprehensive dilated eye exam as soon as possible.

### QUESTION:

What are my chances of getting age-related macular degeneration?

### ANSWER:

The risk of getting AMD increases with age. Some other factors that increase this risk include smoking, obesity, race (Caucasians are more at risk), family history (those with a family member who has AMD are at a higher risk), and gender (women appear to be at greater risk than men).

For more information about age-related macular degeneration, contact the National Eye Institute at 301-496-5248 or visit the website at [nei.nih.gov](http://nei.nih.gov).

### QUICK FACT:

The greatest risk factor for age-related macular degeneration is age.

## FALLS AND INJURY PREVENTION

Falls are a leading cause of injuries to persons age 65 years and older. It is estimated that 25 percent of people age 65 to 74 will fall each year. In 2012, more than 46,000 senior Floridians were hospitalized for falls.

A fall can be a life-changing event that results in reduced mobility and independence, and may require nursing home placement. As we grow older, our risk of falling increases; therefore, we need to make adjustments in our daily routine to reduce the risk of sustaining an injury. There are two categories of risk factors for falls: personal and environmental.

Personal factors are physiological in nature and include poor sense of balance, unsteady gait (walk), poor sight, medications, and disabilities. Environmental risk factors include poor lighting, loose rugs, and slippery surfaces. Thirty percent of falls occur in the community, and a full 60 percent of falls occur within the home.

### QUESTION:

Given the seriousness of injuries resulting from falls, are there programs available to reduce falls?

### ANSWER:

To help address the incidence of falls, the Department of Health, Office of Injury Prevention initiated a statewide Falls Prevention Coalition. In addition, there are several local falls prevention coalitions throughout the state.

To learn more, contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

### QUICK FACT:

Unintentional falls are the leading cause of injury death among Florida residents ages 65 years and older and the fourth leading cause of injury death overall. Additionally, falls are the leading cause of non-fatal injury related hospital admissions in Florida.

## Bone Areas Affected By Falls

- Femur
- Hip
- Knee
- Pelvis
- Wrist
- Arms

## If You Get the Flu,

- Visit your doctor
- Take medications
- Drink plenty of fluids
- Rest
- Avoid alcohol and tobacco

## FLU AND PNEUMONIA

In the United States, millions of people contract seasonal flu (influenza) and/or pneumonia each year. While flu and pneumonia usually tend to mildly affect children and young adults, these diseases can become life threatening to older adults. Flu is a contagious disease caused by various forms of the flu virus. Pneumonia is a lung disease that can be caused by a variety of viruses and bacteria.

Both diseases are respiratory diseases that affect the nose, throat, and lungs. Both diseases are communicable, easily spread from person to person through coughing, sneezing, or other close contact. Most people who get medical care for the flu will recover in one to two weeks. If left untreated, however, the flu can quickly lead to pneumonia and become life threatening, particularly to the elderly.

Outbreaks of the seasonal flu and pneumonia can oftentimes be managed yearly by vaccination (see Immunizations/Vaccinations).

### QUESTION:

I am on a fixed income. How can I afford preventive treatment for flu and pneumonia?

### ANSWER:

Medicare covers flu and pneumonia vaccination shots. Many private health insurance plans also pay for these services. Your community health department or clinic may also offer free or low-cost vaccinations for those who meet certain qualifications.

For additional information on flu/pneumonia and immunization programs in your area, contact the Florida Department of Health, Bureau of Immunizations, at 850-245-4342, the Center for Disease Control at 1-800-CDC-INFO (1-800-232-4636) or [cdc.gov](http://cdc.gov), or your local county health department.

## FOOD AND NUTRITION

Nutrient requirements tend to increase with age, because older adults generally consume less food, and their ability to consume, digest, and absorb food decreases.

Among older Americans, an estimated 25 percent do not have natural teeth but use dentures, and 70.1 percent of older Americans who do have natural teeth have untreated periodontal disease or cavities. Poor oral health contributes to decreases in appetite or chewing ability, which in turn can negatively impact an older American's nutritional health.

The use of over-the-counter and prescription drugs increases as people age. Research indicates that up to 81 percent of Americans age 57 to 85 use at least one prescription medication and 29 percent use five or more. Additionally 46 percent of prescription users take at least one over-the-counter medication. Some medications have potent negative effects on nutritional status. The medicinal side effects range from a decrease in appetite and slowing of gastrointestinal function to disruption of normal intestinal flora/function, all of which decrease nutrient absorption.

Over 80 percent of those 65 and older suffer from chronic diseases and conditions, many of which are associated with malnutrition. Maintaining a healthy weight decreases both early admission to long-term care facilities and hospitalizations.

You can check an older person's nutrition status by completing the DETERMINE checklist available at [nutritionandaging.fiu.edu/downloads/nsi\\_checklist.pdf](http://nutritionandaging.fiu.edu/downloads/nsi_checklist.pdf).

### Key Nutrient Recommendations for Older Adults

Increase your consumption of nutrient-rich foods, which provide more nutrients per calorie. Nutrient-rich foods include colorful fruits and vegetables; whole, fortified, and fiber-rich grain foods; fat-free and low-fat dairy products; and lean meats, poultry, fish, eggs, beans, and nuts.

Fruit provides important nutrients such as potassium, folate, vitamin C, and fiber, which may help reduce the risk of heart disease, Type 2 diabetes, and certain cancers. Fill your grocery cart with brightly colored fruits such as blueberries; strawberries; oranges; apricots; kiwifruit; cantaloupe; watermelon; and red, green, or

## Nutrients and Food Sources

### PROTEIN

- Beans/peas
- Fish
- Chicken
- Cheese
- Iron
- Liver/beef
- Dried fruits
- Salmon/tuna
- Dried beans

### CALCIUM

- Milk/buttermilk
- Yogurt/ice cream
- Cheese
- Sardines

### ZINC

- Peanuts
- Beef/lamb
- Legumes
- Spinach

### VITAMIN A

- Carrots
- Milk (fortified)
- Butternut squash
- Sweet potatoes

### VITAMIN C

- Citrus fruits
- Broccoli/turnips
- Strawberries
- Tomatoes



purple grapes. Choose fresh fruits in season when they are less expensive and most flavorful.

**QUICK FACT:**

Older Americans with unintended weight loss of 5 percent or more of their body weight are at higher risk for malnutrition.

Vegetables provide important nutrients such as potassium, folate, vitamin A, vitamin C, vitamin E, and fiber, and may help reduce the risk of heart disease, Type 2 diabetes, and certain cancers. Eat plenty of dark green vegetables like broccoli, spinach, romaine lettuce, and collard greens. Pick plenty of orange vegetables like carrots, sweet potatoes, pumpkin, and butternut squash. Eat more beans and peas such as pinto beans, kidney beans, split peas, and lentils.

Grains provide important nutrients such as B vitamins, minerals, and fiber. Whole grains may help reduce the risk of heart disease and some cancers, and also help with weight management. Enriched refined grains are fortified with the B vitamin folic acid to help protect against heart attacks and strokes. They contain twice as much folic acid as whole grains. To get whole grains, choose foods that name one of the following whole grain ingredients first on the label's ingredient list: brown rice, bulgur, whole grain barley, graham flour, oatmeal, whole grain corn, whole oats, whole rye, whole wheat, or wild rice.

Milk, cheese, and yogurt provide nine essential nutrients, including calcium, potassium, vitamin D, and protein. These nutrients help build and maintain bone mass and may reduce risk for the bone-thinning disease osteoporosis. Potassium also helps regulate the body's fluid balance and maintain healthy blood pressure. Choose fat-free or low-fat milk, yogurt, and other milk products most often. Other sources of calcium include dark leafy greens and some types of legumes. At this time, the optimal intake of calcium is not clear, nor is the optimal source or sources of calcium.

Meat and beans provide important nutrients such as protein, B vitamins, iron, and zinc needed to boost the immune system, build and repair muscle, fuel activity, and help your brain function. They also provide vitamin E and potassium for a healthy heart. Choose lean meats and skinless poultry. Vary your protein choices with fish, beans, eggs, nuts, and seeds.

Choose cooking oil that is high in unsaturated fats. Some good choices are:

- Canola
- Olive
- Soybean
- Corn
- Peanut
- Sunflower
- Cottonseed
- Safflower

**Go slow with solid fats**, which are solid at room temperature and occur as saturated fats or *trans* fats. Saturated fats are found in animal foods, as well as many baked goods such as pastries, cookies, and pies. Most of them raise both “bad” and “good” cholesterol.

**If you need to lose weight**, aim for a slow, steady weight loss by decreasing calorie intake while maintaining an adequate nutrient intake and increasing physical activity. Consult a health care provider about weight-loss strategies prior to starting a weight-reduction program to ensure appropriate management of other health conditions.

Reduce the incidence of cavities by practicing good oral hygiene and consuming fewer sugar- and starch-containing foods and beverages.

Choose and prepare foods with little salt. At the same time, consume potassium-rich foods, such as fruits and vegetables.

For more information about senior nutrition, nutrient-rich foods, and information on the American Dietary Guidelines, visit the USDA National Agricultural Library at [fnic.nal.usda.gov/lifecycle-nutrition/aging](http://fnic.nal.usda.gov/lifecycle-nutrition/aging).

**QUESTION:**

Should I talk to my doctor about the herbal supplements and vitamins that I am currently taking?

**ANSWER:**

While taking vitamins may help you maintain a well-balanced diet, it is crucial that you talk with your doctor about the kinds of dietary and herbal supplements that you are currently taking. Your physician should be able to help you determine what nutrients, if any, are missing from your diet. Most supplements are not regulated by the Food and Drug Administration, and mixing them with prescription medications may be harmful to your health (see Medication Management).

For additional information on food and nutrition programs, contact your Aging and Disability Resource Center, or call the Elder Helpline toll-free at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

If you choose to drink alcoholic beverages, do so sensibly and in moderation – defined as the consumption of no more than one drink per day for women and no more than two drinks per day for men.

## FOOD AND SAFETY

As we age, our defense mechanism, or immune system, loses some of its ability to ward off infections or diseases. Although the potential for contracting food-borne illnesses exists with everyone, older adults have a higher risk than most other age groups. The United States Department of Agriculture (USDA) and the Food and Drug Administration (FDA) have established food safety guidelines to help elders reduce their risk of contracting food-borne illnesses.

A food-borne illness is a disease that is carried or transmitted to people by food. Food-borne illnesses can occur from different types of bacteria, molds, fungi, viruses (collectively called microorganisms), chemicals, or foreign objects in food. Contaminants may enter the food at any stage of preparation. Microorganisms multiply rapidly between 40°F and 140°F (the danger zone).

### QUESTION:

What foods are considered potentially hazardous foods?

### ANSWER:

Foods that can be considered potentially hazardous include food of animal origin that is raw or heat-treated (such as eggs, milk, meat, and poultry); food of plant origin that is heat-treated (including cooked rice, cooked potatoes, and cooked noodles); raw seed sprouts; cut melons (including watermelon, cantaloupe and honeydew); and garlic and oil mixtures.

It is recommended to keep potentially dangerous foods below 41°F or above 140°F, and to use good cleaning techniques when preparing food in your home. Adhere to the guidelines listed below to prevent food-borne illness.

### Clean:

Wash your hands and food preparation surfaces often. Microorganisms can spread throughout the kitchen and get onto cutting boards, knives, sponges, and countertops.

1. Wash hands in hot soapy water before preparing food and after using the bathroom, changing diapers, and handling pets. For best results, use warm water to moisten hands, apply soap, and rub hands together for 20 seconds before rinsing thoroughly.
2. Wash cutting boards, knives, utensils, and countertops in hot

## Food Safety Tips

- Wash hands and surfaces often
- Wash all food before cooking
- Separate raw, cooked, and ready to eat foods
- Refrigerate perishable foods promptly
- Cook foods to a safe temperature
- When in doubt, throw it out

soapy water after preparing each food item and before going on to the next one.

3. Use plastic or other nonporous cutting boards. Cutting boards should be run through the dishwasher – or washed in hot soapy water – after each use.
4. Consider using paper towels to clean up kitchen surfaces. If you are using cloth towels, wash them often in the hot cycle of the washing machine.

### **QUICK FACT:**

Hand washing is the single most effective means of preventing the spread of microorganisms that can cause infections and food-borne illness.

### **Separate:**

Do not cross-contaminate. Cross-contamination is how microorganisms spread from one food product to another. Keep raw meat, poultry, and seafood, as well as their juices, away from ready-to-eat foods.

1. Separate raw meat, poultry, and seafood from other foods in the grocery cart.
2. Store raw meat, poultry, and seafood on the bottom shelf of the refrigerator so juices do not drip onto other foods.
3. If possible, use one cutting board for raw meat products and another for salads and other foods that are ready to be eaten.
4. Always wash cutting boards, knives, and other utensils with hot soapy water after they come in contact with raw meat, poultry, and seafood. Then sanitize with a solution of 1-teaspoon liquid chlorine bleach per quart of water.
5. Never place cooked food on a plate that previously held raw meat, poultry, or seafood unless it has been run through the dishwasher or washed thoroughly in hot, soapy water and sanitized.

**Cook:**

Cook to proper temperatures. Foods are properly cooked when they are heated for a long enough time and at a high enough temperature to kill the harmful microorganisms that cause food-borne illness.

1. Use a meat thermometer, which measures the internal temperature of cooked meat and poultry, to make sure the meat is cooked all the way through.
2. Cook roasts and steaks to at least 145°F. Cook pork to 160°F and poultry to 165°F.
3. Cook ground beef to at least 160°F. Do not depend on color changes to indicate safety! Ground beef may turn brown before it has reached a temperature at which microorganisms are destroyed. Information from the Centers for Disease Control and Prevention (CDC) links eating undercooked ground beef with a higher risk of illness.
4. Cook eggs until the yolk and white are firm, not runny. Do not use recipes in which eggs remain raw or only partially cooked.
5. Cook fish until it is opaque and flakes easily with a fork.
6. Make sure there are no cold spots in food (where microorganisms can survive) when cooking in a microwave oven. For best results, cover food, stir, and rotate for even cooking. If there is no turntable, rotate the dish by hand once or twice during cooking.
7. Bring sauces and gravy to a boil when reheating. Heat other leftovers thoroughly to 165°F.

**QUICK FACT:**

Using a cooking thermometer will ensure that food you cook or cool are at the correct temperatures.

**QUICK FACT:**

Microorganisms multiply rapidly between 40°F and 140°F.

### **Chill:**

Refrigerate foods promptly. Cold temperatures keep most harmful microorganisms from growing and multiplying. Public health officials recommend setting the refrigerator at 34°F to 38°F and the freezer unit at 0°F, occasionally checking these temperatures with an appliance thermometer.

1. Refrigerate or freeze perishables, prepared food, and leftovers within two hours.
2. Never defrost (or marinate) food on the kitchen counter. Use the refrigerator, cold running water, or a microwave oven.
3. Divide large amounts of leftovers into small, shallow containers for quick cooling in the refrigerator.
4. With poultry and other stuffed meats, remove the stuffing and refrigerate it in a separate container.
5. Do not pack the refrigerator. Cool air must circulate to keep food safe.

The symptoms of a food-borne illness are much like the symptoms of the flu and may include vomiting, diarrhea, stomach cramps, fever, headache, joint ache, and dizziness.

It can take as little as a few minutes or as long as several days to develop a food-borne illness, and illnesses can last from several hours to several days, sometimes causing death. To help prevent injury or spread of the disease to others, you should retrace your most recent meals and try to isolate the time and eating activity that made you sick.

If you think you have contracted a food-borne illness, contact your doctor or local health department, and seek prompt medical attention.

**QUESTION:**

What other resources are available for information on food handling and safety?

**ANSWER:**

The federal government sponsors several national food safety initiatives.

To learn more about proper food handling and safety, contact the U.S. Food and Drug Administration, the American Dietetic Association, or the Food Safety and Inspection Service.

For additional information on food safety, contact your doctor or local health clinic, or call the FDA Center for Food Safety and Applied Nutrition Information Line at 1-888-723-3366.



## Tips for Getting a Proper Shoe Fit

- Measure feet before buying shoes
- Do not buy tight shoes, hoping they will fit later
- Before wearing new shoes outside, break them in at home

## FOOT CARE

Poor circulation, wearing improperly fitted shoes, and certain diseases can be hard on older feet. Foot problems can also be a sign of more serious medical conditions, such as diabetes, arthritis, and circulatory disorders. Practicing good foot care is critical to maintaining healthy feet.

Corns, calluses, and bunions are the most common foot problems experienced by older adults. Corns and calluses develop when the bony parts of your feet rub against your shoes. Sometimes something as simple as wearing a different pair of shoes can reduce pain caused by corns and calluses.

Bunions form when the joints in your big toe stop fitting together and become swollen and tender. Wearing shoes with plenty of room at the toe, taping your foot or wearing pads to cushion the bunion may help to reduce your pain. Anti-inflammatory drugs and cortisone shots to ease pain caused by bunions may also be prescribed.

### QUESTION:

What can I do to prevent or reduce problems with my feet?

### ANSWER:

Check your feet regularly, or have a family member check them for you.

You can also help prevent foot problems by stretching, putting your feet up while sitting, avoiding shoes that do not fit right, and walking to improve circulation.

For additional information on foot care, contact your doctor or the American Orthopedic Foot and Ankle Society at 206-223-1120.

## FOOT CARE FOR PATIENTS WITH DIABETES

If you have diabetes, you must give special attention to your feet on a daily basis. The high blood sugar level associated with diabetes can result in both blood vessel and nerve damage. The presence of nerve damage and poor blood circulation is a dangerous combination for people with diabetes.

Nerve damage in the legs or feet may cause a diabetic not to feel pain, heat, or cold. Poor blood circulation may cause sores not to heal and become infected. If a sore, cut, or bruise to the foot is untreated and becomes infected, gangrene could set in and require that the foot be amputated.

Diabetes is the leading cause of amputation of the lower limbs. It is estimated that nearly half of the diabetes-related amputations could be prevented with effective foot care practices.

### QUESTION:

I am diabetic and sometimes do not have any feeling in my feet. Should I get special shoes?

### ANSWER:

See your doctor for footwear recommendations.

To reduce your risk of serious medical complications, always seek immediate medical attention when you sustain cuts, bruises, blisters or any ailment in the foot. People with diabetes tend to underestimate pain and often ignore their foot condition. This neglect may result in more serious medical complications.

For additional information on foot care, contact your doctor or the American Orthopedic Foot and Ankle Society at 206-223-1120.

## Daily Foot Care Procedures

- Wash feet daily in warm water
- Protect feet from exposure to temperature extremes
- Inspect feet daily for problems (use hand mirror)
- Put lotion on feet after washing and drying (no lotion between toes)
- Always wear shoes or slippers
- Always wear socks or stockings
- Wear shoes that fit well
- Use only medicines prescribed by your doctor

## Conditions Requiring Rehabilitation Therapies

- Alzheimer's disease
- Heart failure
- Arthritis
- Osteoporosis
- Bladder problems
- Parkinson's disease
- Diabetes
- Sleep disorders
- Fractures/  
broken bones
- Stroke

## HEALTH REHABILITATION THERAPIES

Health rehabilitation therapies consist of a series of prescribed exercises, activities, treatments, and/or trainings that are designed to restore a person's lost or impaired skills or body functions. Therapy treatments usually integrate the use of medical equipment and assistive devices to aid recovery.

Elders may require rehabilitative therapy as a result of injuries, debilitating illnesses, or disease. Impairments resulting from strokes, heart attacks, falls/accidents, or surgery would likely require intense rehabilitative therapy of some type. Three principal types of therapies are applied to help elders regain their independence and functionality: physical, occupational, and speech therapy.

### Physical therapy

Physical therapy emphasizes the strengthening of impaired muscle and skeletal functions. A physical therapist treatment plan for an elder with a bone fracture might include training on how to use crutches and shift weight. For other injuries, a physical therapist might emphasize range-of-motion exercises or massages to promote strength and mobility. Physical therapy also teaches ways to control pain without medication.

### Occupational therapy

Occupational therapy focuses on restoring or enhancing a person's ability to function in a home, work, or self-care environment through education and treatment techniques. An occupational therapist may help individuals learn new ways to cook, groom, and conduct other activities of daily living in order to adapt to changes in the person's ability to do these common tasks.

Elders are usually in need of occupational therapy during periods when their mobility is limited. Arthritis is one common condition that restricts activities of daily living. Elders with severe arthritis have difficulty performing simple tasks. The occupational therapist helps the patient relearn lost basic skills and learn new skills.

### Speech therapy

Speech therapy concentrates on evaluating and treating individu-

als with voice, speech, language, swallowing, or hearing disorders. Special attention is given to elders whose abilities to speak and/or eat are affected. The goal of the speech therapist is to help a patient function at his or her highest level. Speech therapists are generally used after an elder suffers a stroke or seizure. Often stroke victims must be retrained on how to speak, beginning with syllabic pronunciations.

**QUESTION:**

How effective are health rehabilitation therapies in aiding recovery?

**ANSWER:**

Studies have shown that people have the best chance of recovery when they are actively engaged in health rehabilitation therapy programs.

For additional information on rehabilitative therapies, contact your doctor or local health clinic, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Common Signs of Hearing Problems

- Words are hard to hear over the telephone
- Certain sounds become annoying or heard too loudly
- Hissing noises or ringing sounds
- Straining to hear conversations

## HEARING PROBLEMS

According to the Institute on Deafness and Other Communication Disorders, approximately 25 percent of Americans age 65 to 74 and 50 percent of those who are 75 and older experience hearing loss. Hearing loss can have a profound impact on an individual's emotional, physical, and social well-being. Research has shown that people with hearing loss are more likely to have symptoms of depression and poorer health, and to withdraw from social activities.

The most common condition causing hearing loss in adults is presbycusis, a gradual, age-related reduction in the ability to hear high-pitched sounds. The second most common condition, noise-induced hearing loss, is caused by exposure to extremely loud sound over long periods of time.

The Florida Telecommunications Relay, Inc. (FTRI) is among the agencies and nonprofit organizations serving persons who are deaf or hard of hearing. FTRI provides amplified telephones for Floridians who are deaf, hard of hearing, deaf/blind, or speech impaired, enabling them to communicate over the phone. FTRI loans their telephone equipment and ring-signaling devices to all qualified residents at no charge for as long as they are needed.

### QUESTION:

Should I consider a hearing device to improve my hearing?

### ANSWER:

If you are having trouble hearing, your doctor may suggest that you consider using a hearing aid, which is a small device placed in your ear to make hearing easier. While not required, it is strongly recommended that you take a hearing exam and consult with your doctor before purchasing any type of hearing device.

For additional information on hearing loss screening programs in your area, contact your local Aging and Disability Resource Center. Please refer to the County Organizations pages of the Resource Directory in this guide for those counties served by organizations that provide services to persons who are deaf or hard of hearing. For more information about FTRI services, refer to the organization's website [ftri.org](http://ftri.org), or call 1-800-222-3448 or 1-888-447-5620 (TTY).

## HEART DISEASE

Millions of older Americans are affected by heart disease each year. The elderly are more likely to have coronary heart disease, which manifests itself as a heart attack or chest pain. Coronary heart disease is more debilitating than other types of heart disease. Heart attacks, strokes, and high blood pressure are all cardiovascular diseases.

Coronary heart disease is caused by a narrowing of the coronary arteries, which leads to a decreased supply of blood and oxygen in the heart. A family history of heart attacks can increase your risks of heart disease. High blood pressure, high cholesterol, and obesity are also risk factors for heart disease. Studies have suggested that diabetes can also be a risk factor for this disease. Lack of physical activity, as well as extensive alcohol and tobacco use, can also increase a person's risk of heart disease.

### QUESTION:

There is a history of heart disease in my family. How can I minimize my risks of chronic heart disease?

### ANSWER:

Heart disease can be controlled and managed with certain lifestyle changes.

Eating a balanced diet, getting moderate amounts of exercise, controlling stress, and managing your blood pressure and cholesterol levels are keys to reducing the risks of contracting heart disease.

For additional information on heart disease, contact your doctor, local health clinic, or the American Heart Association at 1-800-242-8721.

### QUICK FACT:

Not all signs occur in every heart attack. If some occur, do not wait. Get help quickly!

## Heart Attack Warning Signs

- Chest discomfort
- Discomfort in other areas of the upper body
- Shortness of breath
- Breaking out in a cold sweat
- Nausea
- Light-headedness

## High Blood Pressure Risk Factors

- Age
- Family history
- Inactivity
- Stress
- Obesity
- Tobacco use
- Excessive alcohol use

## HIGH BLOOD PRESSURE (HYPERTENSION)

High blood pressure is a major health problem for many older Americans. If undiagnosed and untreated, high blood pressure can cause strokes, heart disease, and kidney failure. High blood pressure has often been called the silent killer, because many people have it for years without knowing it.

Blood pressure is determined by the amount of blood your heart pumps and the amount of resistance to that blood as it is flowing through your arteries. Two numbers determine your blood pressure. The top number represents your systolic pressure (the amount of pressure present when the heart beats) and the bottom number represents your diastolic pressure (the amount of pressure present while the heart rests between beats).

High blood pressure is usually discovered during a routine physical examination. Diagnosing high blood pressure involves measuring your blood pressure over a few weeks or months to see if your readings remain high. Have your doctor check your blood pressure during each visit.

### QUESTION:

What constitutes a normal systolic and diastolic blood pressure reading?

### ANSWER:

A systolic reading of less than 130 and a diastolic reading of less than 85 are considered normal.

You can do a free self-check of your blood pressure at most supermarkets and pharmacies.

For additional information on high blood pressure, contact your doctor, local health clinic, or the American Heart Association at 1-800-242-8721.

### QUICK FACT:

To control and prevent high blood pressure, maintain a healthy weight, exercise, learn to manage stress, and limit tobacco and alcohol use.

## HORMONE REPLACEMENT THERAPY

Many postmenopausal women use Hormone Replacement Therapy (HRT). Prescribed to treat the symptoms of menopause, such as hot flashes, night sweats, sleeplessness, and skin dryness, hormones may also be prescribed to prevent long-term conditions such as osteoporosis. Most doctors now suggest that HRT should be prescribed at the lowest dose that works and its use reevaluated every six months.

Hormone replacement therapy can consist of estrogen by itself or a combination of estrogen and progestin. The latest research into the use of combination therapy has shown that the overall risks, such as increased breast cancer risk, may exceed the benefits. In addition, it has been concluded that women should not start or continue taking this type of HRT to prevent heart disease. The overall effects of using estrogen alone in postmenopausal women are less clear. The patient should discuss this, and all medication use, with her doctor. If you are taking HRT to reduce menopausal symptoms, be aware that there are other medications that can be used to treat these conditions. All medications carry risks and should be discussed with your doctor.

**QUESTION:**

How do I know if I am taking the combination hormone therapy or just estrogen?

**ANSWER:**

Ask your doctor or pharmacist about your prescription.

For more information, contact your doctor or the National Institute of Health at 301-496-4000, or online at [nib.gov](http://nib.gov). You may also contact the U.S. Food and Drug Administration at 1-800-994-9662 (or 1-888-220-5446 for the hearing impaired) or online at [womenshealth.gov](http://womenshealth.gov).



## Ask Your Doctor About Vaccines for

- Hepatitis A
- TD - tetanus and diphtheria
- Hepatitis B
- MMR - measles, mumps and rubella
- Chicken pox
- Shingles

## IMMUNIZATIONS/VACCINATIONS

Booster shots are not just for children. Adults also need to be immunized in order to protect themselves against serious infectious diseases. The Centers for Disease Control and Prevention (CDC) strongly encourages older adults to be immunized against certain infectious diseases, including influenza, pneumonia, tetanus, diphtheria, measles, mumps, and rubella.

Influenza (flu) is usually a mild disease in healthy children, young adults, and middle-aged people, but it can be life threatening to older adults. Pneumonia is a serious infection that affects the lungs. The CDC recommends that people age 65 and older get both pneumonia vaccines and flu shots.

### QUESTION:

What should I do if I can't remember how long it has been since my vaccine shots have been updated?

### ANSWER:

Your medical records should list the dates of your immunizations. It is helpful to keep a personal immunization record with the types and dates of shots you have received.

Consult your health care provider in order to determine how long it has been since you received your booster shots.

Contact your Aging and Disability Resource Center to get more information on immunization programs in your area. Other contacts include your doctor, local health department, or the Centers for Disease Control and Prevention at 1-800-232-4636.

### QUICK FACT:

Under the Social Security Act, Medicare covers both pneumonia and influenza vaccine services. Approval from your physician is not required.

## KIDNEY (RENAL) PROBLEM

26 million American adults suffer from chronic kidney failure, according to the National Kidney Foundation. Over time, chronic kidney failure can lead to congestive heart failure, weak bones, stomach ulcers, and damage to the central nervous system.

The kidneys are sophisticated trash collectors. Their main function is to eliminate excess fluid and waste material from your blood. The kidneys also help control blood pressure. The waste and extra water become urine, which flows to your bladder, where it is stored until you use a restroom. When your kidneys lose this filtering ability, dangerous levels of fluid and waste accumulate in your body and cause kidney (renal) failure.

Chronic renal failure develops slowly, with few symptoms present in its early stages. Acute kidney failure occurs when the kidneys suddenly stop filtering waste products from your blood. End-stage renal disease occurs when the kidneys are functioning at less than 10 percent capacity. People at end-stage renal disease must have dialysis treatments or a kidney transplant in order to stay alive. Dialysis is an artificial way of removing waste products and extra fluid from the body when your kidneys are no longer able to do so on their own.

### QUESTION:

How prevalent is kidney failure among those of us who are age 60 and older?

### ANSWER:

According to the U.S. Renal Data System, the elderly represent the fastest growing age group suffering from end-stage renal disease. End-stage kidney disease can be diagnosed through blood and urine tests.

To reduce your risk of kidney failure, take steps to control diabetes and high blood pressure, limit consumption of alcohol, and monitor your use of over-the-counter pain medications.

For additional information on kidney diseases, contact your doctor, local health clinic, or the National Kidney Foundation at 1-800-622-9010 or visit the website at [kidney.org](http://kidney.org).

## 2 Main Causes of Chronic Kidney Disease

- Diabetes
- High blood pressure

## Warning Signs of Kidney Problems

- Decreased urine output
- High blood pressure
- Unexplained weight loss
- Abnormal urine tests
- Intestinal bleeding

## Common Signs and Symptoms of Depression

- Feelings of helplessness and hopelessness
- Loss of interest in daily activities
- Appetite or weight changes
- Sleep changes
- Psychomotor agitation or retardation
- Loss of energy
- Self-loathing
- Concentration problems

## LONELINESS, ISOLATION, AND DEPRESSION

Feeling blue for a long period of time is not a normal part of aging. There are many reasons why depression is often missed or untreated in older adults. Unfortunately, there are also many reasons that seniors have feelings of depression, loneliness, or isolation. Studies show that the most common causes of depression in seniors relate to the loss of a loved one and the onset of a serious illness. For additional causes of depression visit [patient.co.uk/health/depression-in-older-adults](http://patient.co.uk/health/depression-in-older-adults).

How do you know when you need help? Sometimes depression can hide behind a smile. If you live alone and tend to feel better briefly when someone stops by to say hello, or during a visit to the doctor, you may be hiding your true feelings behind a smile. Consider seeking help if severe feelings of loneliness and isolation disappear during these times but return within a few hours.

Be aware that some doctors may not fully understand aging and depression or related treatment options. Do not be afraid to seek help somewhere else if your doctor does not appear to take your concerns about depression seriously.

### QUESTION:

When should I worry about being depressed?

### ANSWER:

Consider seeing your doctor if your feelings of loneliness and isolation worsen or do not improve after several weeks, or if family or friends show concern about you.

For additional information on depression, contact your doctor, a health care provider, or the National Institute of Mental Health at 1-866-615-6464 or online at [nimh.nih.gov](http://nimh.nih.gov).

## MAMMOGRAMS

As women get older, their risk of breast cancer increases. According to the American Cancer Society, three-fourths of all breast cancer cases occur in women age 50 and older. Cancer can be described as the uncontrolled growth and spread of abnormal cells in the body. Studies indicate that breast cancer is the second most common form of cancer in women, after skin cancer.

Mammography is the most effective way to find breast cancer at its earliest stage. A mammogram consists of two x-rays of each breast. The amounts of radiation produced by mammograms are extremely low. The American Cancer Society recommends that all women age 40 and older have a mammogram once a year.

Research has shown that when breast cancer is found early, the chances of successful treatment are significantly increased.

### QUESTION:

What should I do if I cannot afford to pay for a mammogram?

### ANSWER:

You can still get help. Mammograms are covered under Medicare for those who qualify. Check with your doctor or health care provider to determine if low-cost screenings are available for you.

For additional information on breast cancer programs, contact your local Aging and Disability Resource Center. To learn more about mammograms and treatment options, contact your doctor, local health clinic, or the American Cancer Society at 1-800-227-2345.

### QUICK FACT:

According to the American Cancer Society, more than 85 percent of breast cancers are diagnosed in women who have no prior family history of the disease.

## To Prevent Breast Cancer

- Conduct monthly self-examinations
- Have yearly physical examinations
- Educate family and friends

## Tips for Managing Medicines Safely

- Store medicines properly
- Read and follow directions carefully
- Do not share medications
- Keep medicines away from small children
- Keep emergency numbers posted near the phone

## MEDICATION MANAGEMENT

Americans age 65 and older take more medicine than any other age group in the country. Because seniors are more likely to have multiple conditions at the same time, many seniors take different kinds of medication on a regular basis. It is important to learn how to properly manage medications in order to prevent further illness or death.

Over-the-counter medicines like vitamins, herbal supplements, laxatives, antacids, and cold medicines should be taken carefully to avoid adverse reactions when they combine with prescription drugs. You should keep a list of all medicines that you take and review it with your doctor during each visit.

Check labels for directions on how to take your medicines regularly. Check expiration dates, and properly dispose of all expired medicines. Responsible medication management starts with letting your doctor know what over-the-counter medicines you are taking. He or she will then tell you if it is safe to take those medicines together with prescribed medications.

### QUESTION:

Who can help me figure out the best way to manage my medications?

### ANSWER:

Talking with your doctor, health care provider, or pharmacist is one of the best ways to get help with managing your medications.

For additional information on medication management programs, contact your local Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## PARKINSON'S DISEASE

Almost 1 million Americans currently live with Parkinson's disease. People with Parkinson's often experience trembling, muscle tightness, difficulty walking, and problems with balance and coordination. While Parkinson's disease can affect people of different ages and ethnic backgrounds, it is most commonly diagnosed between the ages of 55 and 60. More than half of those living with Parkinson's disease in this country are age 65 and older.

Parkinson's disease is a debilitating disorder that affects the nerve cells (neurons) in the part of the brain that controls muscle movement. These nerve cells produce a neurotransmitter called dopamine, which is responsible for allowing the brain to generate signals for smooth, well-regulated motor muscle functions. In those diagnosed with Parkinson's disease, cells that produce dopamine have stopped replicating and have begun to die. Research indicates that as much as 80 percent of these cells have already been lost at the point most people are diagnosed with Parkinson's disease.

Although Parkinson's disease is progressive (symptoms tend to worsen over time), many people have long years of productive living after being diagnosed. There is currently no cure for Parkinson's disease, but its effects can be controlled through prescription medicines, physical therapy, and speech therapy. Parkinson's disease can be difficult to diagnose since no definitive tests exist for detection, particularly in the early stages.

If you have any of the common symptoms, you should contact your doctor to discuss treatment options for Parkinson's disease.

### Symptoms of Parkinson's Disease

- Resting tremor
- Slow movement
- Rigidity
- Impaired balance and coordination

**QUESTION:**

What are some of the risk factors associated with Parkinson's disease?

**ANSWER:**

Age is one of the main risk factors for Parkinson's disease. Although the disease can affect adults as early as their late 20s, it usually develops during middle age or during the later years of life. Other risk factors for Parkinson's disease include heredity, over-exposure to pesticides and herbicides, reduced estrogen levels, and a reduction of folic acid in the diet.

For additional information on Parkinson's disease, contact your doctor, local health clinic, or the National Parkinson Foundation at 1-800-473-4636 or online at [parkinson.org](http://parkinson.org).

## PRESCRIPTION ASSISTANCE

Prescription drug medications are prescribed every day to millions of our nation's elderly. Many of these medications allow individuals to maintain a more independent lifestyle. An elder's quality of life may depend on whether he or she takes medications on a regular basis. However, many elders find that medication costs are not adequately covered by their health insurance plans.

Consumers can find help with the high cost of prescription medications by contacting the SHINE (Serving Health Insurance Needs of Elders) program.

**SHINE** Volunteer SHINE counselors provide free counseling to review prescription assistance available to eligible consumers. Programs and services available may include Medicare savings programs, state or federal assistance programs, or information on the Medicare Prescription Drug Benefit. SHINE volunteer assistance is unbiased, and consumer information is kept confidential.

### Ways to Get Prescription Drug Assistance

- Discount drug cards (issued by pharmaceutical companies)
- Free samples (provided by your doctor)
- State-sponsored programs
- County health clinics
- Non-profit organizations

**Medicare Prescription Drug Benefit** Since 2006, the Medicare Prescription Drug Benefit has been available to all Medicare consumers. This benefit, also referred to as Medicare Part D, is one of many changes brought about by the Medicare Modernization and Improvement Act of 2003. Some 3 million Medicare consumers in Florida have access to prescription drug benefits through Medicare. Enrollment in this benefit is voluntary and provides at least two options to consumers: a Prescription Drug Plan (PDP) or a Medicare Advantage Plan with prescription drug coverage (MA-PD), including new Regional PPO (Preferred Provider Organization) plans.



**Florida Discount Drug Card** The Florida Discount Drug Card Program is designed to lower the cost of prescriptions for Florida residents who have no drug insurance coverage. You may qualify if you are age 60 or older, or if you are younger than 60 with a total family income of less than 300 percent of the Federal Poverty Level. For more information regarding the Florida Discount Drug Card, please call 1-866-341-8894 (TTY: 1-866-763-9630) or online at [floridadiscountdrugcard.com](http://floridadiscountdrugcard.com).

For more information about the Medicare Prescription Drug Benefit or other prescription assistance available to you, contact the SHINE program by calling the Elder Helpline at 1-800-96-ELDER (1-800-964-5337).

## PROSTATE SCREENINGS

Research indicates that prostate problems are common in men age 50 and older. Not all men experience symptoms that would lead to the discovery of a prostate problem. Most problems are discovered through routine medical exams.

According to the American Cancer Society, prostate-specific antigen (PSA) screenings combined with digital rectal exams are the best method for detecting prostate cancer in men. A PSA screening is a blood test to measure the protein made by the prostate. The higher the PSA level when tested, the more likely the presence of cancerous cells in the prostate.

Because other prostate problems can cause high PSA levels, this test should be followed by a digital rectal exam. During this exam, the doctor will probe the prostate to feel for any irregular or abnormally firm areas that may be cancerous. This exam requires a minimal amount of time to complete and is not painful.

### QUESTION:

When should I be tested for prostate cancer?

### ANSWER:

Men in high-risk groups, African-Americans and those with a family history of prostate cancer, should be screened yearly after age 45. All men age 50 and older should be screened annually as well.

For additional information on prostate cancer screenings, contact your doctor or local health clinic, or call the American Cancer Society at 1-800-227-2345 or online at [cancer.org](http://cancer.org).

### QUICK FACT:

According to the Prostate Cancer Foundation, about 60 percent of all prostate cancers are diagnosed in men over the age of 65 and 97 percent occur in men 50 years of age and old.

## Warning Signs of Prostate Problems

- Frequent urination
- Blood in urine
- Painful or difficult urination
- Pain in lower back, hips or upper thighs

## Services Provided by Public Health Clinics

- Disease control
- AIDS/HIV and tuberculosis testing and treatment
- Health promotion
- Adult health care

## PUBLIC HEALTH CLINICS (COUNTY HEALTH DEPARTMENTS)

If you need medical care, have no insurance, and are unable to pay for needed services, you should go to your county health clinic. County health departments provide most of the public health services in Florida. Services are provided to everyone living within a clinic's service area. Most individuals who use health clinics do not have a private physician.

A sliding scale is used during intake to determine your ability to pay. If your household income falls below the federal poverty level, or if you are unable to pay, there will be no charge for services. Public health clinics provide preventive and primary care, including physician care, medical tests, and immunizations. Care is provided to benefit individuals, improve the collective health of the public, and prevent and control the spread of disease. Prescription drugs may be available at some clinics. Dental screenings are offered on a limited basis at a few clinics as well. Clinics do not deny services for tuberculosis, sexually transmitted diseases, or HIV/AIDS screening.

### QUESTION:

As an elder with limited means, where can I obtain health care services in my community?

### ANSWER:

You may apply for health care services from a county health clinic by calling and scheduling an appointment.

For information about public health departments and clinics, call the Florida Department of Health at 850-245-4444, or consult your local telephone directory for the county health clinic nearest you.

### QUICK FACT:

Public health units protect the population by monitoring and regulating activities that may contribute to the occurrence or transmission of disease.

## SEXUALLY TRANSMITTED DISEASES

Commonly referred to as “STDs,” sexually transmitted diseases are a contagious class of bacterial and viral infections (including: Bacterial Vaginosis, Chancroid, Chlamydia, Gonorrhea, Hepatitis, Herpes, Human Papilloma Virus (HPV), Pelvic Inflammatory Disease, Syphilis, and Vaginitis). These diseases often co-occur with each other and with other health conditions in older adults, and require prompt medical attention or they can progress to result in serious health consequences.

Older adults are often overlooked as a risk group for sexually transmitted diseases; however, incidence rates in adults over the age of 55 are rising each year. The Florida Department of Health’s (DOH) most recent estimates document over a thousand people over the age of 55 with new diagnoses of infection with one or more of the tracked STDs in 2012. Compared with other states, Florida has high rates of Chlamydia infections and is one of the top ranking states for new diagnoses of HIV. Some groups of seniors are at a particularly high risk for these diseases. For example, more than 75 percent of adults infected with Hepatitis C are baby boomers (people born from 1945 through 1965), many of whom may have had the disease for decades without realizing it. The Centers for Disease Control recommends that seniors get tested, even if they do not have current symptoms. Being tested can help people learn if they are infected and get them into lifesaving care and treatment.

There are many ways to get answers to your questions about STDs. If you would like to be tested, you contact your regular healthcare provider or contact your county health department. DOH works with local providers to provide screening, counseling, treatment, and optional partner notification services for those infected with STDs. Local clinical services are provided to Floridians and visitors, alike, and are available to anyone who seeks STD care. Clinic sites are located in every county in Florida and offer services at a reasonable and/or no-cost basis. All clients are assured confidential clinical services by Florida Law.

### **HIV Among Older Americans**

- People age 55 and older accounted for 19% (217,300) of the estimated 1.1 million people living with HIV infection in the United States in 2010.
- In 2011, people age 50 and older accounted for 24% (7,771) of the estimated 32,052 AIDs diagnoses in the United States.
- Older Americans are more likely than younger Americans to be diagnosed with HIV infection later in the course of their disease.
- In 2010, HIV was the 10th leading cause of death among men and women aged 50-54.
- Of the estimated 19,343 deaths among people living with diagnosed HIV infection in the United States, 10,244 (53%) were among people age 50 and older in 2010.

For additional information, contact the Florida Department of Health by calling 850-245-4444 or emailing [health@flhealth.gov](mailto:health@flhealth.gov).

## SKIN AND AGING

Prolonged exposure to sunlight takes a toll on our skin as we age. Over time, the sun's ultraviolet (UV) rays break down elastic fibers in skin, making it harder for the skin to stay in place. Invariably, wrinkles form as a result of this process and the pull of gravity.

Dry skin around the elbows, lower legs, and forearms is a common problem for older adults. Low humidity (a lack of moisture in the air) contributes to dry or itchy skin. Dehydration, sun exposure, and stress may also cause dry skin. Having dry or itchy skin can affect your sleep and cause you to be irritable, or it can be a sign of a disease. In some people, itchy skin is a side effect of diabetes or kidney disease.

Overexposure to UV rays from the sun can cause skin cancer. Research suggests that people who live in areas of the country that get high levels of UV radiation year-round – such as Florida – are more likely to get skin cancer. There are three common types of skin cancer: basal cell carcinomas, squamous cell carcinomas, and melanoma.

Basal cell carcinomas are slow-growing cancers that normally do not spread to other body parts. They account for more than 90 percent of all skin cancers in the United States. Squamous cell carcinomas are not as common as basal carcinomas, but they tend to spread more often. Melanoma is the most dangerous form of skin cancer, often spreading to other organs in the body. Melanoma cancers can be fatal.

### **Skin Cancer Risk Factors**

- Fair complexion
- Excessive exposure to sun
- Severe sunburn as a child
- Multiple atypical moles
- Family history

Both basal and squamous cell carcinomas are associated with areas of the body most frequently exposed to sun radiation. These areas include the face, neck, hands, and arms. Skin cancer can appear anywhere, so make sure you see your doctor if you suspect a problem.

**QUESTION:**

I enjoy taking my grandchildren to the beach. How can I minimize my exposure to harmful UV rays?

**ANSWER:**

You can do several things to minimize your exposure to UV rays. Limiting your time in the sun, using sunscreen, and wearing protective clothing will all help protect your skin from the sun.

For additional information on skin cancer, contact your doctor, local health clinic, or the American Cancer Society at 1-800-227-2345 or [cancer.org](http://cancer.org).

**QUICK FACT:**

The American Cancer Society recommends that people age 40 and older have a cancer related check-up, including a skin examination, annually.

## SLEEP DISORDERS

Many older adults are unable to enjoy a good night's sleep on a regular basis. According to the National Sleep Foundation, older adults who suffer from chronic medical conditions are more likely to experience problems falling asleep. Over time, failure to get enough sleep can lead to serious health problems.

Sleep apnea, restless legs syndrome, periodic limb movement disorder, and advanced sleep phase syndrome affect a majority of seniors. Sleep apnea is an involuntary pause in breathing while sleeping. This is the most common sleeping disorder for older adults. Obstructive sleep apnea occurs when air cannot flow in or out of the mouth or nose. Central sleep apnea occurs when the brain sends the wrong signals and breathing muscles quit working.

The continuous movement of the legs while other parts of the body are resting is known as restless legs syndrome. Periodic limb movement disorder happens when jerky leg movements wake the sleeper off and on throughout the night. While leg movements are involuntary in both diseases, movements last longer with restless legs syndrome sufferers.

Advanced sleep phase syndrome is when the largest sleep time occurs earlier than desired, leaving the patient unable to stay awake in the early evening and unable to stay asleep in the very early morning. Some consequences of this disorder include having to cut short social engagements due to the need for sleep, and excessive drowsiness while driving at night.

Most sleeping disorders are treatable. Following a regular schedule (getting up and going to bed at the same time) can help regulate problems with falling asleep. Trying to sleep less during the day can also help make it easier for you to fall asleep at night. Watching what you eat by limiting caffeine, alcohol, and tobacco use can also help improve your chances of sleeping as well.

### Signs of Insomnia

- Taking more than 30 minutes to fall asleep
- Awakenings several times a night
- Waking up early and not being able to fall back asleep
- Waking up tired

### Common Medical Problems That Can Affect Sleep

- Arthritis
- Cancer
- Incontinence
- Heart failure
- Menopause



**QUESTION:**

I have not been sleeping well for the past week. When should I consult with my doctor to find out if I might have a sleeping disorder?

**ANSWER:**

If your sleeping problems last more than two to three weeks, you should see your doctor. Your doctor may refer you to a sleep specialist if needed.

For additional information on sleeping disorders, contact your doctor or local health clinic. Other sources of information include the National Sleep Foundation at 703-243-1697 or online at [sleepfoundation.org](http://sleepfoundation.org) and the American Sleep Apnea Association at 888-293-3650 or online at [sleepapnea.org](http://sleepapnea.org).

## STRESS MANAGEMENT

Stress is an automatic physical reaction you feel when faced with an unpleasant or threatening situation. While it is common knowledge that stress is a problem for teens, young adults, and their parents, it is not as well understood that seniors also feel stress. Uncontrolled levels of stress can negatively affect seniors in many ways and complicate existing age-related diseases.

Even though stress can be hard to deal with, it is important to learn stress management techniques in order to avoid health problems. Studies show that stress can contribute to high blood pressure, heart disease, headaches, and digestive problems.

Major sources of stress in seniors include dealing with retirement, changes in living situations, financial worries, losing spouses and friends, losing independence, and fear of rejection or abandonment by loved ones. After the loss of a spouse, many seniors fear living alone. You may want to ask your local law enforcement officers to extend their patrol to your neighborhood if you feel unsafe in your home.

You can manage stress by keeping a positive attitude, increasing social activities, and maintaining a healthy lifestyle with diet and exercise. It is also important to resolve issues quickly before they escalate into a traumatic event.

Seeking help is not a sign of weakness. Sources of help include spiritual leaders, doctors, professional counselors, senior services groups, health departments, and clinics.

### **What You Can Do To Reduce Stress**

- Talk to friends and family members
- Develop new hobbies and new interests
- Exercise frequently
- Learn to relax
- Treat yourself to something you enjoy

For additional information on stress management programs in your area, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

Volunteering is a good way to relieve stress. You will gain a better perspective on your problems and make a difference at the same time.

## STROKES

Strokes are the third-leading cause of death and the number one cause of adult disability in the U.S. A stroke can be defined as an attack to the brain that occurs when blood circulation to the brain fails. Every year, more than 785,000 people in the United States suffer a stroke. Your risk of stroke increases as you get older.

There are three main types of strokes: thrombotic, embolic, and hemorrhagic. Thrombotic strokes occur when fatty deposits build up in the arteries that carry blood to the brain. Embolic strokes occur when blood clots form in other parts of the body, travel through the bloodstream, and block arteries carrying oxygen to the brain. Hemorrhagic strokes occur when arteries that carry oxygen to the brain break or burst.

A stroke is a medical emergency that should be treated immediately. Treatment during the first few hours after stroke symptoms appear can significantly improve rates of recovery. Stroke rehabilitation can include physical, occupational, and speech therapies (see Health Rehabilitation Therapies).

### QUESTION:

What can I do to prevent a stroke?

### ANSWER:

You can reduce your risk of stroke by controlling your blood pressure, exercising, maintaining a healthy diet, controlling diabetes, and limiting alcohol and tobacco use.

For additional information on strokes, contact your doctor, local health clinic, or the National Stroke Association at [stroke.org](http://stroke.org) or at 1-800-787-6537.

### How to Diagnose a Stroke in One Minute

1. Ask person to smile. This checks for one-sided facial weakness
2. Ask person to close their eyes and raise their arms. Stroke patients usually cannot raise both arms to the same height.
3. Ask person to repeat simple sentences. Slurry speech is a sign of stroke.

## Warning Signs of a Stroke

- Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body
- Sudden confusion, trouble speaking, or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance, or coordination
- Sudden, severe headache with no known cause

## Warning Signs of Tuberculosis

- Mild coughing
- Slight fever
- Lack of appetite or weight loss
- Fatigue
- Night sweats

## TUBERCULOSIS (TB)

Tuberculosis is a chronic bacterial infection that can attack your lungs, central nervous system, muscles, bones, and lymph nodes.

Since 1992, incidences of tuberculosis have been declining. The highest burden of tuberculosis cases continues to be among older adults. In 2013, adults age 65 and older had a case rate of 4.9 cases per 100,000.

Research indicates that almost 90 percent of elders diagnosed with tuberculosis today could have had the bacteria in an inactive form for many years before being diagnosed. Seniors are at higher risk for reactivation of tuberculosis due to weakness in the immune system associated with aging.

Seniors in resident homes and nursing homes are also at risk for acquiring tuberculosis because of group living conditions. Skin tests, chest x-rays, and sputum cultures are used to detect tuberculosis.

### QUESTION:

What can be done to prevent or treat tuberculosis?

### ANSWER:

Vaccination shots have been developed to prevent the spread of tuberculosis. Prescription drugs are the best way to treat tuberculosis. Successful treatment requires up to four different medications taken over a period of 6 to 12 months.

For additional information on tuberculosis, contact your doctor or local health clinic. Other resources include the Centers for Disease Control and Prevention at 1-800-232-4636 or online at [cdc.gov](http://cdc.gov).

## WEIGHT MANAGEMENT

As we age, the body's proportion of muscle decreases just as fat increases and begins to account for a greater percentage of our weight. In addition to decreases in muscle mass, metabolism naturally slows with age as well. Since muscle requires more calories to sustain than fat, this combination of reduced muscle mass and slower metabolism means that the number of calories older adults need to survive is reduced.

Research indicates that seniors who do not reduce their caloric intake as they age will most likely gain weight. Too much weight gain can cause a person to become overweight or obese. As weight increases to levels referred to as "overweight" and "obese," the risks also increase for the following conditions: coronary heart disease, Type 2 diabetes, cancers (endometrial, breast and colon), hypertension (high blood pressure), dyslipidemia (for example, high total cholesterol or triglyceride levels), stroke, liver and gallbladder disease, sleep apnea, respiratory problems, and osteoarthritis (a degeneration of cartilage and its underlying bone within a joint).

### Body Mass Index:

Health care professionals use weight tables and formulas to provide guidelines for appropriate weight. Body Mass Index (BMI) is a reliable indicator of total body fat, which is related to the risk of disease and death. The BMI score is valid for both men and women, but it does have some limits. It may overestimate body fat in athletes and others who have a muscular build, or it may underestimate body fat in older persons and others who have lost muscle mass.

The BMI Formula is  $\text{weight (lbs.)} / [\text{height (in.)}]^2 \times 703$  (calculate BMI by dividing weight in pounds (lbs.) by height in inches (in.) squared and multiplying by a conversion factor of 703.

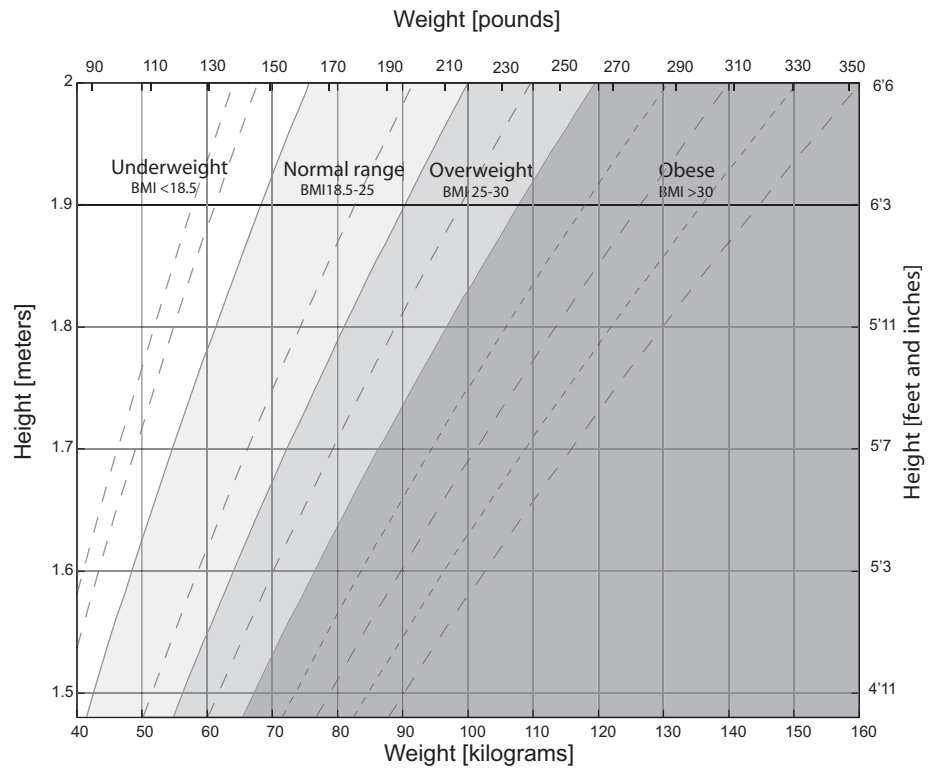
Example: Weight = 150 lbs., Height = 5'5" (65")

Calculation:  $[150 \div (65)^2] \times 703 = 24.96$

You can access the following CDC web page for more information:  
[cdc.gov/healthyweight/index.html](http://cdc.gov/healthyweight/index.html).

### Factors for Weight Gain

- High-fat diet
- Inactivity
- Genetics
- Tobacco use
- Illness
- Medications



For people who are considered obese (BMI greater than or equal to 30) or those who are overweight (BMI of 25 to 29.9), weight loss is generally recommended. Even a small weight loss (just 10 percent of your current weight) will help lower your risk of developing diseases associated with obesity. Talk to your health care professional to see if you should lose weight.

Weight is largely determined by how well a person is able to balance intake of calories from food with the amount of energy used every day. If more calories are consumed than are burned, weight gain is likely. Eating a well-balanced diet and exercising are enough for most people to achieve and maintain a healthy body weight. Visit [eatright.org](http://eatright.org) for weight management information on how you can improve your weight.

**QUICK FACT:**

Losing as little as 10 to 20 pounds can significantly help to improve health.

# SECTION 7

## ELDER RIGHTS/ ABUSE & FRAUD

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## ABUSE, NEGLECT, AND EXPLOITATION

### Types of Elder Abuse

- Mental, emotional, or verbal abuse
- Sexual abuse
- Neglect
- Self-neglect
- Financial exploitation

### Signs of Abuse

- Cuts, burns, bruises, or welts
- Dehydration or malnutrition
- Lack of food, water, or utilities
- Fear, anxiety, agitation, or anger
- Isolation, depression, or ambivalence

Getting older should earn you more respect, not less. No one at any age should be subjected to physical or mental abuse. If you are a senior and believe you are in an abusive situation, it is important for you to know that you have legal rights and that elder abuse is a crime. You have the right to live your life free from abuse, neglect, and exploitation.

The Department of Elder Affairs is committed to working with the network of social services and law enforcement agencies throughout the state to protect Florida's elders from abusive situations and environments. The Adult Protective Services Act (Chapter 415 of Florida Law) requires the state to have specific procedures to report and investigate instances of suspected abuse, neglect, or exploitation of adults with disabilities and the elderly. The Department of Children and Families Adult Protective Services Office serves as the lead agency for handling reports and investigations of abuse. To report abuse, neglect, or exploitation, call the Florida Abuse Hotline toll-free at 1-800-96-ABUSE (1-800-962-2873).

#### QUESTION:

How do I know if someone has been or is being abused?

#### ANSWER:

Abuse can take many forms. Any willful act or threat that causes (or is likely to cause) significant physical, mental, or emotional harm is considered an act of abuse. Common forms of abuse include hitting, pushing, shaking, beating, yelling, verbal harassment, coercive behavior, intimidation, and other acts that cause harm.

Unfortunately, many seniors know their abusers well – reports of abuse committed by adult children, grandchildren, friends, neighbors, or in-home health care providers are numerous.

Neglect occurs when caregivers fail to provide elders with the essentials they need to maintain their physical and mental health. A person could be a victim of neglect anytime someone in charge of his or her care deprives him or her of food, clothing, or medical care. In most cases, neglectful behavior is repeated over a period of time.

Self-neglect is the most common type of abuse reported to Adult Protective Services. Self-neglect is a form of neglect in which an elder can no longer perform essential daily activities such as providing his or her own food, clothing, shelter, and medical care. Self-neglect also includes situations in which a person can no longer obtain goods and services necessary to maintain physical health, mental health, emotional well-being, or general safety, or can no longer manage his or her financial affairs.

Exploitation involves the unauthorized handling or use of an elderly person's money, property, or other valuable resources. Unfortunately, unsuspecting elders can be exploited in many different ways. Those who misuse their power of attorney or guardianship status in a way that results in the unauthorized appropriation, sale, or transfer of property or personal assets are guilty of exploitation. To report fraud or financial exploitation, contact your local law enforcement office or the Florida Division of Financial Institutions consumer helpline at 1-800-342-2762.

**QUICK FACT:**

Florida Statute 415.0134 requires anyone who knows, or has reasonable cause to suspect, that a vulnerable adult has been or is being abused, neglected, or exploited to file a report by contacting the Florida Abuse Hotline toll-free at 1-800-96-ABUSE (1-800-962-2873).

For additional information on elder abuse, neglect, and exploitation, contact your Aging and Disability Resource Center, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

## Signs of Neglect

- Unsafe living conditions
- Body odor, dirty clothing and hair
- Unexplained weight loss
- Bedsores
- Lack of medical or personal care
- Confusion or cognitive impairment
- Wandering or social isolation
- Hoarding

## Signs of Exploitation

- Unusual transfer of assets
- Unable to pay bills
- Forged signatures
- Personal belongings missing
- Unusual credit/debit card usage

## HEALTH CARE PRACTITIONER COMPLAINTS

If you or a loved one has a major complaint about medical care you have received, there is a system in place to help you. The Department of Health's Division of Medical Quality Assurance is responsible for analyzing complaints and reports involving potential misconduct by licensed health care practitioners in Florida.

The boards and councils within the Division of Medical Quality Assurance determine whether probable cause exists and if disciplinary action should be taken in cases involving misconduct by state medical practitioners. To file a complaint, you must contact the Division and ask for a complaint form for general health care professionals, dental professionals, or psychiatric/ psychology professionals. Once your completed forms are submitted, the Division determines if your complaint involves a possible violation of Florida law and decides whether to further investigate your complaint. Following a legal review, the Department of Health will refer the complaint to the appropriate regulatory panel to determine if a violation of the law has occurred. Patient identity and patient records remain confidential at all times.

To file a complaint against a health-care practitioner, contact the Division of Medical Quality Assurance toll-free at 1-888-419-3456.

### **Complaint Issues Not Handled by the Division of Medical Quality Assurance Include:**

- Billing disputes
- Fee disputes due to broken or missed appointments
- Personality conflicts
- Poor bedside manner or rudeness of practitioners

**QUESTION:**

What happens to the health care practitioner as a result of my complaint?

**ANSWER:**

If the proper proceedings determine that the practitioner has violated the law, the regulatory board may impose a range of penalties that includes formal reprimand, a fine, restriction of practice, refund of fees billed or collected, probation, license suspension or license revocation.

For additional information on making a complaint about a health care practitioner or to verify a license, contact the Division of Medical Quality Assurance toll-free at 1-888-419-3456.

**QUICK FACT:**

Chapter 456, Florida statutes, allows the Division of Medical Quality Assurance to investigate anonymous complaints if the complaint is in writing and addresses a possible violation of the law.

## HOME REPAIR FRAUD

American homeowners spend billions of dollars each year to repair and improve their homes. If you are planning to make repairs or improvements to your home, selecting the right person or company to do the job is very important. By making the right choice, you reduce the risk of becoming a victim of home repair fraud.

Always read a home repair contract before you sign it. If you do not agree with all the terms, ask for changes before you sign it. **Never sign a contract if part of your agreement is missing.**

Once you sign a contract, you are responsible to do all the things you agreed to do in the contract. **Promises that are made but not written into the contract usually cannot be enforced.**

Most contracts do not have a “cooling-off” period that gives you an opportunity to change your mind and back out of the agreement without penalty.

If you do not understand what the contract says or what you are agreeing to, ask someone – a friend, relative, or preferably an attorney – to review it for you before you sign.

**Your strongest power as a consumer is your ability to walk away from an agreement.**

Always hire licensed/bonded/insured contractors. Call the state or county to verify that the contractor has a valid license.

It is usually better to hire a contractor referred by someone you know and whose work you can see for yourself. If this is not possible, ask for references and check them out.

You can also ask about a contractor through your local Better Business Bureau by visiting [bbb.org](http://bbb.org) and check to see if he or she has been sued by searching county court records.

### QUICK FACT:

Homeowners are more susceptible to home repair fraud after a natural disaster, such as a hurricane, flood, or tornado.

Never pay in full before the work is done; do not allow your contractor to bully you! Always make timely installment payments when the work is finished.

If you have the resources, you may want to hire your own inspector while your project is ongoing to make sure the contractor is following county code and contract requirements.

If you need repairs to your home that are going to be paid by your insurance company, have an insurance adjuster inspect the work before making payment.

Avoid in-home sales. It is always best to go see a seller's place of business. It is easier for you to walk out of a business than it is to get someone to leave your home. If you feel threatened in any way, do not hesitate to call the police.

When you buy expensive items (for example, medical beds, water softeners, sun rooms, alarm systems, or air conditioner service contracts) that have to be paid by credit, the company that sells you the product is usually not the same company that gives you the credit. After the sale is complete, the financing company will not take any action to help you if you are not happy with what you bought. Their only interest is in getting paid.

Never give any sensitive personal financial information, such as your social security number or bank account information, to people who come into your home or call you on the phone to sell you something.

### **Signs of Home Repair Scams**

- Out-of-state workers with no local connections
- Cash payment demanded
- Offer is only good for a day or two
- Materials used are supplies “left over” from another job
- Work is done quickly and poorly
- Final price is much higher than the original estimate
- Worker refuses to provide references or a warranty

Co-signing a loan makes you just as responsible for the payments as the primary signer. Remember that you would not be asked to sign if the primary signer had good credit!

**QUESTION:**

I am living on a fixed income. Where can I go to get help obtaining quality home repairs?

**ANSWER:**

Help is available for low-income homeowners whose homes need substantial improvement or repair. Contact your local community action agency to determine whether it offers a weatherization program (see the Weatherization segment in Section 4 - Housing & Property Rights) and whether you qualify for assistance.

For additional information on home repair fraud or to verify a license, contact the Department of Business and Professional Regulation at 850-487-1395. For additional information on the weatherization program contact your local Aging and Disability Resource Center or community action agency, or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337.) See the Resource Directory at the back of the guide for a complete listing of community action agencies.

**QUICK FACT:**

The Florida Division of Consumer Services is Florida's clearinghouse for consumer information, protection and complaints. It provides help with all consumer fraud and abuse matters. Call 1-800-HELP-FLA (1-800-435-7352) for assistance in English or 1-800-FL-AYUDA (1-800-352-9832) for assistance in Spanish.

## IDENTITY THEFT

Advances in modern technology have made it even easier for thieves and con artists to rob seniors of their hard-earned assets and life savings. Today's thieves do not have to rely on pickpocketing as the primary method of robbing their victims. They can use data – such as your name and social security number – to open false credit card and bank accounts, and make various purchases in your name, leaving you as the victim of their crime spree.

Identity theft is on the rise and ranks as the top consumer fraud complaint in the nation, according to the Federal Trade Commission. This kind of crime occurs when an imposter uses your name, social security number, or other personal information without your knowledge. Unfortunately, many people do not even know their identities have been stolen until:

- They receive bills for credit card accounts they never opened;
- They see charges on their bills they did not authorize and do not know anything about;
- Billing cycles pass without receiving a statement; or
- Their credit report includes debts they did not know they had.

If you believe someone has stolen your identity, you should take several steps immediately. First, contact the fraud department of each of the three major credit bureaus (see below). Tell them to flag your file with a fraud alert and include a statement that creditors should get your permission before opening any new accounts. Next, ask the credit bureaus for copies of your credit reports. Review the reports carefully to make sure no additional fraudulent accounts have been opened or unauthorized charges made on your existing accounts.

Credit Bureaus	Report Fraud	Credit Report*
Equifax	1-800-525-6285	1-800-685-1111
Experian	1-888-397-3742	1-888-397-3742
Trans Union	1-800-680-7289	1-800-916-8800
*Numbers to call for copies of your credit report.		

## Prevent Identity Theft

- Do not leave your name and address on discarded mail
- Use a shredder to destroy papers with personal information
- Store important papers in a secure location
- Never leave mail in your mailbox overnight



Once you receive your credit reports, speak with your creditors about any accounts that have been tampered with or opened without your permission. Speak with someone in the security or fraud department, and be sure to follow up your phone conversations with a written account of what was said. **NOTE:** Following up with a letter is one of the procedures spelled out in the Fair Credit Billing Act for resolving errors on credit billing statements.

**QUICK FACT:**

According to a study by Javelin Strategy and Research, approximately 12.7 million Americans were victims of identity theft in 2014 at a cost of \$16 billion to the economy.

Florida law prohibits the fraudulent use of personal identification information (also known as identity theft). Be sure to file a report with your local police or the police in the community where the identity theft took place. Keep a copy of the police report in case your creditors need proof of the crime.

**QUESTION:**

If my identity has been stolen, will I ever be able to get my credit restored?

**ANSWER:**

Yes, it is possible to have your credit restored. You will be asked to provide creditors with notarized affidavits identifying all fraudulent accounts and requesting that they be closed. The Federal Trade Commission Consumer Information website has a form that can be downloaded at [consumer.gov/idtheft](http://consumer.gov/idtheft).

For additional information on identity theft, contact your local law enforcement office, or call the Federal Trade Commission at 1-877-ID-THEFT (1-877-382-4357) or TDD 202-326-2502.

## LEGAL AID/ASSISTANCE PROGRAMS

Sometimes seniors face problems that they cannot resolve themselves. At these times, they often need legal assistance from a trained attorney. Not all seniors can afford their own attorney or even know where to turn to find one. A number of legal resources are available in Florida to help seniors with civil (not criminal) legal issues.

### QUICK FACT:

- Civil cases are generally brought by private individuals or corporations seeking to collect money owed or monetary damages.
- Criminal cases are brought by the local, state, or federal government in response to a suspected violation of law and seeks a fine, a jail sentence, or both.

**Florida Senior Legal Helpline** – The Senior Legal Helpline provides free legal advice and brief services by telephone to low-income and other vulnerable Florida residents age 60 and older, for civil legal problems. The Senior Legal Helpline (1-888-895-7873) also provides solutions to seniors to help them resolve their legal problems, makes referrals to state and local regulatory agencies, and, when it is determined that court representation is necessary, helps seniors find legal assistance providers in their communities.

Eligible callers are scheduled for a free telephone consultation with an attorney or paralegal. Most callers will receive answers to their legal questions during the initial telephone appointment or may receive fact sheets and other information relevant to their legal issues. Clients may also qualify for referrals to free legal services providers in their local communities. These providers work in partnership with the Senior Legal Helpline and the Department of Elder Affairs to ensure that low-income and other vulnerable elderly Floridians have equal access to legal remedies.

**Legal Services Programs Without Income Eligibility Requirements** – Title III of the Older Americans Act makes funds available specifically for legal assistance to the elderly. The Title III Legal Services provider for a particular area can be identified through the local Elder Helpline. Eligibility for these services is based on age, not income, so elders should provide their age if they call. Priorities are established on the types of legal matters handled.

### **Legal Services Programs With Income Eligibility Requirements**

Legal services for Floridians who would not otherwise have the means to obtain a lawyer are provided by a network of federal, state, and local grants, and the courts. The client eligibility standard for legal assistance providers in Florida is 125 percent of the federal poverty level. However, some individual provider programs often have special grants that enable them to serve certain populations with incomes that exceed the general eligibility standard, such as the elderly and victims of domestic violence. Therefore, it is important to contact the provider program directly to determine possible eligibility for assistance. To find local legal aid resources contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or the Senior Legal Helpline at 1-888-895-7873.

#### **QUICK FACT:**

Local Elder Helplines are listed by county in the back of this guide. They may also be found on the Department of Elder Affairs website at [elderaffairs.org](http://elderaffairs.org) or you may call the statewide Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

#### **QUESTION:**

How can I find the legal aid provider for my county?

#### **ANSWER:**

You can contact the Senior Legal Helpline at 1-888-895-7873.

Also, in the Resource Directory section at the back of this guide, under the county resources listing, you can find the name, address, and telephone number of your local legal aid provider. If you have internet access, you can download a directory of providers by county at [floridalegal.org](http://floridalegal.org).

**Elder Law Practitioners** – Elder law is a recognized area of practice in Florida. Attorneys specializing in elder law are familiar with the special needs and problems facing elders and can be located in the yellow pages of the phone directory under “Attorney – Elder Law.”

**“Certified” Elder Law Practitioners** – Attorneys who are certified by the Florida Bar in “elder law” can be located on the Florida Bar’s website at [flabar.org](http://flabar.org). You may also phone the Florida Bar at 850-561-5600. However, please note that certification is not required to practice elder law.

**Academy of Florida Elder Law Attorneys (AFELA)** – Elder Law attorneys are listed on the website of the Academy of Florida Elder Law Attorneys at [afela.org](http://afela.org). Select “Find a Lawyer” and specify city, state, and ZIP code or attorney’s name. A directory of all AFELA members for that city will be displayed, including addresses and phone numbers. You can also call the organization at 850-296-8089.

**Lawyer Referral Service (LRS) of The Florida Bar** – The Florida Bar Lawyer Referral Service covers those counties where the local bar association does not operate a lawyer referral service. You can reach the service toll-free at 1-800-342-8011 or online [floridabar.org](http://floridabar.org). There is a \$25 charge (local Bar-sponsored program charges range from \$20 to \$50) for a 30-minute consultation with an attorney, except for referrals to attorneys on the specialty panels. The Florida Bar has also established Low-Fee and Elderly specialty panels.

**Elderly Law Panel** – The Elderly Law Panel of the Florida Bar Lawyer Referral Service provides a free 30-minute consultation with an attorney. After the first 30 minutes, fees are negotiable, based on the client’s ability to pay.

**QUICK FACT:**

There are special legal aid programs for residents of rural areas. For more information, see the Resource Directory for your county.

## Location of Florida's 13 Local Ombudsman Districts

- Gulf Breeze
- Tallahassee
- Gainesville
- Jacksonville
- Largo
- Tampa/Brandon
- Lakeland
- Orlando
- Fort Myers/  
Port Charlotte
- West Palm Beach
- Fort Lauderdale/  
Tamarac
- North Miami
- South Miami and  
Florida Keys

## LONG-TERM CARE OMBUDSMAN PROGRAM

A long-term care ombudsman is a specially trained and certified volunteer who has authority under state and federal law to identify, investigate, and resolve complaints made by, or on behalf of, long-term care facility residents. The priority of the Long-Term Care Ombudsman Program (LTCOP) is to protect the rights of individuals residing in long-term care settings, such as nursing homes, assisted living facilities, and adult family-care homes. Ombudsman help to ensure that residents receive fair treatment and appropriate care by:

- Investigating and resolving complaints,
- Ensuring residents are receiving services to which they are entitled,
- Educating residents, families, and staff about residents' rights,
- Providing public information about long-term care facilities through the use of annual assessments of those facilities,
- Helping to establish resident and family councils, and
- Working to change laws, regulations, and policies to positively affect residents' quality of life.

The State Ombudsman, appointed by the Secretary of the Department of Elder Affairs, heads LTCOP. The program operates 18 local councils of volunteers within 13 districts that cover the state. Volunteers in each local council advocate to protect the rights and improve the quality of life of long-term care facility residents.

### QUESTION:

Who can use ombudsman services?

### ANSWER:

Residents of long-term care facilities, relatives and friends, facility administrators and employees, and any other individuals who have concerns about the rights and treatment of residents may use ombudsman program services.

Complaints may be filed against a facility, employee, service provider, guardian, or other individual in a position to threaten or interfere with the health, safety, welfare, or rights of a resident. Complaints range from issues involving medication administration, food quality, and inadequate services to basic matters of dignity and respect. Complaint information is kept confidential and the program's services are provided at no cost.

The Long-Term Care Ombudsman Program receives complaints filed in writing, by phone, online, or in person.

Long-Term Care Ombudsman Program  
Department of Elder Affairs  
4040 Esplanade Way  
Tallahassee, FL 32399-7000  
Toll-Free: 1-888-831-0404  
Email: [ltpinformer@elderaffairs.org](mailto:ltpinformer@elderaffairs.org)  
Visit Online: [ombudsman.myflorida.com](http://ombudsman.myflorida.com)

For a complete listing of the 13 LTCOP district offices and the counties served by each district see the Resource Directory at the back of this guide. For additional information on LTCOP, call the toll-free number (1-888-831-0404) or contact the district office nearest you.

## Tips for Medicare Recipients

- Protect your Medicare card like a credit card
- Review all forms and hospital bills to verify services received
- If you become a victim of fraud, report the scam to authorities

## MEDICARE FRAUD

The Senior Medicare Patrol (SMP) Program serves all of Florida, operating a toll-free fraud hotline at 1-866-357-6677. Members of the public can ask questions and report suspected fraudulent activity on their health care accounts, request an SMP presentation, or become an SMP volunteer.

SMP is administered by the Area Agencies on Aging through a grant from the U. S. Administration on Aging. The program's goal is to educate and empower beneficiaries to take an active role in detecting and preventing health care fraud and abuse, with a focus on the Medicare and Medicaid programs.

In order to accomplish this, the program recruits, trains, and guides retired professionals as volunteers to help seniors become better health care consumers. The volunteers work in their own communities where seniors congregate. They help educate beneficiaries on how to monitor what is paid on their behalf and to identify deceptive health care practices, such as bundling charges to hide non-covered fees, filing bogus claims for products or services never rendered, altering billing codes to inflate Medicare and Medicaid claims, and ordering unnecessary or inappropriate products or services to increase revenues.

SMP staff and trained volunteers:

- Partner with the aging services network, law enforcement, and others to promote community awareness of health care error, fraud, and abuse;
- Develop and distribute consumer education materials about Medicare; Medicaid; and fraud, error, and abuse through presentations, health fairs, and press events (see below);
- Provide consumer counseling and when necessary serve as consumer advocates to resolve billing disputes or issues;
- Make appropriate referrals to health care agencies and law enforcement for suspected cases of error, fraud, or abuse; and
- Support technical assistance efforts designed to share and replicate common strategies and successful practices.

**Remember these 3 Rs**

**Record** visits, lab work, and hospital stays in a journal or calendar.

**Review** your Medicare Summary Notice or health care billing statement. Your Medicare Summary Notice is the piece of mail marked, “This is Not a Bill” that arrives after you get medical care. Compare your Notice to your journal entries, and check your statement or Notice for:

- Charges for services or products you did not receive;
- Double billing for a product or service; and
- Services not ordered by the doctor

**Report** suspected errors, fraud, or abuse you find on your Medicare or Medicaid account to the SMP by calling the toll-free fraud hotline at 1-866-357-6677.

**QUESTION:**

My husband recently lost his Medicare card. Can he use mine until he gets a replacement?

**ANSWER:**

No, using another person’s Medicare card to receive medical care is considered to be a fraudulent activity.

For additional information on Medicare fraud, contact your Aging and Disability Resource Center, or call the U.S. Department of Health and Human Services Medicare Fraud Hotline at 1-800-633-4227.



## How to Avoid Financial Scams

- Ask for written materials before you commit to any offer
- Check out companies with the Better Business Bureau or the Attorney General's Office
- Do not give credit card or checking account numbers to strangers
- Walk away from a "deal" if you feel you are being pressured

## SCAMS

A "scam" is a dishonest plan in which a criminal tries to gain your confidence in order to take something from you. Scam artists see you as a target, not a consumer. Common types of scams happen with home repairs, with sales through the mail, over the telephone (telemarketing), and over the Internet. Once the criminal gains your trust, he can get you to purchase useless items or pay for overpriced and poor quality repairs. He or she may also convince you to give him or her sensitive financial information or money for worthless investments. Seniors are frequently targets of scams because scam artists perceive them as trusting and vulnerable.

### Remember:

- If it sounds too good to be true, it probably is.
- No one is going to give you something for nothing. If you have to give credit card or bank account information to secure your "prize," DO NOT DO IT.
- Never give any sensitive personal financial information, such as your Social Security number or bank account information, to anyone. Often a scammer will ask for this information to "prove" that you can be trusted or that you are really interested.
- Reputable home repair companies never buy too many supplies for a job and then have extra supplies left over to do your job for a "discount."
- Be especially careful if you are offered "discount repair jobs" following a hurricane or other natural disaster. You may be more vulnerable due to the stress of the situation.
- Just because a person seems nice and honest does not mean they are. Scammers would not be successful if they looked and sounded like criminals.
- Do not be afraid to offend someone by choosing not to do business with him or her. Scammers will pretend you are personally insulting their honesty or feelings if you ask to check them out. They use many well-rehearsed tricks to make you feel badly about asking them questions.

- Scammers will tell you things they think you need to hear so you will trust them – for example, that they practice the same religion as you or have a dear, older relative you remind them of.

**QUICK FACT:**

If you have been the victim of a scam, or to become a better-informed consumer, call the Florida Division of Consumer Services toll-free at 1-800-HELP-FLA (1-800-435-7352) for assistance in English or 1-800-FL-AYUDA (1-800-352-9832) for assistance in Spanish.

According to the Florida Attorney General’s Office, many older people do not ever report that they have been victims of fraud or economic exploitation because they may be embarrassed or afraid that the perpetrator may retaliate. To help seniors, the Attorney General’s Office sponsors the Seniors vs. Crime Program, which has “Senior Sleuth” volunteers who provide services through 40 main offices and six branches statewide. Senior Sleuths use a peer-to-peer approach to help elders who have been swindled. Since 2001, the Seniors vs. Crime volunteers, who make phone calls or mediate disputes on behalf of victims, have assisted 5,145 Florida seniors and recovered over \$28 million for seniors. The Seniors vs. Crime Program can be accessed online at [seniorsvscrime.com](http://seniorsvscrime.com) or by phone at 1-800-203-3099.

**QUESTION:**

What should I do if I am presented with a deal that sounds too good to be true?

**ANSWER:**

If it sounds too good to be true, chances are it is. Experience has shown that people who think they are getting a good deal are often at high risk of becoming victims of financial scams. Do not be reluctant to say that you are “not interested” or “no, thank you.”

Each year, the Federal Trade Commission receives tens of thousands of complaints about fraudulent activities committed by dishonest salespeople. The Commission enforces federal antitrust and consumer protection laws by working to eliminate deceptive and unfair practices.

Increasingly, federal and state law enforcement officials are forming task forces to help combat the rise in consumer fraud.

For additional information on financial fraud and scams, contact your local law enforcement office. You may also use these toll-free numbers to contact:

- Florida Department of Financial Services  
Consumer Hotline at 1-800-342-2762 or online at [myfloridacfo.com](http://myfloridacfo.com);
- Florida Division of Consumer Services at 1-800-435-7352 or online at [freshfromflorida.com](http://freshfromflorida.com);
- Seniors vs. Crime at 1-800-203-3099 or online at [seniorsvscrime.com](http://seniorsvscrime.com);
- Florida Attorney General's Office at 1-866-966-7226 or online at [myfloridalegal.com](http://myfloridalegal.com); and
- Federal Trade Commission at 1-800-382-4357 or online at [ftc.gov](http://ftc.gov).

### **QUICK FACT:**

The Division of Consumer Services provides help with a wide variety of complaints, including those dealing with car repair shops, telephone scams, and charity fraud. The Division can be reached at 1-800-435-7352. For assistance in Spanish call 1-800-352-9832.

## OFFICE OF PUBLIC & PROFESSIONAL GUARDIANSHIP

Not to be confused with the Guardian ad Litem program, guardianship protects the property and personal rights of vulnerable persons who lack the capacity to make decisions on their own behalf and lack the appropriate advanced directives.

Before a guardianship can be established, a court must determine that a person lacks the capacity to make decisions on his or her own behalf. If the court determines that the person lacks this capacity and does not have the appropriate advance directives, then the court appoints a guardian.

Generally, there are three types of guardians in Florida. If a person has family or friends who can serve, then the court may appoint a family member or friend. These people are considered nonprofessional guardians. If the incapacitated person does not have a loved one who can serve but does have assets, the court may appoint a professional guardian. If the incapacitated person does not have family or friends and is of limited financial means, then the court may appoint a public guardian, if one is available.

The Office of Public and Professional Guardianship is responsible for the registration and education of professional guardians in Florida and designates the public guardians in the state. Current lists of both professional and public guardians can be found at the Office of Public and Professional Guardianship section of the Department of Elder Affairs website at [elderaffairs.org](http://elderaffairs.org).



# SECTION 8

## SAFETY & EMERGENCY SERVICES

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## DISASTER/HURRICANE PREPAREDNESS

Elders are especially susceptible to the effects of natural disasters and emergencies. It is more important than ever that Floridians, especially elders and their caregivers, take the essential steps to prepare for a disaster. Our state is particularly vulnerable to severe weather, such as hurricanes. Most natural disasters give little advance warning before disrupting our everyday lives. Each year thousands of Floridians are affected by hurricanes, tropical storms, tornadoes, floods, lightning storms, and wildfires.

### “How do I prepare for a disaster?”

All elders in Florida need to prepare for a possible disaster. Those who live alone or do not have the support of family and friends must take special precautions. Those who are frail or disabled may need special assistance. Older adults who are caregivers may also require outside help. Each family needs to establish a plan for its protection during an emergency. This plan should include the actions you will take and where you will go in case of an evacuation order. Share your plan with other family members so they know what to expect. As part of your plan, you should also organize a disaster preparedness kit that will sustain you and your family for

#### Important Items for Your Disaster Supply Kit

- One-week supply of non-perishable food
- Water - 1 gallon per person per day for 3-7 days
- Flashlight and batteries
- Battery-powered radio
- First-aid kit
- Two-week supply of prescriptions/ other medicines
- Sturdy clothing and footwear
- Blankets, pillows, sleeping bags
- Toiletries and hygiene items
- Bug repellent and sunscreen
- Personal items (books, toys, etc.)
- Tools
- Important papers (e.g., valid ID)
- Credit cards and cash

three to seven days. Many residents have specific medical needs that must also be considered.

Each year the Florida Department of Elder Affairs publishes the Disaster Preparedness Guide for Elders. This guide contains important information concerning hurricanes, tornadoes, severe storms, flooding, and wildfires, and what elders can do to protect themselves in these and other kinds of emergencies. The guide also provides a recommended list of critical items for a disaster supply kit. You can request a copy of this guide by calling the toll-free Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or access the guide online at [elderaffairs.org](http://elderaffairs.org).

Florida law requires that evacuation assistance be available to individuals with access and functional needs. If family or friends are not available to provide help to a person with special needs, this person may qualify for evacuation assistance services.

Special needs shelters are designed to care for people who have medical or physical conditions that require assistance but do not require hospitalization. The operation of special needs shelters varies based on the severity of the hurricane or other disaster. Please note that a special needs shelter is intended as a refuge of last resort and is not equipped as a medical-care facility. Trained medical staff, emergency power, bedding, and other supplies may be limited or totally lacking during an emergency.

If you feel that you will need the assistance of a special needs shelter, you should register with the local emergency management office or at [FLGetAPlan.com](http://FLGetAPlan.com) before disaster strikes. The telephone number for each county's special needs registry is listed in this guide under "Resource Directories – County Special Needs Registries." Telephone numbers can also be obtained by calling the local Aging and Disability Resource Center (ADRC). The telephone numbers for the ADRCs are listed by county under "Resource Directories."

**QUICK FACT:**

The Florida Division of Emergency Management has a website that can assist in developing a step-by-step preparedness plan. It is [FLGetAPlan.com/family.aspx](http://FLGetAPlan.com/family.aspx).



**QUESTION:**

After I register with the local emergency management office for [FLGetAPlan.com](http://FLGetAPlan.com) special needs registry, what happens if a storm approaches?

**ANSWER:**

Prior to the storm's arrival, you will be contacted and asked if you need assistance to evacuate to a special needs shelter.

If you need assistance, please be ready to go when help arrives. Be sure you have your disaster kit, which should include all necessary medical supplies (wheelchair, cane, glasses), prescriptions, special foods/nutritional supplements, blanket, pillow, clean clothes, and important documents (wills, insurance documents, and other essentials that you may need).

**QUESTION:**

If a disaster affects me, how can I apply for assistance through FEMA?

**ANSWER:**

If you have questions about assistance programs and what aid may be available, the U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) provides several methods of getting important recovery information. A good starting point is [fema.gov](http://fema.gov).

The FEMA website, [fema.gov](http://fema.gov), provides a wealth of information. On the home page includes links to information about what to do for different types of disasters, how to deal with things immediately after a disaster, what assistance is available, and how to apply. You can also call FEMA's Helpline at 1-800-621-FEMA (1-800-621-3362), or for hearing impaired TTY callers, 1-800-462-7585. In addition to answering your questions, a Helpline representative can tell you the status of your application for FEMA disaster assistance.

**QUESTION:**

How can I obtain FEMA's in-depth preparedness guide?

**ANSWER:**

Copies of *Are You Ready? An In-depth Guide to Citizen Preparedness* are available through the FEMA publications warehouse (1-800-480-2520) or [fema.gov](http://fema.gov).

*Are You Ready? An In-depth Guide to Citizen Preparedness* is FEMA's most comprehensive source on individual, family, and community preparedness.

*Are You Ready?* provides a step-by-step approach to disaster preparedness by walking the reader through the process of getting informed about local emergency plans, identifying hazards that affect their local area, and developing and maintaining an emergency communications plan and disaster-supply kit. Other topics covered include evacuation, emergency public shelters, animal care during a disaster, and information specific to people with disabilities.

**QUESTION:**

If I need to evacuate and have a pet, where can I get information on lodging for pets?

**ANSWER:**

The Department's Disaster Preparedness Guide has information to help you plan for your pet's evacuation. You can request a copy of this guide by calling the toll-free Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or access the guide online at [elderaffairs.org](http://elderaffairs.org).

Most elders with pets will be hesitant to leave them behind during an evacuation. Many who choose to evacuate wonder where they can find shelter with their animal. Below are websites with information on pet-friendly lodging and pet-friendly shelters:

**WEB SITE**

[floridadisaster.org/petplan.htm](http://floridadisaster.org/petplan.htm)

[humanesociety.org/issues/animal\\_rescue/tips/pets-disaster.html](http://humanesociety.org/issues/animal_rescue/tips/pets-disaster.html)

[pets-allowed-hotels.com](http://pets-allowed-hotels.com)

[petswelcome.com](http://petswelcome.com)

[floridapets.net](http://floridapets.net)

**Pet-Friendly Shelters** Many county emergency management officials are considering the need to provide shelters that will accommodate pets as well as their owners. Some counties already have pet-friendly shelters. In some cases, the pets are kept separately from people, but the pet shelter is often near the people shelter.

**Service Animals** Service animals for the blind, hearing-impaired, handicapped, or others with special needs are allowed to stay in emergency shelters with their owners. Check with your county's emergency management office for more information.

**QUESTION:**

What are some key disaster tips I should know?

**ANSWER:**

You should be prepared, be informed, and be aware.

Although Floridians must contend with a wide range of emergencies and natural disasters, hurricanes are the ones most readily associated with our state. In addition to having a plan and a disaster kit, the information below provides tips for dealing with disasters, but also applies to other kinds of emergency situations.

**Evacuating the Area Ahead of a Hurricane** If a hurricane warning is issued for your area or authorities tell you to evacuate, take only essential items. If you have time, turn off gas, electricity, and water. Disconnect appliances to reduce the likelihood of electrical shock when power is restored. Make sure your automobile's emergency kit is ready. You can purchase an emergency kit if you do not have one. Be sure to take prescription medications with you. Follow the designated evacuation routes — others may be blocked — and expect heavy traffic. To learn more, contact your local emergency management authorities.

**Prescription Medications** As you evacuate, remember to take your prescription medicines with you. Many businesses, including pharmacies, may be closed during and after a hurricane. If you are unable to evacuate and cannot drive, ask a friend or a relative to drive you to pick up items you may need during the emergency, including a two-week's supply of medication.

Section 252.358, Florida Statutes, requires certain specific entities to waive time restrictions on prescription medication refills. These include all health insurers, managed care organizations, and other entities that are licensed by the Office of Insurance Regulation and provide prescription medication coverage as part of a policy or contract. This requirement includes suspending pharmacy electronic "refill too soon" denials.

The law enables those who are insured or are subscribers of prescription medication plans to refill prescriptions in advance of a hurricane. To do this, you must have authorized refills remaining for the prescription medication. The law authorizes payment to pharmacies for at least a 30-day supply of any prescription medication. It does not matter when a pharmacist most recently filled the prescription.

This law is in effect when the following conditions occur:

1. The person seeking the prescription medication refill must live in a county that:
  - Is under a hurricane warning issued by the National Weather Service;
  - Is declared to be under a state of emergency in an executive order issued by the Governor; or
  - Has activated its emergency operations center and its emergency management plan.
2. The prescription medication refill must be requested within 30 days:
  - After any of the conditions listed above (in section 1) occur; or
  - Until these conditions are terminated by the authority that issued the conditions; or
  - When these conditions no longer exist.

3. The time period for the waiver of prescription medication refills may be extended in 15- or 30-day increments by emergency orders issued by the Office of Insurance Regulation.

**Florida 511 System** Dial 511 from your cell phone or landline to obtain real-time travel information on all interstate highways in Florida, as well as Florida's Turnpike. 511 informs you about accidents, road construction, severe weather conditions, or other situations that can slow you down. The traffic information is free, although standard cell phone minutes or roaming charges may apply. You can access information for specific highways from the speech-activated menu. You can also request information about roadways in a specific county or city. Additional information on 511 is available at [FL511.com](http://FL511.com).

Statewide Florida 511 features:

- Travel information on Florida interstate highways and Florida's Turnpike;
- Information on accidents, lane closures and construction;
- Severe weather, evacuation and child abduction alerts;
- 24-hour-a-day availability;
- Toll-free calls with speech-activated menus;
- Accessibility by cell phone or landline; and
- Access to regional 511 systems in Florida.

### **Staying Safe in Your Home During a Hurricane**

If emergency personnel recommend that you evacuate your home because of an oncoming hurricane, follow local emergency management instructions. However, if you are unable to evacuate for the duration of a hurricane, there are things you can do to protect yourself. Seek shelter in an interior room with no windows. Stay away from all windows and exterior doors. Monitor the radio or television for weather reports. If possible, listen to reports on a NOAA weather radio. Stay indoors until authorities declare that the storm is over. Do not go outside even if the weather appears to have calmed, because dangerously strong winds can resume quickly. Do not attempt to shelter in your home if it is damaged. Follow all instructions of government officials and emergency personnel.

**Boil-Water Advisory** Tap water may be unsafe for drinking in the wake of a hurricane or flooding. In this event, you can create a supply of water for cooking, drinking, and brushing teeth by bringing water to a rolling boil for 1 minute. Timing starts when the water starts to bubble. Cool the water, then place it in clean containers for use. Hot (not boiled) soapy water can be used for dishwashing and kitchen/bathroom surface cleaning. As a precaution, add one tablespoon of bleach per gallon. Laundry water does not need to be treated, nor does water for showering unless this is specified in the advisory.

**Prepare for Prolonged Power Outages** During and after a storm, you may experience a prolonged period of time without power. Authorities will be working to restore power quickly, but it may take longer to restore in outlying and rural areas. Make sure you have batteries for flashlights, weather radios and other electronic devices that can run on battery power. If you can afford to do so, consider a backup generator as part of your preparedness plan.

**Fire Hazards** Use battery-powered lanterns and flashlights, if possible, rather than candles or other flame-based sources of light. If you use candles, make sure you put them in safe holders away from curtains, paper, wood or other flammable items.

**Electrical Safety** During and immediately after hurricanes, power outages and flooding can cause electrical hazards. Never touch a downed power line or anything in contact with a downed power line. Contact the utility company before performing work near a downed power line. If a power line falls on your car, remain in the car unless it catches fire, or until authorities tell you to get out. Shut off electricity and natural gas in your home. Do not turn the power back on until a qualified technician has conducted an inspection. Do not touch a person who appears to have been electrocuted without checking to make sure the person is no longer in contact with the electrical source.

**Carbon Monoxide** When a hurricane or other disaster leaves homes without electrical power, many residents turn to portable generators, gas grills, and other short-term means to cook food, stay warm, and sustain other aspects of daily life. However, these actions carry risks, including the risk of carbon monoxide poisoning. One of the most common causes of accidental poisoning in the United States, carbon monoxide is a gas that has no color, odor, or taste. The early symptoms of carbon monoxide poisoning can

resemble food poisoning or influenza. Symptoms may include headache, weakness, nausea, and fatigue. The next stages may include vomiting, chest pain, confusion, and finally unconsciousness, convulsions, and death.

Young children and pets may be the first to be affected. However, people who are sleeping or who have been drinking alcohol can die from carbon monoxide poisoning before ever showing symptoms. If you think you, a friend, or a family member are showing symptoms of carbon monoxide poisoning, consult a health care professional immediately.

To prevent carbon monoxide poisoning in your home, follow these safety tips:

- Purchase a carbon monoxide detector. It works just like a smoke detector to sound an alarm when carbon monoxide in the air reaches hazardous levels.
- Never use a generator indoors (including garages, crawl spaces, or basements).
- Outside, do not put a generator near any doors, windows, or vents that could let carbon monoxide seep inside the home.
- Do not operate a barbecue grill indoors or in an enclosed porch or garage, even with the door open.
- Do not use a gas range or oven to heat your home.
- Do not adjust stove pilot lights yourself.
- Do not leave a vehicle running inside an attached garage.

If you think you have a carbon monoxide problem in your home, leave the house immediately and call your local fire department.

**Building Safety** Buildings may no longer be safe following a hurricane or flood. You should be aware of a number of potential hazards as you return to and begin cleaning up your home or another building. In general, return to buildings during the daytime so you do not have to use any lights and be aware of possible structural, electrical or gas-leak hazards.

**Mold Prevention and Cleanup** To prevent illness, disinfect, and dry your home and the items in it. This will prevent growth of

some bacteria, viruses, mold, and mildew that can cause illness. Rain or floodwaters that get into buildings can create conditions that enhance mold. You can take steps to prevent mold growth, including: make repairs to stop water from entering the building; clean and dry wet items within 48 to 72 hours; keep wet areas well ventilated; and discard materials that retain water and can't be repaired, including damaged building material. If you see or smell mold, clean it with a solution of one cup of household liquid bleach per 1 gallon of water. For further cleanup, clean walls, floors, and counter surfaces with soap and water. Disinfect them with a solution of one cup of bleach per 5 gallons of water. Wash all clothes and linens in hot water. Air-dry and spray all unwashable items (for example, mattresses and furniture) with a disinfectant, and steam-clean carpets. Throw away all items damaged by water that cannot be disinfected.

**Animals and Mosquitoes** Secure all food sources and remove any animal carcasses to avoid attracting rats. Be cautious of wild or stray animals, which may be disoriented and dangerous following a hurricane or flood. Snakes may be hiding in unusual places after flooding, so be cautious. If you are bitten, try to identify the type of snake so that, if it is poisonous, you can be given the correct anti-venom. Do not cut the wound or attempt to suck the venom out. Flooding may also lead to more mosquitoes, which can carry disease, so be sure to wear insect repellent when outdoors.

**Register Contact Information** Part of your disaster plan should be sharing your plan with friends and family so they know where you will be going if you must evacuate. However, plans do not always go the way you expect. The Federal Emergency Management Agency and the American Red Cross have developed websites where you can register yourself and provide location and contact information.

These websites can then be searched by people trying to find friends and family with whom they have lost contact due to a disaster. These websites are:

- National Emergency Family Registry and Locator System (NEFRLS) – [fema.gov](http://fema.gov); and
- American Red Cross Safe and Well List website – [safeandwell.communityos.org](http://safeandwell.communityos.org).



**Cell Phones and Landline Phones** More and more people use cell phones as their primary –sometimes their only – phone. During a disaster, though, cell towers and service may be knocked out for an extended period of time. Those areas with cell service may experience spotty service and/or busy circuits. Unlike cellular service, landline phones will not be as greatly affected. Landlines do not require towers but rely on cables, which in some areas are located below ground. If you have a landline phone that does not rely on electrical power (i.e., a cordless phone), your service may still be operational both during and after an event.

**QUESTION:**

How can I get information about government and social services in my area that can assist me after a disaster?

**ANSWER:**

You can contact your local ADRC or 2-1-1 for assistance with locating services in your area.

Contact your local emergency management office or the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for more information on disaster and hurricane preparedness. The county emergency management office contact information is listed in this guide under “Resource Directories – County Emergency Management Directory.” You may also contact your local 2-1-1. Calls to 2-1-1 are free and confidential. 2-1-1 is a valuable resource in the aftermath of a disaster. More information is available at [www.211.org](http://www.211.org).

## EMERGENCY MEDICAL CARE

The need for emergency medical care can be triggered by any number of unforeseen circumstances. If your emergency is not life-threatening, you should call your doctor and describe the nature of your illness or injury and ask advice on what to do. If your doctor advises you to call emergency medical services (EMS), hang up and dial 911 immediately. You should always dial 911 for illnesses and injuries that you believe are life threatening or are so painful that you fear losing consciousness. Once emergency personnel arrive, be prepared to explain what hurts, where it hurts and how much it hurts. Do not be afraid to ask questions or express discomfort with certain procedures or medications. If you are allergic to certain medications, make sure you let this information be known. Also, be sure to tell medical personnel about medications you are currently taking. This information should be readily available on a medical ID card. If you do not have one, ask a friend or relative to help you prepare one. You should carry this card with you at all times.

### QUESTION:

What emergency care costs are covered by Medicare and/or Medicaid?

### ANSWER:

Medicare and Medicaid will help pay the costs of emergency ambulatory service that is deemed the safest mode of transportation to a medical facility, given the nature of the emergency.

Contact your medical insurance carrier or HMO, the Centers for Medicare and Medicaid Services, or your local hospital for information on emergency medical care.

### QUICK FACT:

It is a good idea to keep important medical and emergency telephone numbers near the telephone for quick and easy access.

## Information to List on a Medical ID Card

- Doctor's name and telephone number
- Emergency contact (name/ telephone number)
- Existing conditions and diseases
- Blood type
- Medication allergies
- Current medications
- Insurance carrier

## HEAT EXHAUSTION/EMERGENCIES

Those aged 65 years and older are generally more prone to heat stress than are younger people, for several reasons. Elderly people do not adjust as well to sudden changes in temperature. They are more likely to have chronic medical conditions that upset normal body responses to heat. Seniors are also more likely to take prescription medicines that impair the body's ability to regulate its temperature or that inhibit perspiration.

### Heat Exhaustion

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. Warning signs vary but may include the following:

Heavy sweating	Headache
Paleness	Nausea or vomiting
Muscle cramps	Fainting
Tiredness	Cool and moist skin
Weakness	Fast and weak pulse rate
Dizziness	Fast and shallow breathing

### Heat Stroke

Heat stroke is the most serious heat-related illness. It occurs when the body becomes unable to control its temperature. The body's temperature rises rapidly, the body loses its ability to sweat, and it is unable to cool down. In heat stroke, body temperatures rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided. Before a body reaches the point of actual heat stroke, it can show warning signs that may include:

An extremely high body temperature (above 103°F)	Throbbing headache
Red, hot, and dry skin (no sweating)	Dizziness
Rapid, strong pulse	Nausea

## What You Can Do to Protect Yourself

Follow these prevention tips to protect yourself from heat-related stress:

- Drink cool, non-alcoholic beverages. If your doctor generally limits the amount of fluid you drink or has you on water pills, ask him how much you should drink when the weather is hot. Also, avoid extremely cold liquids, because they can cause cramps.
- Rest.
- Take a cool shower, bath, or sponge bath.
- If possible, seek an air-conditioned environment. If you do not have air conditioning, consider visiting an air-conditioned shopping mall or public library to cool off.
- Wear lightweight clothing.
- If possible, remain indoors during the hottest part of the day.
- Do not engage in strenuous activities.

## What You Can Do to Help Protect Elderly Relatives and Neighbors

If you have elderly relatives or neighbors, you can help them protect themselves from heat-related stress:

- Visit older adults who are at risk at least twice a day and watch them for signs of heat exhaustion or heat stroke.
- Take them to air-conditioned locations if they have transportation problems.
- Make sure older adults have access to electric fans whenever possible.

## What You Can Do for Someone With Heat Stress

If you see any signs of severe heat stress, you may be dealing with a life-threatening emergency. Have someone call for immediate medical assistance while you begin cooling the affected person. Do the following:

- Get the person to a cool or shady area.
- Cool the person rapidly, using whatever methods you can. For example, immerse the person in a tub of cool water; place the person in a cool shower; spray the person with cool water from a garden hose; sponge the person with cool water; or, if the humidity is low, wrap the person in a cool, wet sheet and fan him or her vigorously.
- Monitor body temperature and continue cooling efforts until the body temperature drops to 101°-102°F.
- If emergency medical personnel are delayed, call the hospital emergency room for further instructions.
- Do not give the person alcohol to drink.
- Get medical assistance as soon as possible.

For information about heat-related illnesses, contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). Your local emergency management office or American Red Cross chapter can also provide information on extreme heat and elder health.

## NATURAL GAS ODORS/LEAKS

Each year thousands of people in the United States die as a result of gas leaks in their homes. As unlikely as it may seem, home natural-gas appliances like a stove, central air heater, and water heater can be hazardous to your health if they are not properly maintained. Understanding natural gas safety can help you and your loved ones better manage gas usage and prevent death or serious injury.

Natural gas distributors add harmless chemicals to their products to create an odor that helps consumers detect potentially harmful gas leaks. If you smell a weak odor of natural gas, take the following steps:

- Open all doors and windows.
- If possible, shut off your natural gas supply.
- Call your local gas or utility company for help.

A weak natural gas odor most likely means you have a gas leak due to an extinguished pilot light. Do not try to re-light your pilot until the gas odor has gone away.

If you smell a strong odor of gas throughout your home, you probably have a more serious gas leak. Follow these instructions:

- Have everyone leave the home.
- Do not operate light switches, your telephone, or any electrical appliances.
- Do not connect or disconnect any power plugs from electrical outlets.
- Do not light a match or lighter.
- From a neighbor's phone, call your local gas or utility company and 911.

Carbon monoxide (CO) is a colorless and odorless gas that occurs naturally in homes. Minimal exposure to carbon monoxide can cause headaches, dizziness, weakness, nausea, vomiting, and loss of muscle control. Prolonged exposure can lead to unconsciousness, brain damage, and death. To reduce the risk of carbon monoxide poisoning, yearly maintenance checkups should be conducted on all appliances and heating systems.

**QUESTION:**

What can I do to prevent carbon monoxide poisoning?

**ANSWER:**

To prevent accidental poisoning, purchase and install carbon monoxide detectors above your heater and in the hall near your bedrooms.

Never operate a carbon monoxide-producing engine or heating source in a closed area. For example, you should not leave a car running in an enclosed garage.

For more information on carbon monoxide, see the discussion of “Hurricane/Disaster Preparedness” earlier in this section. For more information on natural gas odors and leaks, contact your local utility company or emergency management office.

**Important Precautions for Gas Leaks**

- Check the pilot light for leaks
- Open as many windows as possible
- Do not use lighters or turn electrical switches on or off
- Do not use your phone to report gas odors or leaks
- Get everyone out of the house at once
- Call the gas company from a neighbor’s house

# SECTION 9

## LIFE PLANNING/ END OF LIFE PREPARATIONS

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## LIFE PLANNING PERSPECTIVE

One of the most difficult periods following the loss of a loved one is the period when the deceased's estate has to be settled. A lack of prior planning in managing the person's affairs can result in pain and strife among surviving family members.

If you die without executing a will, you are said to have died "intestate." As a result, your assets and properties will be distributed not according to your wishes, but instead in accordance with probate proceedings, with a court supervising the settlement of your estate. Too often, the courtroom ends up being a battleground where, after evidence is presented by all sides, a determination is made concerning the distribution of assets.

The most important aspects of life planning and end-of-life preparation should begin well before we enter the final stages of our lives. In fact, life planning should begin while we have good health and are considered to be of sound mind. Unless we carefully and deliberately plan and express our wishes in writing and in the appropriate legal format, there is no guarantee that our wishes will be correctly interpreted and honored.

An important aspect of life planning is planning ahead for long-term care needs by learning about long-term care options. Please refer to "Long-term Care Planning" in the Health Insurance Programs section of this guide for more information.

Most people plan to use a good portion of their accumulated assets (pensions, investments, savings, property) to sustain their customary lifestyle. Many elders believe they can also rely on their adult children for support. However, adult children facing their own financial challenges may be unable or unwilling to support their aging parents.

As you get older, there are two important things you must do. First, give a great deal of consideration to how you want your assets managed if you should become sick or incapacitated and are no longer able to manage them yourself. Whom do you know and trust who will act in your best interest? Secondly, give equal consideration to the way you want your assets distributed upon your death.

**QUESTION:**

How can I ensure that my wishes are honored if something happens to me?

**ANSWER:**

You should talk with family members and let them know your wishes regarding how much emergency or life-preserving care you want, should you become incapacitated. Those wishes should be formalized in an advance directive (see section on advance directives). You should also consult with an attorney for assistance in developing a Last Will and Testament (will) or a trust agreement to protect and distribute your assets in accordance with your wishes upon death.

For additional information on developing advance directives, wills, and other related legal documents, consult with an elder law attorney. You may contact your Aging and Disability Resource Center for assistance in finding an attorney. You may also call either the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or the Senior Legal Helpline at 1-888-895-7873 for a referral.

**Common Life Planning Mistakes**

- Failing to keep records up to date
- Failing to share the location of vital records/documents
- Failing to plan for the uncertainties of life
- Letting emotions rule your decisions
- Failing to properly clear titles to property or possessions you own
- Naming inexperienced or irresponsible executors
- Waiting too late to begin the planning process

## Advance Directives Generally Must Be:

- In writing
- Signed by the person making the will
- In compliance with state laws
- Witnessed

## ADVANCE DIRECTIVES

Advance directive is a general term that refers to oral or written instructions given by individuals to express their wishes about future medical care in the event they are unable to speak for themselves.

A competent adult has the right of self-determination regarding decisions concerning his or her health, including the right to refuse medical treatment. A person's intent is usually communicated through a living will, a health care surrogate, and/or a durable power of attorney. A brief description of each of these is provided below:

**Living Will** A document that formalizes your wishes regarding the medical care that is to be used or withheld if you become incapacitated or unable to make your own decisions. Many living wills include “do not resuscitate” orders that spell out the circumstances under which you do not wish to be revived.

**Health Care Surrogate** An individual you select to make medical decisions for you when you are no longer able to make them yourself. A signed and dated written document may revoke a designation of a surrogate at any time.

**Durable Power of Attorney** A document that can delegate the authority to make health, financial, and/or legal decisions on your behalf. A durable power of attorney goes into effect when you are unable to act for yourself. Any person who is competent under law to make a contract can make a power of attorney.

### QUICK FACT:

A durable power of attorney must specifically state that the designated person is authorized to make health care decisions.

If you choose not to write an advance directive, be sure all of your family members and friends clearly understand what you wish to have done if you are incapacitated. This common understanding among family and friends may prevent confusion in interpreting your wishes.

**QUESTION:**

What happens if I become incapacitated without having made a durable power of attorney?

**ANSWER:**

A guardian may be appointed by a court to make health-care decisions on your behalf during your period of incapacity. Seek the assistance of an attorney specializing in elder law to help you fashion appropriate legal documents.

For additional information on advance directives, contact your attorney or a legal advisor. For referrals, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

**QUICK FACT:**

If you cannot afford an attorney, you can seek help by contacting the Senior Legal Helpline at 1-888-895-7873 or through your local legal aid office.

## Suggestions for Dealing with Grief

- Talk regularly with friends
- Create a memory book
- Do something your loved one would enjoy
- Allow yourself to laugh and cry
- Reward yourself: take a short vacation
- Do something to help someone else
- Listen to music
- Seek spiritual fulfillment

## BEREAVEMENT AND FINAL ARRANGEMENTS

Whether a loved one lived more than 100 years or dies much sooner, this loss is a sad, painful, and deeply personal experience.

While bereavement is a time of reflection and healing, it is also a difficult time when many critical decisions must be made. These decisions range from the choice of funeral and burial arrangements to asset protection and accounting. Unless life care and end-of-life issues have been planned well in advance, a decision made out of highly charged emotions may prove to be disastrous.

Unfortunately, your period of bereavement can be an opportunity for dishonest individuals to try to take advantage of you. Dishonesty can take many forms, including attempts to deny benefits or claims due, overcharging for services rendered, or withholding important information that could affect the decisions and choices you make.

An emotional grieving widow or widower can easily overpay for funeral and burial services. To help protect consumers, the Federal Trade Commission offers a description of your rights when buying funeral goods and services. This information is available online at [ftc.gov/bcp/edu/pubs/consumer/products/pro26.shtm](http://ftc.gov/bcp/edu/pubs/consumer/products/pro26.shtm). You can also contact the Commission at 202-326-2222. This information can help you ask the right questions and understand your rights as a consumer.

### Steps to Take When a Loved One Dies

- Call family, friends and others
- Initiate the process to secure a death certificate
- Begin searching for important papers
- Finalize burial arrangements
- Contact insurance companies/former employers
- Initiate important cancellation notifications
- Settle the deceased's estate (See a lawyer if necessary.)
- A certified copy of the death certificate must be presented before insurance proceeds will be released.

Be careful. Do not be pressured into making decisions on the spot or too quickly. Do not be afraid to get second and third opinions. Compare prices and services, and always seek information from independent sources.

Listen carefully to trusted individuals who have no vested interest or potential gain in the outcome of your decisions. While grieving, remember that your loved one cared about you and would be concerned about your financial and physical well-being long after he or she is gone. Try to take comfort in the times and memories you shared. It is okay to laugh, cry, and talk about your loved one as though he or she were still with you. All of these reactions are a normal part of grieving.

**QUESTION:**

It has been nearly two years since I lost my husband of 50 years. I sometimes feel depressed and lonely. Are these feelings normal?

**ANSWER:**

We each grieve differently, and there is no set time period for how long we grieve.

Some loneliness and depression is expected when we are still going through a healing process. For the short term, consider taking an extended trip to visit a family member or friend. For the long term, consider getting more involved in community, church, or volunteer activities. If you believe professional counseling would be beneficial during this period, do not be afraid to ask for help.

For additional information on coping with grief and making final arrangements, contact your local Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). You may also contact AARP at 1-800-424-3410.

## About Hospice Care Programs

- Emphasize care and counseling for both the patient and family
- Doctor's consent and certification is required for home hospice care
- The cost of hospice care is usually less than traditional hospital care
- Medicare now covers the cost of hospice
- Attempt to manage patients' pain while keeping them coherent and alert

## END-OF-LIFE PREPARATIONS (HOSPICE CARE)

Hospice care is a special way through which family members and others can provide comfort and support to terminally ill loved ones during the final months of their lives. Rather than engage in painful struggles to keep patients alive, this time is used as a period of social, emotional, and spiritual healing. The objective of hospice care is to improve patients' quality of life by making them as comfortable as possible.

Should your loved one reach a point where death appears to be inevitable, it is important to discuss final wishes with him or her. With advances in today's medical care, a person's life can be extended through the use of life support systems; however, the remaining quality of life may be unacceptable. Many patients with terminal illnesses would rather spend their remaining time in the comfort of their home or a hospice facility, close to family and friends. For a complete listing of hospice facilities in your area, refer to the Resource Directory at the back of this guide.

### QUESTION:

I have been told by the doctor that I should begin to consider hospice care for my terminally ill father. I am unable to bring him home. What other options are available?

### ANSWER:

Most in-patient hospitals provide hospice care. Other alternatives include admission to a hospice in-patient facility. Contact the Agency for Health Care Administration for more information on available options at 1-888-419-3456.

For additional information on hospice programs, contact your Aging and Disability Resource Center or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337). You can also call the Florida Hospices and Palliative Care Association at 1-800-282-6560 or visit the website at [floridahospices.org](http://floridahospices.org).

### QUICK FACT:

In Florida, for the purpose of hospice care, terminal illness is defined as a life expectancy of six months or less.

## ESTATE PLANNING

Estate planning involves developing legal and financial strategies to transfer property from one generation to another. An estate represents a person's assets and liabilities that remain after death. Estate planning is not just for wealthy people but everyone to some degree.

Without developing a plan for transferring your assets, you run the risk of not having your wishes fulfilled. In fact, if you die without a will or trust instrument, your assets will be probated in the courts. Probate is the legal procedure required to transfer assets from a deceased person to beneficiaries named in a will, or in the absence of a will, to those entitled to inherit under state intestacy laws.

Anyone with living family members, property, or personal belongings needs to document his or her wishes for transferring assets and possessions through estate planning. Good estate planning takes into account taxes, probate, insurance, and investments. The more assets you have, the more time and effort should be spent in estate planning.

**QUESTION:**

If I failed to make my wishes known through some type of estate planning, what is the worst that can happen?

**ANSWER:**

Without estate planning, your estate will end up in probate court. Creditors will be given formal notice of your death and may file claims against your estate for prior debts. The probate process can be expensive (court, lawyer, and trustee fees) and drawn out, lasting anywhere from several months to several years.

Seek professional legal, tax, and financial advice to ensure effective estate planning. Experts can advise you on ways to minimize tax consequences and on effective ways to protect your estate. For referrals, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or the Senior Legal Helpline at 1-888-895-7873.



## LAST WILL AND TESTAMENT

Over your lifetime, you will likely accumulate property and possessions. These items may include stocks, bonds, certificates of deposits, and/or real estate. Most seniors wish to pass their possessions on to their children or other family members.

Proper estate planning will enable you to reduce estate taxes and thereby pass on more of your estate to your loved ones. It is important that you execute a will and specify who you want to receive estate items. A brief overview of each estate-planning tool is provided in the sections that follow.

A will is a document that directs how your property will be disposed of at your death. It also designates a person to be responsible for assembling the property, paying debts and taxes, and distributing what is left. A person who dies without a will dies “intestate.” Consequently, that person’s property is subject to intestacy laws, regardless of his or her wishes. It is a good idea to make a will, even if you have very little property or possessions, to ensure that your assets are distributed according to your wishes.

For additional information on writing a will contact your attorney or a legal advisor. For referrals, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or the Senior Legal Helpline at 1-888-895-7873.

## TRUSTS

There are two basic types of trusts, revocable and irrevocable. A revocable trust allows you to maintain control over your assets and leaves you unrestricted access to your assets.

With an irrevocable trust, a designated trustee is in control of the assets you placed in trust. Some individuals have set up irrevocable trusts to hide assets in an effort to receive Medicaid benefits, such as nursing home care, by circumventing Medicaid financial eligibility criteria. Medicaid now has regulations that severely restrict the use of trusts to hide assets for purposes of receiving benefits. These rules allow Medicaid to “look back” for up to 60 months and disqualify an applicant who has hidden assets using trusts. Almost every state has enacted a law permitting it to place liens on the estates of individuals who have received Medicaid benefits for long-term care. Under these new laws, funds held in trusts can be included in these liens.

**QUESTION:**

How can I protect my assets, but at the same time make sure I do not violate laws or rules that may affect my ability to receive long-term care?

**ANSWER:**

Consult with an attorney specializing in elder law for an answer to this question and other related “asset protection” questions. In seeking professional help, make sure the person you select is knowledgeable about Medicaid rules and regulations.

For additional information on trusts and Medicaid rules and regulations, contact your attorney or a legal advisor. For referrals, call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) or the Senior Legal Helpline at 1-888-895-7873.



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<b>ALACHUA COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Alachua County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>224 S.W. 24th St. Gainesville, FL 32641 352-334-7900 <a href="http://www.doh.state.fl.us/cbdAlachua">www.doh.state.fl.us/cbdAlachua</a></p>
<p><b>Alachua County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>703 N.E. 1st St. Gainesville, FL 32601 352-372-2549</p>
<p><b>Alachua County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-264-6582</p>
<p><b>ElderCare of Alachua County</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>5701 N.W. 34th Street Gainesville, FL 32653 352-265-9040 <a href="http://www.eldercare.ufhealth.org">www.eldercare.ufhealth.org</a></p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243 (with TDD)</p>
<p><b>Gainesville Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1900 S.E. 4th St. Gainesville, FL 32641 352-872-5502</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>901 N.W. 8th Ave., Suite D5 Gainesville, FL 32608 352-372-0519 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<b>BAKER COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4161 Carmichael Ave., Suite 101 Jacksonville, FL 32207 904-391-3920</p>
<p><b>Baker County Board of Commissioners</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>55 N. 3rd St. Macclenny, FL 32063 904-259-3613 <a href="http://www.bakercountyfl.org/board">www.bakercountyfl.org/board</a></p>
<p><b>Baker County Council on Aging</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>101 E. MacClenny Ave. MacClenny, FL 32063 904-259-8099</p>
<p><b>Baker County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>480 W. Lowder St. Macclenny, FL 32063 904-259-6291 ext. 2230 <a href="http://www.doh.state.fl.us/chdbaker/index.htm">www.doh.state.fl.us/chdbaker/index.htm</a></p>
<p><b>Baker County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>402 E. Stansell Ave. Macclenny, FL 32063 904-259-3287</p>
<p><b>Baker County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>904-259-6111</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>888-242-4464 or 904-391-6699</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3225 University Blvd. S. Suite 200 Jacksonville, FL 32216 904-394-7450 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>



<b>BAY COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St. Panama City FL 32401 850-747-5840</p>
<p><b>Area Agency on Aging of North Florida, Inc.</b> Offers services, such as homemaker assistance and Meals on Wheels, that help older adults who wish to remain in their homes.</p>	<p>2414 Mahan Dr. Tallahassee, FL 32308 850-488-0055 <a href="http://www.aaanf.org">www.aaanf.org</a></p>
<p><b>Bay County Council on Aging</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1116 Frankford Ave. Panama City, FL 32401 850-769-3468 <a href="http://www.baycouncilonaging.org">www.baycouncilonaging.org</a></p>
<p><b>Bay County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>597 W. 11th St. Panama City, FL 32401 850-872-4455 <a href="http://www.doh.state.fl.us/CHD/Bay/Index.html">www.doh.state.fl.us/CHD/Bay/Index.html</a></p>
<p><b>Bay County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-248-6047</p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Housing Authority of Springfield</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>3806 E. 8th St. Panama City, FL 32401 850-769-1596</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>221 E. 11th St. Panama City, FL 32401 850-769-3581</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<p><b>Panama City Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>804 E. 15th St. Panama City, FL 32405 850-796-2358</p>
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**BRADFORD COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Bradford County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>1801 N. Temple Ave. Starke, FL 32091 904-964-7732</p>
<p><b>Bradford County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>904-966-6336</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>901 N.W. 8th Ave., Suite D5 Gainesville, FL 32608 352-372-0519 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown Street Graceville, FL 32440 850-263-5303</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W. Building #2 Live Oak, FL 32060 386-362-4115</p>

<b>BREVARD COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>1970 Michigan Ave., Building C-2 Cocoa, FL 32922 321-690-6445</p>
<p><b>Aging Solutions, Inc.</b> Provides elder care and guardianship services to families with aging and dependent relatives, information and referral resources for fiduciaries, elder abuse education, consumer advocacy, and general geriatric care.</p>	<p>P.O. Box 342095 Tampa, FL 33618 813-949-1888 Toll Free: 1-866-922-4464 Fax: 813-949-1996</p>
<p><b>Aging Matters in Brevard</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>3600 W. King St. Cocoa, FL 32926 321-639-8770 <a href="http://www.agingmattersbrevard.org">www.agingmattersbrevard.org</a></p>
<p><b>Brevard County Board of County Commissioners HHSD</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>2725 Judge Fran Jamieson Way Bldg. B, Suite 106 Viera, FL 32940 407-633-2007</p>
<p><b>Brevard County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>2575 N. Courtenay Pkwy. Merritt Island, FL 32953 321-454-7111 <a href="http://www.doh.state.fl.us/chdbrevard/index.htm">www.doh.state.fl.us/chdbrevard/index.htm</a></p>
<p><b>Brevard County Special Needs Registry</b> Provides emergency evacuation services to elders.</p>	<p>321-637-6670</p>
<p><b>Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>803 N. Fiske Blvd. Cocoa, FL 32922 321-636-3515</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>407-514-0019</p>
<p><b>Housing Authority of the City of Titusville</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>524 S. Hopkins Ave. Titusville, FL 32796 321-267-4204 <a href="http://www.titusville.com">www.titusville.com</a></p>
<p><b>Housing Authority of Brevard County</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1401 Guava Ave. Melbourne, FL 32935 321-775-1592 <a href="http://www.habc.us">www.habc.us</a></p>
<p><b>Housing Authority of the City of Cocoa</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>828 Stone St. Cocoa, FL 32922 321-636-8535</p>

<p><b>Legal Aid: Brevard County Legal Aid</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>1017 S. Florida Ave. Rockledge, FL 32955 321-631-2500</p>
<p><b>Melbourne Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>4000 N. Riverside Drive Satellite Beach, FL 32937 321-775-1592 <a href="http://www.habc.us">www.habc.us</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

**BROWARD COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>8333 W. McNab Road, Suite 235 Tamarac, Florida 33321 954-597-2240</p>
<p><b>Broward County Elderly and Veterans Services Division</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>2995 N. Dixie Hwy. Fort Lauderdale, FL 33334 954-537-2805 <a href="http://www.broward.org/eldervets">www.broward.org/eldervets</a></p>
<p><b>Broward County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>780 S.W. 24th St. Fort Lauderdale, FL 33315 954-467-4705 <a href="http://www.browardchd.org">www.browardchd.org</a></p>
<p><b>Broward County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>4780 N. State Rd. 7 Lauderdale Lakes, FL 33319 954-739-1114 <a href="http://www.bchaftl.org">www.bchaftl.org</a></p>
<p><b>Broward County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>954-537-2888</p>
<p><b>Center for Hearing and Communication</b> Provides hearing health services to persons of all ages who have a hearing loss.</p>	<p>2900 W. Cypress Creek Rd., Suite 3 Ft. Lauderdale, FL 33309 954-601-1930</p>
<p><b>Dania Beach Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>715 Dania Beach Blvd. Dania Beach, FL 33004 954-920-9662</p>

<p><b>Edgar P. Mills Multi-Purpose Center</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>900 N.W. 31st Ave., Suite 3100 Fort Lauderdale, FL 33311 954-357-5025 <a href="http://www.broward.org">www.broward.org</a></p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>954-745-9779</p>
<p><b>Housing Authority of Deerfield Beach</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>533 S. Dixie Highway, Suite 201 Deerfield Beach, FL 33441 954-425-8449</p>
<p><b>Housing Authority of Hollywood</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>7300 N. Davie Rd. Extension Hollywood, FL 33024 954-989-4691 <a href="http://www.hollywoodhousingauthority.com">www.hollywoodhousingauthority.com</a></p>
<p><b>Housing Authority of Pompano Beach</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>321 W. Atlantic Blvd. Pompano Beach, FL 33060 954-785-7200 <a href="mailto:pompanobeachha@att.net">pompanobeachha@att.net</a></p>
<p><b>Housing Authority of the City of Fort Lauderdale</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>437 S.W. 4th Ave. Fort Lauderdale, FL 33315 954-525-6444</p>
<p><b>League for the Hard of Hearing-Florida</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2800 W. Oakland Park Blvd., Suite 306 Oakland Park, FL 33311-1361 954-731-7200 V/TTY</p>
<p><b>Legal Aid: Florida Immigrant Advocacy Center</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3000 Biscayne Blvd. #400 Miami, FL 33137 305-573-1106</p>
<p><b>Legal Aid: Legal Aid Service of Broward County</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>491 N. State Rd. 7 Plantation, FL 33317 954-765-8950</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<b>CALHOUN COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St. Panama City, FL 32401 850-747-5840</p>
<p><b>Calhoun County Board of County Commissioners</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>20859 Central Ave. E., 3rd Floor Blountstown, FL 32424 850-674-2571 <a href="http://www.calhounco.org">www.calhounco.org</a></p>
<p><b>Calhoun County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>19611 SR 20 West Blountstown, FL 32424 850-674-5645 <a href="http://www.doh.state.fl.us/chd/calhoun">www.doh.state.fl.us/chd/calhoun</a></p>
<p><b>Calhoun County Senior Citizens Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>16859 N.E. Cayson St. Blountstown, FL 32424 850-674-4163 <a href="http://www.calhouncountyseniors.org">www.calhouncountyseniors.org</a></p>
<p><b>Calhoun County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-674-8075</p>
<p><b>Deaf and Hard of Hearing Services of Northwest Florida</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>121 N. Jackson St. Quincy, FL 32351 850-875-9881</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>

<b>CHARLOTTE COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Ave., Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>Charlotte County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>1100 Loveland Blvd. Port Charlotte, FL 33980 941-624-7200</p>
<p><b>Charlotte County Department of Human Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>512 E. Grace St. Punta Gorda, FL 33950 941-833-6500 <a href="http://www.charlottefl.com">www.charlottefl.com</a></p>
<p><b>Charlotte County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>941-833-4000</p>
<p><b>Charlotte County Human Services Department</b> Provides information about weatherization and programs for economically disadvantaged citizens through support services.</p>	<p>18500 Murdock Circle Port Charlotte, FL 32399 941-743-1300 <a href="http://www.charlottecountyfl.com">www.charlottecountyfl.com</a></p>
<p><b>Deaf Service Center of Southwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1860 Boy Scout Rd., #B 208 Fort Myers, FL 33907 239-461-0334 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-413-5337 or 239-652-6901</p>
<p><b>Hearing Impaired Persons, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>24091 Sandhill Blvd., Suite 8 Port Charlotte, FL 33983 941-743-8347 Voice 941-743-9286 TTY</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>350 E Marion Ave. Suite A1017 &amp; A1018 Charlotte County Justice Center Punta Gorda, FL 33950 941-505-9007</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needy meds.org">www.needy meds.org</a></p>

<p><b>Punta Gorda Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>340 Gulf Breeze Ave. Punta Gorda, FL 33950 941-639-4344</p>
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**CITRUS COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>1515 E. Silver Springs Blvd., Suite 203 Ocala, FL 34470 352-620-3457</p>
<p><b>Citrus County Division of Housing Services</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2804 W. Marc Knighton Court Lecanto, FL 34461 352-527-7528 <a href="http://www.bocc.citrus.fl.us">www.bocc.citrus.fl.us</a></p>
<p><b>Citrus County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>3700 W. Sovereign Path Lecanto, FL 34461 352-527-0068 ext. 261 <a href="http://www.doh.state.fl.us/chdcitrus/index.htm">www.doh.state.fl.us/chdcitrus/index.htm</a></p>
<p><b>Citrus County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-746-6555</p>
<p><b>Citrus County Department of Community Support Services</b>  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>2800 W. Marc Knighton Ct., Suite B Lecanto, FL 34461 352-527-5984 <a href="http://www.citrusbocc.com">www.citrusbocc.com</a></p>
<p><b>Citrus Hearing Impaired Program Services, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>105 S.E. Hwy. 19 Crystal River, FL 34429 352-795-5000 Voice 352-795-7243 TTY</p>
<p><b>Community Legal Services of Mid-Florida, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>106 N. Osceola Ave. Inverness, FL 34450 352-726-6592</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>



## CITRUS COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## COLLIER COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>Collier County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>3339 Tamiami Trail E., Building H, Suite 145 Naples, FL 34112 941-774-8200 <a href="http://www.doh.state.fl.us/chdcollier/index.html">www.doh.state.fl.us/chdcollier/index.html</a></p>
<p><b>Collier County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1800 Farm Worker Way Immokalee, FL 34142 941-657-3649</p>
<p><b>Collier County Housing, Human and Veteran Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>3339 East Tamiami Trail, Building H Naples, FL 34112 239-252-2273</p>
<p><b>Collier County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>239-252-3600</p>
<p><b>Deaf Service Center of Southwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1860 Boy Scout Rd., #B 208 Fort Myers, FL 33907 239-461-0334 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-413-5337 or 239-652-6901</p>
<p><b>Hearing Impaired Persons, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>24091 Sandhill Blvd., Suite 8 Port Charlotte, FL 33983 941-743-8347 Voice 941-743-9286 TTY</p>
<p><b>Legal Aid: Legal Aid Society of Collier County</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2681 Airport Rd. S., Suite C-105 Naples, FL 34112 941-775-4555</p>

<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
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**COLUMBIA COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Columbia County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>217 N.E. Franklin St. Lake City, FL 32055 386-758-1068 <a href="http://www.doh.state.fl.us/chdcolumbia">www.doh.state.fl.us/chdcolumbia</a></p>
<p><b>Columbia County Housing Authority</b> Provides housing to low and low-to-moderate income residents through public housing programs.</p>	<p>498 S.W. Juniper Way Lake City, FL 32025 386-752-4227</p>
<p><b>Columbia County Senior Services, Inc. - Lake City Center</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>628 S.E. Allison Court Lake City, FL 32025 386-755-0235 <a href="http://www.ccseniors.com">www.ccseniors.com</a></p>
<p><b>Columbia County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-758-1125</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave. Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>
<p><b>Suwannee River Economic Council</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. NW, Bldg. #2 Live Oak, FL 32060 386-362-4115</p>

<b>DESOTO COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>DeSoto County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>34 S. Baldwin Ave. Arcadia, FL 34266 863-993-4601 <a href="http://www.doh.state.fl.us/chddesoto/">www.doh.state.fl.us/chddesoto/</a></p>
<p><b>DeSoto County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>863-993-4831</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-505-4888</p>
<p><b>Hearing Impaired Persons, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>24901 Sandhill Blvd., Suite 8 Port Charlotte, FL 33983 941-743-8347 Voice 941-743-9286 TTY</p>
<p><b>Housing Authority of the City of Arcadia</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>7 Booker T. Washington Rd. Arcadia, FL 34266 863-494-4343</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3210 Cleveland Ave. P.O. Box 219 Fort Myers, FL 33902-0219 239-334-4454</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Senior Friendship Centers, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1888 Brother Geenan Way Arcadia, FL 34266 941-955-2122 <a href="http://www.friendshipcenters.org">www.friendshipcenters.org</a></p>
<p><b>Senior Solutions</b> Offers services, such as homemaker assistance and Meals on Wheels, that help older adults who wish to remain in their homes.</p>	<p>2285 First St. Fort Myers, FL 33901 941-332-4233</p>

<b>DIXIE COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>

<p><b>Dixie County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>149 N.E. 241st St. Cross City, FL 32628 352-498-1360</p>
<p><b>Dixie County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-498-1240</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave. Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W., Building # 2 P.O. Box 70 (32064-0070) Live Oak, FL 32060 386-362-4115</p>

DUVAL COUNTY	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4161 Carmichael Ave., Suite 101 Jacksonville, FL 32207 904-391-3920</p>
<p><b>Duval County Health Department</b> Offers a primary care, personal health, and related services.</p>	<p>900 University Blvd. North Jacksonville, FL 32211 904-253-1000 <a href="http://www.dchd.net">www.dchd.net</a></p>
<p><b>Duval County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>904-630-2472</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>1-888-242-4464 or 904-391-6699</p>

<p><b>Jacksonville Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1300 N. Broad. St. Jacksonville, FL 32202 904-630-3810 <a href="http://www.jaxha.org">www.jaxha.org</a></p>
<p><b>Legal Aid: Jacksonville Area Legal Aid</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>126 W. Adams St. Jacksonville, FL 32202 904-356-8371</p>
<p><b>Legal Aid: Three Rivers Legal Service</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3225 University Blvd. S. Suite 200 Jacksonville, FL 32216 904-394-7450 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Urban Jacksonville, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>4250 Lakeside Dr., Suite 116 Jacksonville, FL 32210 904-807-1200</p>

## ESCAMBIA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>Quietwater Business Park 1101 Gulf Breeze Parkway, Suite B2-3 Gulf Breeze, FL 32561 850-916-6700</p>
<p><b>Area Housing Commission</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1920 W. Garden St. Pensacola, FL 32501 850-438-8561</p>
<p><b>City of Pensacola Housing</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>420 W. Chase St. Pensacola, FL 32501 850-858-0350</p>
<p><b>Council on Aging of West Florida, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>875 Royce St. Pensacola, FL 32522 850-432-1475 <a href="http://www.coawfla.org">www.coawfla.org</a></p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-531-8011 or                  850-494-7100</p>
<p><b>Escambia County Health Department</b>                  Offers primary care, personal health, and related services.</p>	<p>1295 W. Fairfield Drive                  Pensacola, FL 32501                  850-595-6500  <a href="http://www.escambiahealth.com">www.escambiahealth.com</a></p>
<p><b>Escambia County Special Needs Registry</b>                  Provides emergency evacuation services for elders.</p>	<p>850-471-6400</p>
<p><b>Legal Aid: N.W. Florida Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>701 South J St.                  Pensacola, FL 32501                  850-432-8222 or 850-432-2336</p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## FLAGLER COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>210 N. Palmetto Ave., Suite 408                  Daytona Beach, FL 32114                  386-238-4946</p>
<p><b>Deaf and Hard of Hearing Service Center</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>116 S. Palmetto Ave.                  Daytona Beach, FL 32114                  386-255-4568 Voice                  877-255-4568 Toll-free                  386-257-3600 TTY</p>
<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>888-242-4464 or                  904-391-6699</p>
<p><b>Flagler County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>301 Dr. Carter Blvd.                  Bunnell, FL 32110                  386-437-7350  <a href="http://www.health.flaglercounty.org">www.health.flaglercounty.org</a></p>
<p><b>Flagler County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-313-4200</p>

<p><b>Flagler County Council on Aging &amp; Community Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1000 Belle Terre Blvd. Palm Coast, FL 32164 386-437-7300 <a href="http://www.flaglercounty.org">www.flaglercounty.org</a></p>
<p><b>Flagler County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>414 S. Bacher St. Bunnell, FL 32110 386-437-3221</p>
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>216 S. 6th St. Palatka, FL 32177 386-328-8361</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## FRANKLIN COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee, FL 32399 850-414-9803</p>
<p><b>Capital Area Community Action Agency</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>309 Office Plaza Drive Tallahassee, FL 32301 850-670-2800</p>
<p><b>Deaf and Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters development, improvement, and growth of services for deaf, hard of hearing, and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>East Franklin County Gulf Coast Senior Citizens Association, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>120 Library Drive Port St. Joe, FL 32456 850-229-8466</p>
<p><b>Franklin County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>139 12th St. Apalachicola, FL 32320 850-653-2111 <a href="http://www.dob.state.fl.us/chd/franklin">www.dob.state.fl.us/chd/franklin</a></p>

<p><b>Franklin County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-653-8977 ext. 2</p>
<p><b>Housing Authority of the City of Apalachicola</b> Provides housing to low and low-to-moderate income residents through public housing programs.</p>	<p>141 15th St. Apalachicola, FL 32329 850-653-9304 <a href="mailto:housing@digitalexp.com">housing@digitalexp.com</a></p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2119 Delta Blvd. Tallahassee, FL 32303 850-385-9007</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>
<p><b>West Franklin County Wakulla County Senior Citizens Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>33 Michael Drive Crawfordville, FL 32327 850-926-7145</p>

## GADSDEN COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee, FL 32399 850-414-9803</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Gadsden County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>278 LaSalle Leffall Dr. Quincy, FL 32353 850-875-7200 ext. 325 <a href="http://www.gadsdenhealth.org">www.gadsdenhealth.org</a></p>
<p><b>Gadsden Senior Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>79 LaSalle Leffall Dr. Quincy, FL 32351 850-627-2223</p>



<p><b>Gadsden County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	850-875-8642
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	121 N. Jackson St. Quincy, FL 32351 850-875-9881
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	5302 Brown St. Graceville, FL 32440 850-263-4442

## GILCHRIST COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	1-800-262-2243
<p><b>Gilchrist County Health Department</b> Offers primary care, personal health, and related medical services.</p>	119 N.E. 1st Street Trenton, FL 32693 352-463-3120
<p><b>Gilchrist County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	386-935-5400
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	901 N.W. 8th Ave., Suite D5 Gainesville, FL 32608 352-372-0519 <a href="http://www.trls.org">www.trls.org</a>
<p><b>Levy/Gilchrist/Suwannee County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	611 S. Pine St. Bronson, FL 32621 352-486-5420
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>

<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W. Building # 2 Live Oak, FL 32060 386-362-4115</p>
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**GLADES COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>Deaf Service Center of Southwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1860 Boy Scout Rd. #B 208 Fort Myers, FL 33907 239-461-0334 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-413-5337 or 239-652-6901</p>
<p><b>Glades County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1021 Health Park Drive Moore Haven, FL 33471 863-946-0707 <a href="http://www.doh.state.fl.us/chdglades/">www.doh.state.fl.us/chdglades/</a></p>
<p><b>Glades County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>863-946-6020</p>
<p><b>Hope Connections</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>60 Calhoun St. Fort Myers, FL 33901 239-985-6400</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>P.O. Box 219 3210 Cleveland Ave Ft. Myers, FL 33902-0219 239-334-4454</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Senior Choices of Southwest Florida</b> Offers services, such as homemaker assistance and Meals on Wheels, that help older adults who wish to remain in their homes.</p>	<p>15201 N. Cleveland Ave, Suite 1100 North Fort Myers, FL 33903 239-652-6900 <a href="http://www.aaaswfl.org">www.aaaswfl.org</a></p>

<b>GULF COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St. Panama City, FL 32401 850-747-5840</p>
<p><b>Deaf and Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters development, improvement, and growth of services for deaf, hard of hearing, and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Gulf County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-229-9110</p>
<p><b>Gulf County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>2475 Garrison Ave. Port St. Joe, FL 32456 850-227-1276</p>
<p><b>Gulf County Senior Citizens Association</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>120 Library Drive Port St. Joe, FL 32456 850-229-8466</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>221 E. 11th St. Panama City, FL 32401 850-769-3581</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>

<b>HAMILTON COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace., Suite A Gainesville, FL 32606 352-955-6560</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Hamilton County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>209 S.E. Central Ave.                  Jasper, FL 32052                  386-792-1414</p>
<p><b>Hamilton County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-792-6647</p>
<p><b>Legal Aid: Three Rivers Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave.                  Lake City, FL 32056                  386-752-5960  <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St.                  Graceville, FL 32440                  850-263-4442</p>
<p><b>Suwannee River Economic Council</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd., Bldg. #2                  Live Oak, FL 32060                  386-362-4115</p>

## HARDEE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>200 N. Kentucky Ave., Suite 302                  Lakeland, FL 33801                  863-680-5584</p>
<p><b>Central Florida Deaf Services, Inc.</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1415 Commercial Park Drive                  Lakeland, FL 33801                  863-606-0800 TTY                  863-606-0900 Voice</p>
<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-336-2226 or                  813-740-3888</p>
<p><b>Hardee County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>115 K. D. Revell Rd.                  Wauchula, FL 33873                  863-773-4161</p>

<p><b>Hardee County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	863-773-6373
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	P.O. Box 24688 Lakeland, FL 33802-4688 863-688-7376
<p><b>Legal Aid: Heart of Florida Legal Aid Society</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	510 S. Broadway Ave., Suite 2 Bartow, FL 33830 863-519-5663
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>
<p><b>Nu-HOPE Elder Care Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	6414 US Highway 27 S. Sebring, FL 33876 863-382-2134

## HENDRY COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571
<p><b>Deaf Service Center of Southwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	1860 Boy Scout Rd., #B 208 Fort Myers, FL 33907 239-461-0334 V/TTY
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	866-413-5337 or 239-652-6901
<p><b>Hendry County Health Department</b> Offers primary care, personal health, and related medical services.</p>	1140 Pratt Blvd. LaBelle, FL 33935 863-674-4056 ext. 100
<p><b>Hendry County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8.</p>	133 N. Bridge Street LaBelle, FL 33935 863-675-5297
<p><b>Hendry County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	863-674-5400

<p><b>Hope Connections</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>60 Calhoun St. Fort Myer, FL 33901 239-985-6400</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3210 Cleveland Ave P.O. Box 219 Fort Myers, FL 33902 941-334-4554</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## HERNANDO COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>1515 E. Silver Springs Blvd., Suite 203 Ocala, FL 34470 352-620-3457</p>
<p><b>Brooksville Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>800 Continental Drive Brooksville, FL 34601 352-796-6547</p>
<p><b>Community Legal Services of Mid-Florida, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>106 N. Osceola Ave. Inverness, FL 34450 866-801-5566</p>
<p><b>Deaf and Hard of Hearing Services of Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>8610 Galen Wilson Blvd., Suite B-100 Port Richey, FL 34668 866-685-9477 toll-free 727-853-1010 727-853-1014 TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Hernando County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>7551 Forest Oaks Blvd. Spring Hill, FL 34606 352-540-6800 <a href="http://www.hernandohealth.org">www.hernandohealth.org</a></p>
<p><b>Hernando County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1661 Blaise Dr. Brooksville, FL 34601 352-754-4160 <a href="http://www.co.hernando.fl.us/housing">www.co.hernando.fl.us/housing</a></p>

<p><b>Hernando County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	352-754-4083
<p><b>Mid-Florida Community Services Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	820 Kennedy Blvd. Brooksville, FL 34601 352-796-1425 <a href="http://www.mfcs.us.com">www.mfcs.us.com</a>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>

## HIGHLANDS COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	200 N. Kentucky Ave., Suite 302 Lakeland, FL 33801 863-680-5584
<p><b>Central Florida Deaf Services, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	1415 Commercial Park Drive Lakeland, FL 33801 863-606-0800 TTY 863-606-0900 Voice
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	800-336-2226 or 813-740-3888
<p><b>Hearing Impaired Persons, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	24901 Sandhill Blvd., Suite 8 Port Charlotte, FL 33983 941-743-8347 Voice 941-743-9286 TTY
<p><b>Highlands County Health Department</b> Offers primary care, personal health, and related medical services.</p>	7205 South George Blvd. Sebring, FL 33875 863-386-6040 <a href="http://www.doh.state.fl.us/chdhighlands/index.html">www.doh.state.fl.us/chdhighlands/index.html</a>
<p><b>Highlands County Special Needs Registry</b> Provides emergency evacuation services for elders.</p>	863-385-1112
<p><b>Housing Authority of Avon Park</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	21 Tulane Drive Avon Park, FL 33825 863-452-4432
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	P.O. Box 24688 Lakeland, FL 33802-4688 863-688-7376

<p><b>Legal Aid: Heart of Florida Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>510 S. Broadway Ave., Suite 2 Bartow, FL 33830 863-519-5663</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Nu-HOPE of Highlands County</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>6414 U. S. Hwy 27 S. Sebring, FL 33876 863-382-2134</p>

## HILLSBOROUGH COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>701 W. Fletcher Ave., Suite D Tampa, FL 33612 813-631-5300</p>
<p><b>Aging Solutions, Inc.</b> Provides elder care and guardianship services to families with aging and dependent relatives, information and referral resources for fiduciaries, elder abuse education, consumer advocacy, and general geriatric care.</p>	<p>P.O. Box 342095 Tampa, FL 33618 813-949-1888 Toll Free: 1-866-922-4464 Fax: 813-949-1996</p>
<p><b>Bay Area Legal Services, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>Riverbrook Professional Center 829 W. Martin Luther King Blvd., Suite 2000 Tampa, FL 33603-3331 813-232-1343</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-336-2226 or 813-740-3888</p>
<p><b>Hillsborough County Board of County Commissioners, Community Services</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>505 E. Jackson St., Suite 204 Tampa, FL 33602 813-272-6770 Fax: 813-744-5856</p>
<p><b>Hillsborough County Department of Aging Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>601 E. Kennedy Blvd., 25th Floor Tampa, FL 33602 813-272-6630</p>



<p><b>Hillsborough County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1105 E. Kennedy Blvd. Tampa, FL 33602 813-307-8000 <a href="http://www.hillscountyhealth.org">www.hillscountyhealth.org</a></p>
<p><b>Hillsborough County Housing &amp; Community Code Enforcement</b> Provides housing to low and low-to moderate income residents through Section 8.</p>	<p>260 Bay Plaza Dr. #510 Tampa, FL 33619 813-744-5557</p>
<p><b>Hillsborough County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>813-307-8063</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Plant City Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>302 W. Reynolds St. Plant City, FL 33563 813-659-4200</p>
<p><b>Tampa-Hillsborough Urban League</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>1405 Tampa Park Plaza Tampa, FL 33605 813-229-8117</p>
<p><b>Tampa Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1529 W. Main St. Tampa, FL 33607 813-253-0551</p>
<p><b>Victim Advocate for the Elder Justice Center Thirteenth Judicial Circuit</b></p>	<p>George Edgecomb Courthouse 800 E. Twiggs St. Tampa, FL 33602 813-272-5894</p>

## HOLMES COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St. Panama City, FL 32401 850-747-5840</p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or                  850-487-8926</p>
<p><b>Holmes County Council on Aging</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>210 W. Kansas Ave.                  Bonifay, FL 32425                  850-547-2345</p>
<p><b>Holmes County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>603 Scenic Circle                  Bonifay, FL 32425                  850-547-8500  <a href="http://www.holmeschd.com">www.holmeschd.com</a></p>
<p><b>Holmes County Section 8 Rental Assistance</b>                  Provides housing to low and low-to-moderate income residents through Section 8.</p>	<p>107 E. Montana Ave., Unit A                  Bonifay, FL 32425                  850-547-1111</p>
<p><b>Holmes County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-547-1112</p>
<p><b>Legal Aid: Legal Services of North Florida</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>221 E. 11th St.                  Panama City, FL 32401                  850-769-3581</p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>

**INDIAN RIVER COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>337 N. 4th St., Suite E                  Fort Pierce, FL 34950                  772-460-3692</p>
<p><b>Deaf Service Center of the Treasure Coast, Inc.</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1836 14th Ave., Suite 202                  Vero Beach, FL 32960                  772-334-2233 Voice                  772-334-2299 TTY</p>
<p><b>Economic Opportunities Council of Indian River</b>                  Provides information and support services to disadvantaged citizens about weatherization and other programs.</p>	<p>1456 Old Dixie Hwy "B"                  Vero Beach, FL 32961                  772-562-4177</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-684-5885 or 2-1-1</p>
<p><b>Indian River County Health Department</b>                  Offers a variety of public health services in primary care, personal health, and related medical services.</p>	<p>1900 27th St.                  Vero Beach, FL 32960                  772-794-7400  <a href="http://www.doh.state.fl.us/cbdindianriver/">www.doh.state.fl.us/cbdindianriver/</a></p>
<p><b>Indian River County Public Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1028 20th Place, Suite C                  Vero Beach, FL 32960                  561-770-5012</p>
<p><b>Indian River County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>772-567-2154</p>
<p><b>Legal Aid: Florida Rural Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>200 S. Indian River Dr., Suite 101                  Ft. Pierce, FL 34950                  772-466-4766</p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needy meds.org">www.needy meds.org</a></p>
<p><b>Senior Resource Association</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>694 14th St.                  Vero Beach, FL 32960                  772-569-0760</p>

## JACKSON COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St.                  Panama City, FL 32401                  850-747-5840</p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr.                  Pensacola, FL 32505                  850-433-7128                  850-432-7479 VP</p>
<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>1-866-467-4624 or                  850-487-8926</p>

<p><b>Jackson County Board of County Commissioners</b> Provides information and support services to disadvantaged citizens about weatherization and other programs.</p>	<p>2864 S. Madison St. Marianna, FL 32448 850-482-9633 Fax: 850-882-9643 <a href="http://www.jcchamber.com">www.jcchamber.com</a></p>
<p><b>Jackson County Health Department</b> Offers a variety of public health services, primary care, and personal health, services.</p>	<p>4979 Healthy Way Marianna, FL 32447 850-562-2412 <a href="http://www.doh.state.fl.us/chdjackson">www.doh.state.fl.us/chdjackson</a></p>
<p><b>Jackson County Senior Citizens Organization</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>2931 Optimist Dr. Marianna, FL 32448 850-482-5028</p>
<p><b>Jackson County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-482-9678</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>121 N. Jackson St. Quincy, FL 32351 850-875-9881</p>
<p><b>Marianna Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2912 Albert St. Marianna, FL 32448 850-482-3512</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-4442</p>

## JEFFERSON COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee, FL 32399 850-414-9803</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>

<p><b>Jefferson County Board of County Commissioners</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>P. O. Box 536 Monticello, FL 32344 850-342-0176</p>
<p><b>Jefferson County Grants Administration</b> Provides housing to low and low-to-moderate income residents through Section 8.</p>	<p>1697 S. Jefferson (Hwy. 19) Monticello, FL 32344 850-342-0175</p>
<p><b>Jefferson County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1255 W. Washington St. Monticello, FL 32344 850-342-0171 <a href="http://www.doh.state.fl.us/chd/jefferson/">www.doh.state.fl.us/chd/jefferson/</a></p>
<p><b>Jefferson County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>445 W. Palmer Mill Rd. Monticello, FL 32345 850-877-1908</p>
<p><b>Jefferson Senior Citizens Center, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1155 N. Jefferson St. Monticello, FL 32344 850-342-0271</p>
<p><b>Jefferson County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-342-0211</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2119 Delta Blvd. Tallahassee, FL 32303 850-385-9007</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## LAFAYETTE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace , Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>

<p><b>Lafayette County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>140 S.W. Virginia Circle Mayo, FL 32066 386-294-1321 <a href="http://www.doh.state.fl.us/chdlafayette/index.html">www.doh.state.fl.us/chdlafayette/index.html</a></p>
<p><b>Lafayette County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-294-1950</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave. Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-5303</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W. Building # 2 Live Oak, FL 32060 386-362-4115</p>

## LAKE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>1515 E. Silver Springs Blvd., Suite 203 Ocala, FL 34470 352-620-3457</p>
<p><b>City of Leesburg Housing &amp; Economic Development</b> Assists in obtaining home ownership for all residents.</p>	<p>600 Market St. Leesburg, FL 34748 352-728-9798</p>
<p><b>Deaf Service Center of Lake &amp; Sumter Counties</b> Fosters development, improvement, and growth of services for deaf, hard of hearing and late deafened Floridians.</p>	<p>220 S. 9th St. Leesburg, FL 34748 352-323-0757 Voice 352-323-9106 TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified information and referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>

<p><b>Housing Authority of Eustis</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1000 Wall St. Eustis, FL 32726 352-357-4851</p>
<p><b>Lake County Board of County Commissioners</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>315 W. Main St. Tavares, FL 32778 352-343-9800</p>
<p><b>Lake County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>16140 US Hwy. 441 Eustis, FL 32726 352-589-6424 <a href="http://www.lakechd.org">www.lakechd.org</a></p>
<p><b>Lake County Health Department Satellite Office</b> Offers primary care, personal health, and related medical services.</p>	<p>835 7th St., Building B, Suite 4 Clermont, FL 34711 352-394-4399 ext.113</p>
<p><b>Lake County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1300 S. Duncan Dr., Bldg. E Tavares, FL 32778 352-742-6540</p>
<p><b>Lake County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-343-9420</p>
<p><b>Legal Aid: Greater Orlando Area Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>226 W. Main St. Tavares, FL 32778 352-343-0815</p>
<p><b>Mid-Florida Community Services Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1211 Penn Street Leesburg, FL 34748 352-326-3540 <a href="http://www.mfcs.us.com">www.mfcs.us.com</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## LEE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>Deaf Service Center of Southwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1860 Boy Scout Rd., #B 208 Fort Myers, FL 33907 239-461-0334 V/TTY</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-505-4888</p>
<p><b>Hearing Impaired Persons, Inc.</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>24901 Sandhill Blvd., Suite 8                  Port Charlotte, FL 33983                  239-743-8347 Voice                  239-743-9286 TTY</p>
<p><b>Housing Authority of Fort Myers</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>4224 Renaissance Preserve Way                  Fort Myers, FL 33916                  239-344-3220</p>
<p><b>Housing Authority of Lee County</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>14170 Warner Circle N.                  Fort Myers, FL 33903                  239-977-6688</p>
<p><b>Lee County Board of County Commissioners, Department of Human Services</b>                  Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>83 Pondella Rd. N., Suite 1                  Fort Myers, FL 33903                  239-239-7925</p>
<p><b>Lee County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>3920 Michigan Ave.                  Fort Myers, FL 33916                  239-332-9501  <a href="http://www.leechd.com">www.leechd.com</a></p>
<p><b>Lee County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>239-553-3640</p>
<p><b>Legal Aid: Florida Rural Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>P.O. Box 219                  3210 Cleveland Ave.                  Fort Myers, FL 33902-0219                  239-334-4554</p>
<p><b>Legal Aid: Lee County Legal Aid Society</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2211 Peck St.                  P.O. Box 9205                  Fort Myers, FL 33902-9205                  239-334-6118</p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Senior Friendship Center, Inc.</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1888 Brother Greenan Way                  Sarasota, FL 34236                  941-955-2122  <a href="http://www.friendshipcenters.org">www.friendshipcenters.org</a></p>



<b>LEON COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee FL 32399 850-414-9803</p>
<p><b>Elder Care Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>2518 W. Tennessee St. Tallahassee, FL 32304 850-921-5554 <a href="http://www.ecsbigbend.org">www.ecsbigbend.org</a></p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2119 Delta Blvd. Tallahassee, FL 32303 850-385-9007</p>
<p><b>Legal Aid: Leon County Courthouse</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>301 S. Monroe St., Room 443A Tallahassee, FL 32301 850-222-3004</p>
<p><b>Leon County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>P.O. Box 2745 (32316) 2965 Municipal Way Tallahassee, FL 32304 850-606-8150 <a href="http://www.leoncountyfl.gov/lcphu">www.leoncountyfl.gov/lcphu</a></p>
<p><b>Leon County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-488-5921</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Tallahassee Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2940 Grady Rd. Tallahassee, FL 32312 850-385-6126</p>
<p><b>Tallahassee Urban League</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>923 Old Bainbridge Rd. Tallahassee, FL 32303 850-222-6111</p>

<b>LEVY COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace , Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Citrus Hearing Impaired Program Services, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>105 S.E. Hwy. 19 Crystal River, FL 34429 352-795-5000 Voice 352-795-7243 TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>1-800-262-2243</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>901 N.W. 8th Ave., Suite D5 Gainesville, FL 32608 352-372-0519 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>Levy County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>66 W. Main St. Bronson, FL 32621 352-486-5300</p>
<p><b>Levy County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>611 S. Pine St. Bronson, FL 32621 352-486-5420</p>
<p><b>Levy County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-486-5213</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W., Building # 2 Live Oak, FL 32060 386-362-4115</p>

<b>LIBERTY COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee FL 32399 850-414-9803</p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>121 N. Jackson St. Quincy, FL 32351 850-875-9881</p>
<p><b>Liberty County Board of County Commissioners</b> Provides information about weatherization for economically disadvantaged citizens through support services.</p>	<p>P.O. Box 399 Bristol, FL 32321 850-643-2692</p>
<p><b>Liberty County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>12832 N.W. Central Ave. Bristol, FL 32321 850-643-2415</p>
<p><b>Liberty County Senior Citizens Association</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>15629 N.W. County Rd. 12 Bristol, FL 32321 850-643-5613</p>
<p><b>Liberty County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-643-2339</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-5303</p>

<b>MADISON COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee FL 32399 850-414-9803</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>Madison County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>218 S.W. Third Ave. Madison, FL 32340 850-973-5000 <a href="http://www.doh.state.fl.us/chdmadison">www.doh.state.fl.us/chdmadison</a></p>
<p><b>Madison County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-973-3698</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-5303</p>
<p><b>Senior Citizens Council of Madison County</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1161 S.W. Harvey Green Dr. Madison, FL 32340 850-973-4241 <a href="http://www.madisonseniors.org">www.madisonseniors.org</a></p>
<p><b>Suwannee River Economic Council</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd., Bldg. #2 Live Oak, FL 32060 386-362-4115</p>

<b>MANATEE COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>701 W. Fletcher Ave., Suite D Tampa, FL 33612 813-631-5300</p>
<p><b>Aging Solutions, Inc.</b> Provides elder care and guardianship services to families with aging and dependent relatives, information and referral resources for fiduciaries, elder abuse education, consumer advocacy, and general geriatric care.</p>	<p>P.O. Box 342095 Tampa, FL 33618 813-949-1888 Toll Free: 1-866-922-4464 Fax: 813-949-1996</p>
<p><b>Bradenton Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2002 9th Ave. E. West Bradenton, FL 34208 941-748-5568 <a href="http://www.bradentonhousing.org">www.bradentonhousing.org</a></p>
<p><b>Community Center for the Deaf &amp; Hard of Hearing</b> Fosters development, improvement, and growth of services for deaf, hard of hearing and late deafened Floridians.</p>	<p>1750 17th St., Bldg. F Sarasota, FL 34234 941-366-0260 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-336-2226 or 813-740-3888</p>
<p><b>Legal Aid: Gulfcoast Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>430 12th St. West Bradenton, FL 34205 941-746-6151</p>
<p><b>Legal Aid: Legal Aid of Sarasota</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>1900 Main St. W., Suite 302 Sarasota, FL 34236 941-366-0038</p>
<p><b>Manatee County Community Services Department</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1112 Manatee Ave. West Bradenton, FL 34205 941-749-3030</p>
<p><b>Manatee County Health Department</b> Offers a variety of public health services including personal health, related medical services.</p>	<p>410 6th Ave. East Bradenton, FL 34208 941-748-0747 ext. 1222 <a href="http://www.doh.state.fl.us/chdmanatee/index.htm">www.doh.state.fl.us/chdmanatee/index.htm</a></p>
<p><b>Manatee County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5631 11th St. East Bradenton, FL 34203 941-756-3974</p>

<p><b>Manatee County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	941-749-3500 ext. 1667
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>

## MARION COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	1515 E. Silver Springs Blvd., Suite 203 Ocala, FL 34470 352-620-3457
<p><b>Citrus Hearing Impaired Program Services, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	105 S.E. Hwy. 19 Crystal River, FL 34429 352-795-5000 Voice 352-795-7243 TTY
<p><b>Community Legal Services of Mid-Florida, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	222 S.W. Broadway St. Ocala, FL 34474 352-629-0105
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	800-262-2243
<p><b>Marion County Health Department</b> Offers a variety of public health services including personal health, related medical services.</p>	1801 S.E. 32nd Ave. Ocala, FL 34478 352-629-0137 <a href="http://www.doh.state.fl.us/chdmarion/index.html">www.doh.state.fl.us/chdmarion/index.html</a>
<p><b>Marion County Senior Services Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	1101 S.W. 20th Court Ocala, FL 34474 352-620-3515 <a href="http://www.mcseniorservices.org">www.mcseniorservices.org</a>
<p><b>Marion County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	352-369-8100
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>

<p><b>Ocala Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1629 N.W. 4th St. Ocala, FL 34475 352-369-2636</p>
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<p><b>MARTIN COUNTY</b></p>	
<p>AGENCY AND DESCRIPTION</p>	<p>CONTACT INFORMATION</p>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>337 N. 4th St., Suite E Fort Pierce, FL 34950 772-460-3692</p>
<p><b>Council on Aging of Martin County, Inc.</b> Community Care for the Elderly county lead agency. Provides case management, in home services, adult day programs, primary geriatric care clinic, and senior center activities.</p>	<p>900 SE Salerno Road Stuart, FL 34997 772-223-7800 <a href="http://www.kanecenter.org">www.kanecenter.org</a></p>
<p><b>Deaf Service Center of the Treasure Coast, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1016 N.E. Jensen Beach Blvd. Jensen Beach, FL 34957 772-334-2233 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-684-5885 or 2-1-1</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>200 S. Indian River Dr., Suite 101 Ft. Pierce, FL 34948 772-466-4766 Toll Free 888-582-3410</p>
<p><b>Martin County Health Department</b> Offers public health clinical services related to infectious diseases, nutrition and wellness programs, as well as emergency preparedness and response.</p>	<p>3441 S.E. Willoughby Blvd. Stuart, FL 34994 772-221-4000 <a href="http://www.martincountyhealth.com">www.martincountyhealth.com</a></p>
<p><b>Martin County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>772-287-1652 ext. 1</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Stuart Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>611 S.E. Church St. Stuart, FL 34994 772-287-0496</p>

<b>MIAMI-DADE COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES 11A</b>  <b>(North &amp; Central Miami-Dade County)</b>                      Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>7270 N.W. 12th St., Suite 130                      Airport Executive Tower 2                      Miami, FL 33126                      786-336-1400</p>
<p><b>CARES 11B</b>  <b>(South Miami-Dade &amp; Monroe Counties)</b>                      Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>7300 N. Kendall Dr., Suite 780                      Miami, FL 33156                      305-671-7200</p>
<p><b>Carrfour Supportive Housing</b>                      Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1398 S.W. 1st St., 12th Floor                      Miami, FL 33135                      305-4371-8300</p>
<p><b>Dade County Special Needs Registry</b>                      Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>305-513-7700</p>
<p><b>Deaf Services Bureau</b>                      Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1250 N.W. 7 St., Suite 207                      Miami, FL 33125                      305-560-2866 TDD/Voice</p>
<p><b>Deedco Gardens Housing Authority</b>                      Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>105 S.E. 12th Ave.                      Homestead, FL 33030                      305-242-8866</p>
<p><b>Douglas Gardens Community Care</b>                      Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>5200 N.E. 2nd Ave.                      Miami, FL 33137                      305-751-8626</p>
<p><b>Elder Helpline</b>                      Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>305-670-4357</p>
<p><b>Everglades Community Association, Inc.</b>                      Provides housing to low and low-to-moderate income residents through public housing programs.</p>	<p>18308 S.W. 380th St.                      Florida City, FL 33034                      305-242-2142</p>
<p><b>First Quality Home Care</b>                      Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>8700 W. Flagler St., Suite 300                      Miami, FL 33174                      305-223-0150</p>
<p><b>Hialeah Housing Authority</b>                      Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>75 E 6th St.                      Hialeah, FL 33010                      305-888-9744  <a href="http://www.hialeahhousing.org">www.hialeahhousing.org</a></p>



<p><b>Housing Authority of the City of Homestead</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>29355 S. Federal Hwy. Homestead, FL 33030 305-247-0639</p>
<p><b>Housing Authority of the City of Miami</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>444 S.W. 2nd Ave., 2nd Floor Miami, FL 33130 305-416-2080</p>
<p><b>Housing Authority of the City of Miami Beach</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>200 Alton Rd. Miami Beach, FL 33139 305-532-6401</p>
<p><b>Legal Aid: Dade County Bar Association Legal Aid Society</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>123 N.W. First Ave., 3rd Floor Miami, FL 33128 305-579-5733</p>
<p><b>Legal Aid: Legal Services of Greater Miami</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3000 Biscayne Blvd., Suite 500 Miami, FL 33137 305-576-0080</p>
<p><b>Little Havana Activities and Nutrition Centers of Dade County, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>700 S.W. 8th St. Miami, FL 33130 305-858-0887</p>
<p><b>Miami-Dade County Health Department</b> Offers primary care, personal health, and related services.</p>	<p>1350 N.W. 14th St. Miami, FL 33125 305-324-2400 <a href="http://www.dadehealth.org">www.dadehealth.org</a></p>
<p><b>Miami-Dade Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>701 N.W. 1st Court Miami, FL 33136 786-469-4106</p>
<p><b>Micosukee Corporation</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>P.O. Box 440021 Tamiami Station Mile Marker 70, U. S. 41 Miami, FL 33144 305-223-8380</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>United Home Care Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>8400 N.W. 33rd Street, Suite 400 Miami, FL 33122 305-716-0710 <a href="http://www.unitedhomecare.com">www.unitedhomecare.com</a></p>

<b>MONROE COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>7300 N. Kendall Dr., Suite 780 Miami, FL 33156 305-671-7200</p>
<p><b>Deaf Services Bureau</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1250 N.W. 7 St., Suite 207 Miami, FL 33125 305-560-2866 TDD/Voice</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>305-670-4357</p>
<p><b>Housing Authority of the City of Key West</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1400 Kennedy Drive Key West, FL 33040 305-296-5621</p>
<p><b>Legal Aid: Legal Services of the Florida Keys</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>600 White St. Key West, FL 33040 305-292-3566</p>
<p><b>Monroe County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1100 Simonton St. Key West, FL 33041 305-293-7500</p>
<p><b>Monroe County Social Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1100 Simonton St. Gato Building Key West, FL 33040 305-292-4573</p>
<p><b>Monroe County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>305-292-4591</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<b>NASSAU COUNTY</b>	
AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4161 Carmichael Ave., Suite 101 Jacksonville, FL 32207 904-391-3920</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>888-242-4464 or 904-391-6699</p>
<p><b>Housing Authority of the City of Fernandina Beach</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1300 Hickory St.                  Fernandina Beach, FL 32024                  904-261-5051</p>
<p><b>Legal Aid: Jacksonville Area Legal Aid</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>126 W. Adams St., 7th Floor                  Jacksonville, FL 32202                  904-356-8371 ext. 313                  or toll-free 866-356-8371 ext. 313  <a href="http://www.jaxlegalaid.org">www.jaxlegalaid.org</a></p>
<p><b>Legal Aid: Three Rivers Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3225 University Blvd. S.                  Suite 200                  Jacksonville, FL 32216                  904-394-7450  <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>Nassau County Council On Aging, Inc.</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1367 S. 18th St.                  Fernandina Beach, FL 32034                  904-261-0701</p>
<p><b>Nassau County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	<p>P.O. Box 517                  30 South 4th St.                  Fernandina Beach, FL 32035                  904-548-1800  <a href="http://www.nassaucountyhealth.org">www.nassaucountyhealth.org</a></p>
<p><b>Nassau County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>904-548-4980</p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>

## OKALOOSA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>Quietwater Business Park                  1101 Gulf Breeze Parkway, Suite B2-3                  Gulf Breeze, FL 32561                  850-916-6700</p>
<p><b>Crestview Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>371 Hickory Ave.                  Crestview, FL 32536                  850-682-2413</p>

<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 W. Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479 VP</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-531-8011 or 850-494-7100</p>
<p><b>Fort Walton Beach Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>27 Robinwood S.W. Fort Walton Beach, FL 32548 850-243-3224</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>133 Staff Dr., Suite B Fort Walton, FL 32548 850-862-3279</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Niceville Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>500 Boyd Circle Niceville, FL 32578 850-678-7816</p>
<p><b>Okaloosa County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>221 Hospital Drive, N.E. Fort Walton Beach, FL 32548 850-833-9240 <a href="http://www.doh.state.fl.us/chd/okaloosa">www.doh.state.fl.us/chd/okaloosa</a></p>
<p><b>Okaloosa County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-651-7150</p>
<p><b>Walton County Council on Aging</b> Community Care for the Elderly lead agency. Provides case management and in-home services for qualified elders.</p>	<p>1154 Baldwin Ave. DeFuniak Springs, FL 32435 850-892-8165 <a href="http://www.waltoncountycouncilonaging.org">www.waltoncountycouncilonaging.org</a></p>

**OKEECHOBEE COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>337 N. 4th St., Suite E Fort Pierce, FL 34950 772-460-3692</p>

<p><b>Deaf Service Center of the Treasure Coast, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1016 N.E. Jensen Beach Jensen Beach, FL 34957 772-334-2233 V/ TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-684-5885</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>200 S. Indian River Dr., Suite 101 Fort Pierce, FL 34948 772-466-4766</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Okeechobee County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>863-462-5819</p>
<p><b>Okeechobee Senior Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1019 S.W. Park St. Okeechobee, FL 34972 863-462-5180</p>
<p><b>Okeechobee County Health Department</b> Offers a variety of public health services, primary care, personal health, and related medical services.</p>	<p>1728 N.W. 9th Ave. Okeechobee, FL 34972 863-462-5819 <a href="http://www.doh.state.fl.us/chdokeechobee/default.htm">www.doh.state.fl.us/chdokeechobee/default.htm</a></p>
<p><b>Okeechobee Senior Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1019 S.W. Park St. Okeechobee, FL 34972-4067 863-462-5180</p>

## ORANGE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>400 W. Robinson St. South Tower, Suite 709 Orlando, FL 32801 407-540-3865</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>407-514-0019</p>

<p><b>Housing Authority - City of Winter Park</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>718 Margaret Square Winter Park, FL 32789 407-645-2869</p>
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>1036 W. Amelia St. Orlando, FL 32805 407-841-7777</p>
<p><b>Legal Aid: Legal Aid Society of the Orange County Bar Association</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>100 E. Robinson St. Orlando, FL 32801-1602 407-841-8310</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Orange County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>6101 Lake Ellenor Dr. Orlando, FL 32809 407-858-1400 <a href="http://www.orchd.com">www.orchd.com</a></p>
<p><b>Orange County Health Department Satellite Office - East Orlando</b> Offers primary care, personal health, and related medical services.</p>	<p>12050 E. Colonial Dr. Orlando, FL 32826 407-249-6232 ext. 249 <a href="http://www.orchd.com">www.orchd.com</a></p>
<p><b>Orlando Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>390 N. Bumby Ave. Orlando, FL 32803 407-895-3300</p>
<p><b>Orange County Housing and Community Development Department</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>525 E. South St. Orlando, FL 32801-2891 407-836-5150</p>
<p><b>Orange County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>407-836-9319</p>
<p><b>Seniors First</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>3133 Lawton Rd., #250 Orlando, FL 32803 407-628-2884</p>

## OSCEOLA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility 'or alternative placement</p>	<p>400 W. Robinson St. South Tower, Suite 709 Orlando, FL 32801 407-540-3865</p>

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	407-514-0019
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	800 N. Main St. Kissimmee, FL 34744 407-847-0053
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a>
<p><b>Osceola County Council on Aging</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	700 Generation Point Kissimmee, FL 34744 407-846-8532
<p><b>Osceola County Health Department</b>                  Offers primary care, personal health, and related medical services.</p>	875 Boggy Creek Rd. Kissimmee, FL 34744 407-343-2000 <a href="http://www.osceolhealth.org">www.osceolhealth.org</a>
<p><b>Osceola County Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8.</p>	330 N. Beaumont Ave. Kissimmee, FL 34741 407-742-8400
<p><b>Osceola County Special Needs Registry</b>                  Provides emergency evacuation services to elders and other persons with special needs.</p>	407-742-9000

**PALM BEACH COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b>                  Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	4400 N. Congress Ave., Suite 102 West Palm Beach, FL 33407 561-840-3161
<p><b>Alpert Jewish Family &amp; Children Services</b>                  Provides home health services, guardianship, mental health services, and support for holocaust survivors.</p>	5841 Corporate Way, Ste. 200 West Palm Beach, FL 33407 561-684-1991 <a href="http://www.jfcsonline.com">www.jfcsonline.com</a>
<p><b>Deaf Service Center of Palm Beach County</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	3111 S. Dixie Hwy., Suite 237 West Palm Beach, FL 33405 561-802-3353 V/TTY
<p><b>Delray Beach Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	701 S.E. 6th Ave. Delray Beach, FL 33486 561-272-6766

<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-684-5885</p>
<p><b>Housing Authority of Boca Raton</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2333-A West Glades Rd.                  Boca Raton, FL 33431                  561-206-6200  <a href="http://www.bocahousing.org">www.bocahousing.org</a></p>
<p><b>Housing Partnership, Inc.</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2014 W. Blue Heron Blvd.                  Riviera Beach, FL 33404                  561-841-3500  <a href="http://www.gocpg.org">www.gocpg.org</a></p>
<p><b>Legal Aid: Florida Rural Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>417 N.W. 16th St., Suite 8                  Belle Glade, FL 33430                  561-993-0003</p>
<p><b>Legal Aid: Florida Rural Legal Services</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>423 Fern St., Suite 220                  West Palm Beach, FL 33401                  561-820-8902</p>
<p><b>Legal Aid: Legal Aid Society of Palm Beach County</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>423 Fern St., Suite 200                  West Palm Beach, FL 33401                  561-655-8944</p>
<p><b>MorseLife, Inc.</b>                  Services for Palm Beach county seniors include long-term care and short-term rehabilitation, independent and assisted living, meals-on-wheels, adult day care, and a host of caregiver support groups.</p>	<p>4847 Fred Gladstone Drive                  West Palm Beach, FL 33417                  561-471-5111  <a href="http://www.morselife.org">www.morselife.org</a></p>
<p><b>NeedyMeds</b>                  Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841  <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Pahokee Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>465 Friend Terrace                  Pahokee, FL 33476                  561-924-5565</p>
<p><b>Palm Beach County Division of Senior Services - North Palm Beach</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>810 Datura St. Suite 300                  West Palm Beach, FL 33401                  561-355-4746</p>



<p><b>Palm Beach County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>800 Clematis Street West Palm Beach, FL 33402 561-840-4500 <a href="http://www.pbchd.com">www.pbchd.com</a></p>
<p><b>Palm Beach County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>3432 W. 45th Street West Palm Beach, FL 33407 561-684-2160</p>
<p><b>Palm Beach County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>561-712-6400 ext. 4</p>
<p><b>Riviera Beach Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2014 W. 17th Court Riviera Beach, FL 33404 561-845-7450</p>
<p><b>Volen Senior Center - South Palm Beach</b> Community Care for the Elderly lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1515 W. Palmetto Park Rd. Boca Raton, FL 33486 561-395-8920 <a href="http://www.volencenter.com">www.volencenter.com</a></p>
<p><b>Urban League of Palm Beach County</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>1700 N. Australian Ave. West Palm Beach, FL 33407 561-833-4277 <a href="http://www.ulpb.org">www.ulpb.org</a></p>
<p><b>West Palm Beach Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1715 Division Ave. West Palm Beach, FL 33407 561-655-8530 <a href="http://www.wpbha.org">www.wpbha.org</a></p>

## PASCO COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES - 5B (North Pinellas &amp; Pasco Counties)</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2525 Seven Springs Blvd. New Port Richey, FL 34655 727-376-7152</p>

<p><b>Aging Solutions, Inc.</b> Provides elder care and guardianship services to families with aging and dependent relatives, information and referral resources for fiduciaries, elder abuse education, consumer advocacy, and general geriatric care.</p>	<p>P.O. Box 342095 Tampa, FL 33618 813-949-1888 Toll Free: 1-866-922-4464 Fax: 813-949-1996</p>
<p><b>Community Aging and Retirement Services, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>12417 Clock Tower Pkwy., Suite 200 Hudson, FL 34667 813-862-9291 <a href="http://www.caresfl.com">www.caresfl.com</a></p>
<p><b>Deaf and Hard of Hearing Services of Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>8610 Galen Wilson Blvd., Suite B-100 Port Richey, FL 34668 Toll Free: 866-685-9477 727-853-1010 V 727-853-1014 TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-861-8111 or 727-217-8111</p>
<p><b>Legal Aid: Bay Area Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>8406 Massachusetts Ave., Suite B-2 New Port Richey, FL 34653 727-847-5494</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Pasco County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>10841 Little Rd. New Port Richey, FL 34654 727-861-5250</p>
<p><b>Pasco County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>14517 7th Street Dade City, FL 33523 352-567-0848</p>
<p><b>Pasco County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>727-847-8137</p>

**PINELLAS COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES - 5A (Central &amp; Southern Pinellas County)</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>11351 Ulmerton Rd., Suite 303 Largo, FL 33778 727-588-6882</p>

<p><b>CARES - 5B (North Pinellas &amp; Pasco Counties)</b>                  Department of Elder Affairs preadmission screening program for nursing facility or alternative placement</p>	<p>2525 Seven Springs Blvd.                  New Port Richey, FL 34655                  727-376-7152</p>
<p><b>Aging Solutions, Inc.</b>                  Provides elder care and guardianship services to families with aging and dependent relatives, information and referral resources for fiduciaries, elder abuse education, consumer advocacy, and general geriatric care.</p>	<p>P.O. Box 342095                  Tampa, FL 33618                  813-949-1888                  Toll Free: 1-866-922-4464                  Fax: 813-949-1996</p>
<p><b>Boley Center for Behavioral Healthcare</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>445 31st Street N.                  St. Petersburg, FL 33713                  727-821-4819</p>
<p><b>Building Energy Systems</b>                  Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>1802 Drew Street                  Clearwater, FL 33765                  727-442-4659</p>
<p><b>Clearwater Housing Authority</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>908 Cleveland Street                  Clearwater, FL 33755                  727-461-5777</p>
<p><b>Deaf and Hearing Connection of Tampa Bay</b>                  Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>7821 Seminole Blvd.                  Seminole, FL 33772                  727-399-9983 V/TTY</p>
<p><b>Elder Helpline</b>                  Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>727-217-8111</p>
<p><b>Gulf Coast Jewish Family and Community Services</b>                  Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>14041 Icot Blvd.                  Clearwater, FL 33760                  727-479-1800</p>
<p><b>Housing Authority of the City of St. Petersburg</b>                  Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2001 Gandy Blvd. N.                  St. Petersburg, FL 33702                  727-323-3171</p>
<p><b>Legal Aid: Bay Area Legal Services – West</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2600 Dr. Martin Luther King St., Suite 401                  St. Petersburg, FL 33701                  727-582-7402</p>

<p><b>Legal Aid: Clearwater Bar Foundation (Pro Bono Program)</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>314 S. Missouri Ave. , Suite 107 Clearwater, FL 33756 727-461-5450</p>
<p><b>Legal Aid: Community Law Program</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>501 First Ave. N., Room 512 St. Petersburg, FL 33701 727-582-7402</p>
<p><b>Legal Aid: Gulfcoast Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>641 First Street S. (South Pinellas) St. Petersburg, FL 3701 727-821-0726</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Neighborhood Care Network</b> Services include adult day care, nutrition services, transportation, Medicare home health, and more.</p>	<p>12425 28th St. N., Suite 200 St. Petersburg, FL 33716 727-573-9444</p>
<p><b>Pinellas County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>205 Dr. Martin Luther King St. N. St. Petersburg, FL 33701 727-824-6900 <a href="http://www.pinellashealth.com">www.pinellashealth.com</a></p>
<p><b>Pinellas County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>11479 Ulmerton Rd. Largo, FL 33778 727-443-7684</p>
<p><b>Pinellas County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>727-464-3800 ext. 1</p>
<p><b>Pinellas Opportunity Council, Inc.</b> <b>Provides information about programs offering supportive services for economically disadvantaged citizens.</b></p>	<p><b>501 First Avenue North, Suite 517</b> <b>St. Petersburg, FL 33701</b> <b>727-823-4101</b></p>
<p><b>Suncoast Center</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>3800 Central Ave. St. Petersburg, FL 33711 727-323-2528</p>
<p><b>Tarpon Springs Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>500 S. Walton Ave. Tarpon Springs, FL 34689 727-937-4411</p>

<b>POLK COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>200 N. Kentucky Ave., Suite 302 Lakeland, FL 33801 863-680-5584</p>
<p><b>Central Florida Deaf Services, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1415 Commercial Park Dr. Lakeland, FL 33801 863-606-0800 TTY 863-606-0900 Voice</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-336-2226 or 813-740-3888</p>
<p><b>Haines City Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>502 E. Hinson Ave. Haines City, FL 33844 863-421-3680</p>
<p><b>Housing Authority of Avon Park</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>21 Tulane Dr. Avon Park, FL 33825 863-452-4432</p>
<p><b>Housing Authority of Bartow</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1060 S. Woodlawn Ave. Bartow, FL 33830 863-533-6311</p>
<p><b>Housing Authority of the City of Lakeland</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>430 Hartsell Ave. Lakeland, FL 33815 863-687-2911</p>
<p><b>Lake Wales Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>10 W. Sessoms Ave. Lake Wales, FL 33853 863-676-7414</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>963 E. Memorial Blvd. Lakeland, FL 33801-1919 863-688-7376</p>
<p><b>Legal Aid: Heart of Florida Legal Aid Society</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>510 S. Broadway Ave., Suite 2 Bartow, FL 33830 863-519-5663</p>
<p><b>Legal Aid Society of the Orange County Bar Association, Immigration</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>100 E. Robinson St. Orlando, FL 32801-1694 407-841-8310</p>

<p><b>Mulberry Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>200 N.W. 3rd. Ave. Mulberry, FL 33860 813-752-0569</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Polk County Elderly Services</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1290 Golfview Ave., Suite 202 Bartow, FL 33830 863-534-5320</p>
<p><b>Polk County Health Department</b> Offers public health services with respect to primary care, personal health, and related medical services.</p>	<p>1290 Golfview Ave. Bartow, FL 33830 863-519-7900 <a href="http://www.mypolkchd.org">www.mypolkchd.org</a></p>
<p><b>Polk County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1290 Golfview Ave. Bartow, FL 33830 863-534-5240</p>
<p><b>Polk County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>863-534-5606</p>
<p><b>Winter Haven Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>2670 Ave. C. S.W. Winter Haven, FL 33880 863-294-7369</p>

## PUTNAM COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>216 S. 6th St. Palatka, FL 32177 386-328-8361</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<p><b>Palatka Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>400 N. 15th St. Palatka, FL 32177 904-329-0132</p>
<p><b>Putnam County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>2801 Kennedy St. Palatka, FL 32177 386-326-3200</p>
<p><b>Putnam County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-329-0379</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W. Building # 2 Live Oak, FL 32060 386-362-4115</p>

## SANTA ROSA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>Quietwater Business Park 1101 Gulf Breeze Parkway, Suite B2-3 Gulf Breeze, FL 32561 850-916-6700</p>
<p><b>Council on Aging of West Florida</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>875 Royce St. Pensacola, FL 325522 850-432-1475 <a href="http://www.cowfla.org">www.cowfla.org</a></p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>945 W. Michigan Ave., Suite 4B Pensacola, FL 32505 850-433-7128 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>1-866-531-8011 or 850-595-5428</p>
<p><b>Legal Aid: Northwest Florida Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>701 S Jay St. Pensacola, FL 32501 850-432-2336</p>
<p><b>Milton Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8.</p>	<p>5668 Byrom St. Milton, FL 32570 850-623-8216</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>

<p><b>Santa Rosa County Commission</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>6495 Caroline St. Milton FL, 32570 850-983-1863</p>
<p><b>Santa Rosa County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>5527 Stewart St. Milton, FL 32572 850-983-5200 <a href="http://www.doh.state.fl.us/chdSantaRosa">www.doh.state.fl.us/chdSantaRosa</a></p>
<p><b>Santa Rosa County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-983-5360</p>
<p><b>Tri-County Community Council</b> Provides information about weatherization and other programs for economically disadvantaged citizens through support services.</p>	<p>6607 E. Elva Street Milton, FL 32570 850-981-0036</p>

## SARASOTA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>2295 Victoria Avenue, Suite 153 Fort Myers, FL 33901 239-338-2571</p>
<p><b>Deaf Service Center of Manatee/Sarasota</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>7254 S. Tamiami Trail Sarasota, FL 34231 941-921-2272 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-505-4888 or 239-332-3049</p>
<p><b>Housing Community and Development</b> Provides housing and home improvement to low and low-to-moderate income residents through Section 8 and public housing programs for the county.</p>	<p>111 S. Orange Ave. Sarasota, FL 34236 941-951-3640</p>
<p><b>Legal Aid: Gulfcoast Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>Glasser-Schoenbaum Human Services Center 1750- 17th St., Unit 1 Sarasota, FL 34234 941-366-1746</p>
<p><b>Legal Aid: Legal Aid of Sarasota</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>1900 Main St. Suite 302 Sarasota, FL 34236 941-366-0038</p>



<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Sarasota County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>2200 Ringling Blvd. Sarasota, FL 34237 941-861-2900 <a href="http://www.sarasotahhealth.org">www.sarasotahhealth.org</a></p>
<p><b>Sarasota County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>941-951-5493</p>
<p><b>Sarasota Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs for the city.</p>	<p>40 South Pineapple Ave., Suite 200 Sarasota, FL 34236 941-361-6210</p>
<p><b>Senior Friendship Center, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1888 Brother Geenen Way Sarasota, FL 34236 941-955-2122</p>
<p><b>Venice Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>312 E. Venice Ave., Suite 208 Venice, FL 34285 941-488-3526</p>

## SEMINOLE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>400 W. Robinson St. South Tower, Suite 709 Orlando, FL 32801 407-540-3865</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>407-514-0019</p>
<p><b>Housing Authority of the City of Sanford, Florida</b> Provides housing to low and low-to-moderate income residents including Section 8 vouchers.</p>	<p>94 Castle Brewer Court Sanford, FL 32771 407-323-3150</p>
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>315 Magnolia Ave. Sanford, FL 32771-1915 407-322-8983</p>
<p><b>Legal Aid: Seminole County Bar Association</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>101 West Palmetto Ave. Longwood, FL 32750 407-834-1660</p>

<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Seminole County Health Department</b> Offers a variety of public health services, primary care health and related medical services.</p>	<p>400 W. Airport Blvd. Sanford, FL 32773 407-665-3200 <a href="http://www.seminolecohealth.com">www.seminolecohealth.com</a></p>
<p><b>Seminole County Housing Authority</b> Provides housing to low and low-to-moderate income residents.</p>	<p>662 Academy Place Oviedo, FL 32765 407-365-3621</p>
<p><b>Seminole County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>407-665-5102</p>
<p><b>Seniors First</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>3113 Lawton Ave., #250 Orlando, FL 32803 407-628-2884</p>

## ST. JOHNS COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4161 Carmichael Ave., Suite 101 Jacksonville, FL 32207 904-391-3920</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>888-242-4464 or 904-777-2106</p>
<p><b>Jacksonville Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1300 Broad St. Jacksonville, FL 32202 904-630-3810</p>
<p><b>Legal Aid: Jacksonville Area Legal Aid</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>222 San Marco Ave. St. Augustine, FL 32084 904-827-9921 or toll-free 877-827-9921 <a href="http://www.jaxlegalaid.org">www.jaxlegalaid.org</a></p>
<p><b>Legal Aid: Three Rivers Legal Service</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3225 University Blvd. S. Suite 200 Jacksonville, FL 32216 904-394-7450 <a href="http://www.trls.org">www.trls.org</a></p>

<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>St. Johns County Council on Aging</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>180 Marine St. St. Augustine, FL 32084 904-823-4810</p>
<p><b>St. Johns County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>200 San Sebastian View St. Augustine, FL 32084 904-209-3250</p>
<p><b>St. Johns County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>904-824-5550</p>

## ST. LUCIE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>337 North 4th St., Suite E Fort Pierce, FL 34950 772-460-3692</p>
<p><b>Council on Aging of St. Lucie County</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>2501 S.W. Bayshore Blvd. Port St. Lucie, FL 34984 772-336-8608</p>
<p><b>Deaf Service Center of the Treasure Coast, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>1016 N.E. Jensen Beach Blvd. Jensen Beach, FL 34957 772-334-2233 V/TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-684-5885</p>
<p><b>Housing Authority of the City of Fort Pierce</b> Provides public housing programs to low and low-to-moderate income residents including Section 8.</p>	<p>511 Orange Ave.. Fort Pierce, FL 34950 407-461-7281</p>
<p><b>Legal Aid: Florida Rural Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>200 S. Indian River Dr., Suite 101 Ft. Pierce, FL 34948 561-466-4766</p>

<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>St. Lucie County Health Department</b> Offers primary care, personal health,, and related medical services.</p>	<p>5150 N.W. Milner Drive Port St. Lucie, FL 34983 772-462-3800 <a href="http://www.stluciecountyhealth.com">www.stluciecountyhealth.com</a></p>
<p><b>St. Lucie County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>772-462-8100</p>

## SUMTER COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>1515 E. Silver Springs Blvd., Suite 203 Ocala, FL 34470 352-620-3457</p>
<p><b>Community Legal Services of Mid-Florida, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>106 N. Osceola Ave. Inverness, FL 34450 800-984-2918</p>
<p><b>Deaf Service Center of Lake and Sumter Counties, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2020 S. 9th St. Leesburg, FL 34748 352-323-0757 Voice 352-323-9106 TTY</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Mid-Florida Community Services Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>100 East Dade Avenue Bushnell, FL 332513 352-793-6111 <a href="http://www.mfcs.us.com">www.mfcs.us.com</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Sumter County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>415 E. Noble Ave Bushnell, FL 33513 352-569-0930 <a href="http://www.doh.state.fl.us/chdsumter">www.doh.state.fl.us/chdsumter</a></p>

<p><b>Sumter County Health Department Satellite Office</b> Offers primary care, personal health, and related medical services.</p>	<p>104 Rutland St. Wildwood, FL 34785 352-330-1313 ext. 245 <a href="http://www.doh.state.fl.us/chdsumter">www.doh.state.fl.us/chdsumter</a></p>
<p><b>Sumter County Public Housing</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>910 N. Main St., Suite 308 Bushnell, FL 33513 352-569-1515</p>
<p><b>Sumter County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-569-6000</p>

## SUWANNEE COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Housing Authority of The City of Live Oak</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>406 Webb Drive N.E. Live Oak, FL 32060 386-362-2123</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave. Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-5303</p>
<p><b>Suwannee County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>P.O. Drawer 6030 915 Nobles Ferry Rd. Live Oak, FL 32060 386-362-2708 <a href="http://www.doh.state.fl.us/chdsuwannee">www.doh.state.fl.us/chdsuwannee</a></p>

<p><b>Suwannee County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>611 Pine St. Bronson, FL 32621 352-486-5420</p>
<p><b>Suwannee County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>352-364-3405</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. N.W., Building # 2 Live Oak, FL 32060 386-362-4115</p>

## TAYLOR COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee, FL 32399 850-414-9803</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>334 N.W. Lake City Ave. Lake City, FL 32055 386-752-5960 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Northwest Florida Regional Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>5302 Brown St. Graceville, FL 32440 850-263-5303</p>
<p><b>Suwannee River Economic Council</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd. NW, Bldg. #2 Live Oak, FL 32060 386-362-4115</p>
<p><b>Taylor County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1215 N. Peacock Ave. Perry, FL 32347 850-584-5087 ext. 174 <a href="http://www.doh.state.fl.us/chdtaylor/index.htm">www.doh.state.fl.us/chdtaylor/index.htm</a></p>

<p><b>Taylor Senior Citizen’s Center, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>800 W. Ash St. Perry, FL 32347 850-584-4924</p>
<p><b>Taylor County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-838-3575</p>

## UNION COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs’ preadmission screening program for nursing facility or alternative placement</p>	<p>3801 N.W. 40th Terrace, Suite A Gainesville, FL 32606 352-955-6560</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>800-262-2243</p>
<p><b>Legal Aid: Three Rivers Legal Services</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>901 N.W. 8th Ave., Suite D-5 Gainesville, FL 32608 352-372-0519 <a href="http://www.trls.org">www.trls.org</a></p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Union County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>495 E. Main St. Lake Butler, FL 32054 386-496-3211 <a href="http://www.doh.state.fl.us/chdunion">www.doh.state.fl.us/chdunion</a></p>
<p><b>Union County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>715 W. Main St. Lake Butler, FL 32054 386-496-2047</p>
<p><b>Union County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-496-3211</p>
<p><b>Suwannee River Economic Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1171 Nobles Ferry Rd., Building #2 Live Oak, FL 32064 386-362-4115</p>

<b>VOLUSIA COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>210 N. Palmetto Ave., Suite 408 Daytona Beach, FL 32114 386-238-4946</p>
<p><b>Council on Aging of Volusia County, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>160 N. Beach St. Daytona Beach, FL 32115 386-253-4700</p>
<p><b>County of Volusia Department of Community Services</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>123 W. Indiana Ave., Rm. 100 DeLand, FL 32720 386-943-7029 <a href="http://www.volusia.org">www.volusia.org</a></p>
<p><b>Deaf and Hard of Hearing Service Center</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>116 S. Palmetto Ave. Daytona Beach, FL 32114 386-257-1700 Voice 386-257-3600 TTY</p>
<p><b>DeLand Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1450 S. Woodland Ave., Suite 200 A DeLand, FL 32720 386-736-1696</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>888-242-4464 or 904-777-2106</p>
<p><b>Housing Authority of New Smyrna Beach</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1101 S. Dixie Freeway New Smyrna Beach, FL 32168 386-428-8171</p>
<p><b>Housing Authority: City of Daytona Beach</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>211 N. Ridgewood Ave., Suite 300 Daytona Beach, FL 32114 386-253-5653</p>
<p><b>Legal Aid: Community Legal Services of Mid-Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>128-A Orange Ave. Daytona Beach, FL 32114-4310 386-255-6573</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>



<p><b>Ormond Beach Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>100 New Britain Ave. Ormond Beach, FL 32174 386-677-2069</p>
<p><b>Volusia County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>1845 Holsonback Drive Daytona Beach, FL 32117 386-274-0614 <a href="http://www.doh.state.fl.us/cbd/volusia/index.html">www.doh.state.fl.us/cbd/volusia/index.html</a></p>
<p><b>Volusia County Housing</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>110 W. Rich Ave. DeLand, FL 32720 386-943-7039</p>
<p><b>Volusia County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>386-258-4088</p>

## WAKULLA COUNTY

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>4040 Esplanade Way, Suite 380 Tallahassee, FL 32399 850-414-9803</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2119 Delta Blvd. Tallahassee, FL 32303 850-385-9007</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Wakulla County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>48 Oak St. Crawfordville, FL 32327 850-926-0400</p>
<p><b>Wakulla County Housing</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>3093 Crawfordville Hwy. Crawfordville, FL 32327 850-877-1908</p>
<p><b>Wakulla County Senior Citizens Council, Inc.</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>33 Michael Drive Crawfordville, FL 32327 850-926-7145</p>

<p><b>Wakulla County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-745-7200</p>
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**WALTON COUNTY**

AGENCY AND DESCRIPTION	CONTACT INFORMATION
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>Quietwater Business Park 1101 Gulf Breeze Parkway, Suite B2-3 Gulf Breeze, FL 32561 850-916-6700</p>
<p><b>Deaf &amp; Hard of Hearing Services of Northwest Florida, Inc.</b> Fosters the development, improvement, and growth of services for deaf, hard of hearing and late deafened people in Florida.</p>	<p>2600 Fairfield Dr. Pensacola, FL 32505 850-433-7128 850-432-7479</p>
<p><b>DeFuniak Springs Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>120 Oerting Drive DeFuniak Springs, FL 32435 850-892-2823</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-531-8011 or 850-595-5428</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>133 Staff Dr., Suite B Fort Walton, FL 32548 850-862-3279</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Walton County Council on Aging</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1154 Baldwin Ave. DeFuniak Springs, FL 32435 850-892-8015 <a href="http://www.waltoncountycouncilonaging.org">www.waltoncountycouncilonaging.org</a></p>
<p><b>Walton County Health Department</b> Offers primary care, personal health, and related medical services.</p>	<p>362 State Highway 83 DeFuniak Springs, FL 32433 850-892-8015 <a href="http://www.doh.state.fl.us/chdwalton">www.doh.state.fl.us/chdwalton</a></p>
<p><b>Walton County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>312 College Ave., Unit D DeFuniak Springs, FL 32435 850-892-8185</p>
<p><b>Walton County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-892-8186</p>

<b>WASHINGTON COUNTY</b>	
<b>AGENCY AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>CARES</b> Department of Elder Affairs' preadmission screening program for nursing facility or alternative placement</p>	<p>101 W. 5th St. Panama City, FL 32401 850-747-5840</p>
<p><b>Chipley Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>1370 Old Bonifay Rd. Chipley, FL 32428 850-638-0134</p>
<p><b>Elder Helpline</b> Accesses a qualified Information and Referral specialist who can provide information about services available for elders and their caregivers within the local community.</p>	<p>866-467-4624 or 850-487-8926</p>
<p><b>Legal Aid: Legal Services of North Florida</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>211 E 11th St. Panama City, FL 32401 850-769-3581</p>
<p><b>NeedyMeds</b> Provides information on free/low-cost/sliding scale medical and dental clinics as well as prescription assistance.</p>	<p>888-729-1841 <a href="http://www.needymeds.org">www.needymeds.org</a></p>
<p><b>Washington County Council on Aging</b> Community Care for the Elderly county lead agency. Provides case management and in-home services to qualified elders.</p>	<p>1348 South Blvd. Chipley, FL 32428 850-638-6216 <a href="http://www.washingtoncountycoa.org">www.washingtoncountycoa.org</a></p>
<p><b>Washington County Health Department</b> Offers a wide variety of public health services with respect to primary care, personal health, and related medical services.</p>	<p>1338 South Blvd. W. Chipley, FL 32428 850-638-6240 <a href="http://www.doh.state.fl.us/CHD/washington">www.doh.state.fl.us/CHD/washington</a></p>
<p><b>Washington County Housing Authority</b> Provides housing to low and low-to-moderate income residents through Section 8 and public housing programs.</p>	<p>302 N. Oklahoma St. Bonifay, FL 32435 850-638-4520</p>
<p><b>Washington County Special Needs Registry</b> Provides emergency evacuation services to elders and other persons with special needs.</p>	<p>850-638-6203</p>

## AGING AND DISABILITY RESOURCE CENTERS AND AREA AGENCIES ON AGING

Florida's 11 Area Agencies on Aging (AAAs) are private, non-profit entities that administer Department of Elder Affairs programs and provide, through contracting agencies, services within a designated Planning and Service Area.

AGENCY AND COUNTIES SERVED	CONTACT INFORMATION
<b>Aging and Disability Resource Center of Broward County, Inc.</b> Serving Broward County	5300 Hiatus Rd. Sunrise, FL 33351 954-745-9567
<b>Alliance for Aging, Inc.</b> Serving Miami-Dade and Monroe Counties	760 NW 107th Ave., Ste. 214 Miami, FL 33172 305-670-6500 <a href="http://www.allianceforaging.org">www.allianceforaging.org</a>
<b>Area Agency on Aging for North Florida, Inc.</b> Serving Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington Counties	2414 Mahan Dr. Tallahassee, FL 32308 850-488-0055 <a href="http://www.aaanf.org">www.aaanf.org</a>
<b>Area Agency on Aging of Pasco-Pinellas, Inc.</b> Serving Pasco and Pinellas Counties	9549 Koger Blvd., Gadsden Bldg., Ste. 100 St. Petersburg, FL 33702 727-570-9696 <a href="http://www.agingcarefl.org">www.agingcarefl.org</a>
<b>Area Agency on Aging for Southwest Florida</b> Serving Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota Counties	15201 N. Cleveland Ave., Ste. 1100 North Fort Myers, FL 33903 239-652-6900 <a href="http://www.aaaswfl.org">www.aaaswfl.org</a>
<b>Elder Options</b> Serving Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee and Union Counties	100 S.W. 75th St., Ste. 301 Gainesville, FL 32607 800-963-5337 <a href="http://www.agingresources.org">www.agingresources.org</a>
<b>ElderSource</b> Serving Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia Counties	10688 Old St. Augustine Rd. Jacksonville, FL 32257 904-391-6699 <a href="http://www.myeldersource.org">www.myeldersource.org</a>
<b>Northwest Florida Area Agency on Aging, Inc.</b> Serving Escambia, Okaloosa, Santa Rosa and Walton Counties	5090 Commerce Park Cir. Pensacola, FL 32505 850-494-7101 <a href="http://www.nwflaaa.org">www.nwflaaa.org</a>
<b>Senior Connection Center, Inc.</b> Serving Hardee, Hillsborough, Highland, Manatee and Polk Counties	8728 Brittany Way, Tampa, FL 33619 813-740-3888 <a href="http://www.agingflorida.com">www.agingflorida.com</a>
<b>Senior Resource Alliance</b> Serving Brevard, Orange, Osceola, and Seminole Counties	988 Woodcock Rd., Ste. 200 Orlando, FL 32803 407-514-1800 <a href="http://www.seniorresourcealliance.org">www.seniorresourcealliance.org</a>
<b>Your Aging &amp; Disability Resource Center</b> Serving Indian River, Martin, Okeechobee, Palm Beach and St. Lucie Counties	4400 N. Congress Ave. West Palm Beach, FL 33407-3226 561-684-5885 <a href="http://www.youragingresourcecenter.org">www.youragingresourcecenter.org</a>

<b>BETTER BUSINESS BUREAUS</b>	
<b>AGENCY</b>	<b>CONTACT INFORMATION</b>
<b>Better Business Bureau of Central Florida, Inc.</b>	1600 S. Grant St. Longwood, FL 32750 407-621-3300 <a href="http://www.centralflorida.bbb.org">www.centralflorida.bbb.org</a>
<b>Better Business Bureau of Northeast Florida</b>	4417 Beach Rd., Suite 202 Jacksonville, FL 32207 904-721-2288 <a href="http://www.bbbnefla.org">www.bbbnefla.org</a>
<b>Better Business Bureau of Northwest Florida</b>	912 E. Gadsden St. Pensacola, FL 32501 850-429-0002 <a href="http://www.nwfl.bbb.org">www.nwfl.bbb.org</a>
<b>Better Business Bureau of Southeast Florida &amp; the Caribbean (West Palm Beach Office)</b>	4411 Beacon Circle, Suite 4 West Palm Beach, FL 33407 561-842-1918 <a href="http://www.seflorida.bbb.org">www.seflorida.bbb.org</a>
<b>Better Business Bureau of West Florida</b>	2655 McCormick Drive Clearwater, FL 33759 727-535-5522 <a href="http://www.westflorida.bbb.org">www.westflorida.bbb.org</a>

<b>COUNTY EMERGENCY MANAGEMENT OFFICES</b>		
<b>COUNTY</b>	<b>ADDRESS</b>	<b>PHONE</b>
<b>Alachua</b>	1100 SE 27th St., Gainesville, 32541	352-264-6500
<b>Baker</b>	1 Sheriff's Office Dr., Macclenny, FL 32063	904-259-0230
<b>Bay</b>	700 Highway 2300, Southport, FL 32401	850-248-6040
<b>Bradford</b>	945-B N. Temple Ave., Starke, FL 32091	904-966-6336
<b>Brevard</b>	1746 Cedar St., Rockledge, FL 32955	321-637-6670
<b>Broward</b>	201 N.W. 84 Ave., Plantation, FL 33324	954-831-3905
<b>Calhoun</b>	20859 Central Ave. E., Room G-40 Blountstown, FL 32424	850-674-8075
<b>Charlotte</b>	26571 Airport Rd., Punta Gorda, FL 33982	941-833-4000
<b>Citrus</b>	3549 Saunders Way, Lecanto, FL 34461	352-746-6555
<b>Clay</b>	1 Doctors Dr., Green Cove Springs, FL 32043	904-284-7703
<b>Collier</b>	8075 Lely Cultural Pkwy., Suite 445., Naples, FL 34113	239-252-3600
<b>Columbia</b>	263 NW Lake City Ave., Lake City, FL 32056	386-758-1125 ext. 2
<b>DeSoto</b>	2200 NE Roan St., Arcadia, FL 34266	863-993-4831

<b>Dixie</b>	17600 SE Hwy 19, Cross City, FL 32628	352-498-1240 ext. 231
<b>Duval</b>	515 N. Julia St., Jacksonville, FL 32202	904-255-3123
<b>Escambia</b>	6575 North W St., Pensacola, FL 32505	850-471-6409
<b>Flagler</b>	1200 East Moody Blvd. #8, Bunnell, FL 32110-5918	386-313-4240
<b>Franklin</b>	28 Airport Rd., Apalachicola, FL 32320	850-653-8977
<b>Gadsden</b>	339 E. Jefferson St., Quincy, FL 32351	850-627-9233
<b>Gilchrist</b>	3250 N. US Hwy 129, Bell, FL 32619	386-935-5400
<b>Glades</b>	P.O. Box 1527, Moore Haven, FL 33471	863-946-6020
<b>Gulf</b>	1000 Cecil G. Costin Sr. Blvd., Bldg. 500 Port St. Joe, FL 32456	850-229-9110
<b>Hamilton</b>	1133 US Highway 41 N.W., Jasper, FL 32052	386-792-6647
<b>Hardee</b>	404 W. Orange St., Wauchula, FL 33873-2381	863-773-6373
<b>Hendry</b>	4425 West State Rd. 80, LaBelle, FL 33935	863-674-5400
<b>Hernando</b>	18900 Cortez Blvd., Brooksville, FL 34601	352-754-4083
<b>Highlands</b>	6850 George Blvd., Sebring, FL 33870	863-385-1112
<b>Hillsborough</b>	2711 East Hanna Ave., Tampa, FL 33610	813-272-6600
<b>Holmes</b>	1001 East Hwy. 90, Bonifay, FL 32425	850-547-1112
<b>Indian River</b>	4225 43rd Ave., Vero Beach, FL 32967	772-226-3859
<b>Jackson</b>	2819 Panhandle Rd., Marianna, FL 32344	850-718-0007
<b>Jefferson</b>	169 Industrial Park Blvd., Monticello, FL 32344	850-342-0211
<b>Lafayette</b>	194 SW Virginia Circle, Mayo, FL 32066	386-294-1950
<b>Lake</b>	P.O. Box 7800, Tavares, FL 34778-7800	352-343-9420
<b>Lee</b>	2675 Ortiz Ave., Fort Myers, FL 33905	239-533-3914
<b>Leon</b>	911 A Easterwood Dr., Tallahassee, FL 32311	850-606-3700
<b>Levy</b>	P.O. Box 221, Bronson, FL 32621	352-486-5213
<b>Liberty</b>	10979 NW Spring St., Bristol, FL 32321	850-643-2339
<b>Madison</b>	1083 SW Harvey Greene Dr., Madison, FL 32340	850-973-3698
<b>Manatee</b>	2101 47th Terrace East, Bradenton, FL 34206	941-749-3507
<b>Marion</b>	P.O. Box 1987, Ocala, FL 34478	352-396-8185
<b>Martin</b>	800 Monterey Rd., Stuart, FL 34994	772-219-4942
<b>Miami-Dade</b>	9300 N.W. 41st St., Miami, FL 33178	305-468-5400
<b>Monroe</b>	490 63rd St. Ocean, Suite 150, Marathon, FL 33050	305-289-6065
<b>Nassau</b>	77150 Citizens Circle, Yulee, FL 32097	904-548-0954
<b>Okaloosa</b>	90 College Blvd. East, Niceville, FL 32578	850-651-7150
<b>Okeechobee</b>	707 NW 6th St., Okeechobee, FL 34972	863-763-3212
<b>Orange</b>	6590 Amory Court, Winter Park, FL 32793	407-836-9140

## CONSUMER RESOURCE GUIDE

<b>Osceola</b>	2586 Partin Settlement Rd., Kissimmee, FL 34744	407-742-9010
<b>Palm Beach</b>	20 S. Military Trail, West Palm Beach, FL 33415	561-712-6321
<b>Pasco</b>	8744 Government Dr., Bldg. A New Port Richey, FL 34654	727-847-8137
<b>Pinellas</b>	10750 Ulmerton Blvd., Bldg. 1, Suite 267 Largo, FL 33778	727-464-5550
<b>Polk</b>	1890 Jim Keene Blvd., Winter Haven, FL 33880	863-298-7023
<b>Putnam</b>	410 S. State Rd. 19, Palatka, FL 32177	386-329-0379
<b>Santa Rosa</b>	4499 Pine Forest Rd., Milton, FL 32583	850-983-4610
<b>Sarasota</b>	6050 Porter Way, Suite 165, Sarasota, FL 34232	941-861-5495
<b>Seminole</b>	150 Bush Blvd., Sanford, FL 32773	407-665-5017
<b>Seminole Tribe of Florida</b>	6300 Stirling Rd., Hollywood, FL 33024	954-967-5100 ext. 10458
<b>St. Johns</b>	100 EOC Dr., St. Augustine, FL 32092	904-824-5550
<b>St. Lucie</b>	101 N. Rock Rd., Ft. Pierce, FL 34945	772-462-8100
<b>Sumter</b>	7375 Powell Rd., Wildwood, FL 34785	352-569-1660
<b>Suwannee</b>	13617 Ontario Ave., Suite 200, Live Oak, FL 32060	386-364-3405
<b>Taylor</b>	591 East US Hwy. 27, Perry, FL 32347	850-838-3575
<b>Union</b>	58 N.W. 1st St., Lake Butler, FL 32054	386-496-4300
<b>Volusia</b>	3825 Tiger Bay Rd., Suite 102 Daytona Beach, FL 32124	386-254-1500 ext. 11505
<b>Wakulla</b>	15 Oak St., Crawfordville, FL 32327	850-745-7200
<b>Walton</b>	63 Bo Pete Manor Rd., DeFuniak Springs, FL 32435	850-892-8366
<b>Washington</b>	2300 Pioneer Rd., Chipley, FL 32428	850-638-6203
<b>Washington</b>	1331 South Blvd., Chipley, FL 32428	850-638-6203

## COUNTY SPECIAL NEEDS REGISTRIES

The following are contact telephone numbers for information on special-needs shelters in your county, including information on how to register.

COUNTY	TELEPHONE	COUNTY	TELEPHONE
<b>Alachua</b>	352-264-6582	<b>Glades</b>	863-946-6020
<b>Baker</b>	904-259-6111	<b>Gulf</b>	850-229-9110
<b>Bay</b>	850-248-6047	<b>Hamilton</b>	386-792-6647
<b>Bradford</b>	904-966-6336	<b>Hardee</b>	863-773-6373
<b>Brevard</b>	321-637-6670	<b>Hendry</b>	863-674-5400
<b>Broward</b>	954-357-6385	<b>Hernando</b>	352-754-4083
<b>Calhoun</b>	850-674-8075	<b>Highlands</b>	863-385-1112
<b>Charlotte</b>	941-833-4000	<b>Hillsborough</b>	813-307-8063
<b>Citrus</b>	352-249-2707	<b>Holmes</b>	850-547-1112
<b>Clay</b>	904-284-7703	<b>Indian River</b>	772-567-2154
<b>Collier</b>	239-252-3600	<b>Jackson</b>	850-482-9678
<b>Columbia</b>	386-758-1125	<b>Jefferson</b>	850-342-0211
<b>DeSoto</b>	863-993-4831	<b>Lafayette</b>	386-294-1950
<b>Dixie</b>	352-498-1240 ext. 231	<b>Lake</b>	352-343-9420
<b>Duval</b>	904-630-2472	<b>Lee</b>	239-533-3640
<b>Escambia</b>	850-471-6400	<b>Leon</b>	850-488-5921
<b>Flagler</b>	386-313-4200	<b>Levy</b>	352-486-5213
<b>Franklin</b>	850-653-8977 ext. 2	<b>Liberty</b>	850-643-2339
<b>Gadsden</b>	850-875-8642	<b>Madison</b>	850-973-3698
<b>Gilchrist</b>	386-935-5400	<b>Manatee</b>	941-749-3500 ext. 1667
<b>Marion</b>	352-369-8100	<b>St. Johns</b>	904-824-5550



<b>Martin</b>	772-287-1652 ext. 1	<b>St. Lucie</b>	772-462-8100
<b>Miami-Dade</b>	305-513-7700	<b>Santa Rosa</b>	850-983-5360
<b>Monroe</b>	305-292-4591	<b>Sarasota</b>	941-861-5493
<b>Nassau</b>	904-548-4980	<b>Seminole</b>	407-665-5121
<b>Okaloosa</b>	850-651-7150	<b>Sumter</b>	352-569-1660
<b>Okeechobee</b>	863-462-5819	<b>Suwannee</b>	386-364-3405
<b>Orange</b>	407-836-9319	<b>Taylor</b>	850-838-3575
<b>Osceola</b>	407-742-9000	<b>Union</b>	386-496-3211
<b>Palm Beach</b>	561-712-6400 ext. 4	<b>Volusia</b>	386-258-4088
<b>Pasco</b>	727-847-8137	<b>Wakulla</b>	850-745-7200
<b>Pinellas</b>	727-464-3800 ext. 1	<b>Walton</b>	850-892-8186
<b>Polk</b>	863-298-7027	<b>Washington</b>	850-638-6203
<b>Putnam</b>	386-329-0379		

## FOOD BANKS

Food Banks work with community partners such as soup kitchens, church pantries, shelters and senior meal programs. They collect surplus food from manufacturers, stores and distributors to serve people in need.

FOOD BANK & COUNTIES SERVED	CONTACT INFORMATION
<b>Agape Food Bank</b> Polk, Hardee, & Highlands	625 McCue Rd. Lakeland, FL 33851 863-665-7074 <a href="http://cficc.org/agape-food-bank">cficc.org/agape-food-bank</a>
<b>All Faiths Food Bank</b> DeSoto & Sarasota	8171 Blaikie Ct. Sarasota, FL 34240 941-379-6333 <a href="http://www.allfaithsfoodbank.org">www.allfaithsfoodbank.org</a>
<b>America's Second Harvest of the Big Bend</b> Calhoun, Franklin, Gadsden, Gulf, Jackson, Jefferson, Leon, Liberty, Taylor, and Wakulla	110 Four Points Way Tallahassee, FL 32305 850-562-3033 <a href="http://www.fightinghunger.org">www.fightinghunger.org</a>
<b>Bay Area Food Bank</b> Escambia, Holmes, Okaloosa, Santa Rosa, Walton, and Washington	5709 Industrial Blvd. Milton, FL 32583 850-626-1332 <a href="http://www.bayareafoodbank.org">www.bayareafoodbank.org</a>
<b>Bread of the Mighty</b> Alachua, Dixie, Gilchrist, Lafayette, and Levy	325 N.W. 10th Ave. Gainesville, FL 32601 352-336-0839 <a href="http://www.breadofthemighty.org">www.breadofthemighty.org</a>
<b>Feeding America Tampa Bay</b> Citrus, Hardee, Hillsborough, Pinellas, and Sumter	4702 Transport Dr., Bldg. 6, Tampa, FL 33605 813-254-5940 <a href="http://www.feedingamericatampabay.org">www.feedingamericatampabay.org</a>
<b>Feeding South Florida</b> Broward, Dade, Monroe, and Palm Beach	2501 S.W. 32nd Ter., Pembroke Pines, FL 33023 954-518-1818 <a href="http://www.feedingsouthflorida.org">www.feedingsouthflorida.org</a>
<b>First Step Food Bank</b> Marion	P.O. Box 4474 Ocala, FL 34478 352-732-5500
<b>Food Bank of Manatee County</b> Manatee	811 23rd Ave. East Bradenton, FL 34208 941-747-3663 <a href="http://www.foodbankofmanatee.org">www.foodbankofmanatee.org</a>
<b>Florida Gateway Food Bank</b> Columbia, Hamilton, Suwannee, and Union	553 N.W. Railroad St. Lake City, FL 32505 386-755-5683 <a href="http://www.floridagatewayfoodbank.org">www.floridagatewayfoodbank.org</a>

<p><b>Harry Chapin Food Bank of Southwest Florida</b> Charlotte, Collier, Glades, Hendry, and Lee</p>	<p>3760 Fowler St. Fort Myers, FL 33901 239-334-7007 <a href="http://www.harrychapinfoodbank.org">www.harrychapinfoodbank.org</a></p>
<p><b>Second Harvest Food Bank of Central Florida</b> Brevard, Lake, Orange, Osceola, Seminole, and Volusia</p>	<p>411 Mercy Dr. Orlando, FL 32805 407-295-1066 <a href="http://www.foodbankcentralflorida.org">www.foodbankcentralflorida.org</a></p>
<p><b>Second Harvest Food Bank of Northeast Florida</b> Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, and Union</p>	<p>1502 Jessie St. Jacksonville, FL 32206 904-353-3663 <a href="http://www.wenourishhope.org">www.wenourishhope.org</a></p>
<p><b>Suncoast Harvest Food Bank</b> Hernando and Pasco</p>	<p>5829 Ehren Cutoff Land O'Lakes, FL 34639 814-929-0220 <a href="http://www.suncoastharvest.org">www.suncoastharvest.org</a></p>
<p><b>Treasure Coast Food Bank</b> Indian River, Martin, Okeechobee, and St. Lucie</p>	<p>401 Angle Rd. Fort Pierce, FL 34947 772-489-3034 <a href="http://www.stophunger.org">www.stophunger.org</a></p>

## FLORIDA COMMUNITY ACTION AGENCIES

Florida community action agencies (CAAs) are committed to helping the low income and people faced with poverty. An agency can sometimes refer individuals to emergency financial assistance programs. Since each community action agency is locally governed, the exact types of programs offered at each agency will vary. Call your local CAA to learn more about what your particular agency offers and the resources available. The following is an alphabetical list of Florida community action agencies, including contact information.

AGENCY NAME	COUNTY	CONTACT INFORMATION
<b>Brevard County Community Action Agency</b>	Brevard	2725 Judge Fran Jamieson Way, Bldg. B, 1st Floor Viera, FL 32940 321-633-2007 <a href="http://www.brevardcounty.us/humanservices">www.brevardcounty.us/humanservices</a>
<b>Broward County Board of County Commissioners Department of Human Services, CAA</b>	Broward	Edgar P. Mills Multi-Purpose Center 900 N.W. 31st Avenue, Suite 3100 Fort Lauderdale, FL 33311 954-357-5025 <a href="http://www.broward.org/humanservices/familysuccess/pages/communityactionagency.aspx">www.broward.org/humanservices/familysuccess/pages/communityactionagency.aspx</a>
<b>Capital Area Community Action Agency, Inc.</b>	Calhoun, Franklin, Gadsden, Gulf, Jefferson, Leon, Liberty, Wakulla	309 Office Plaza Drive Tallahassee, FL 32301 850-222-2043 <a href="http://capitalareacommunityactionagency.com">capitalareacommunityactionagency.com</a>
<b>Central Florida Community Action Agency, Inc.</b>	Alachua, Levy, Marion	1405 Northwest 13th Street, Suite B Gainesville, FL 32601 352-378-5892 <a href="http://www.cfcaa.org">www.cfcaa.org</a>
<b>Charlotte County Board of County Commissioners Department of Human Services</b>	Charlotte	512 East Punta Gorda Street Punta Gorda, FL 33950 941-833-6500 <a href="http://www.charlottecountyfl.gov/dept/humanservices/Pages/default.aspx">www.charlottecountyfl.gov/dept/humanservices/Pages/default.aspx</a>
<b>Coalition of Florida Farmworker Organizations, Inc.</b>	Collier, Dade	778 West Palm Drive Florida City, FL 33034 305-246-0357 <a href="http://www.coffo.org">www.coffo.org</a>
<b>Community Action Program Committee, Inc.</b>	Escambia, Okaloosa	1380 North Palafox Street Pensacola, FL 32591 850-438-4021 <a href="http://capc-pensacola.org">capc-pensacola.org</a>
<b>Economic Opportunities Council of Indian River County, Inc.</b>	Indian River	2455 St. Lucie Avenue Vero Beach, FL 32961 772-562-4177 <a href="http://eocofirc.net">eocofirc.net</a>

<p><b>Hendry County Department of Social Services</b></p>	<p>Hendry</p>	<p><b>LaBelle</b> 133 N. Bridge Street LaBelle, FL 33935 863-674-1441 <b>Clewiston</b> 969 W. Sugarland Highway Clewiston, FL 33440 863-233-6190 <a href="http://www.hendryfla.net/social_services/index.php">www.hendryfla.net/social_services/index.php</a></p>
<p><b>Hillsborough County Family and Aging Services Community Action Program</b></p>	<p>Hillsborough</p>	<p>3402 N. 22nd Street Tampa, FL 33605 813-272-7416 <a href="http://hillsboroughcounty.org/index.aspx?nid=286">hillsboroughcounty.org/index.aspx?nid=286</a></p>
<p><b>Immokalee Multicultural Multipurpose Community Action Agency</b></p>	<p>Collier</p>	<p>1255 N. 15th Street Immokalee, FL 34143 239-657-2213</p>
<p><b>Lake Community Action Agency, Inc.</b></p>	<p>Lake</p>	<p>501 North Bay Street Eustis, FL 32726 352-357-5550 <a href="http://www.lakecaa.org">www.lakecaa.org</a></p>
<p><b>Lee County Board of County Commissioners Department of Human Services</b></p>	<p>Lee</p>	<p>2440 Thompson Street Fort Myers, FL 33901 239-533-7900 <a href="http://www.lee.gov/dhs">www.lee.gov/dhs</a></p>
<p><b>Manatee Community Action Agency, Inc.</b></p>	<p>DeSoto, Hardee, Manatee</p>	<p>302 Manatee Avenue East, Suite 322 Bradenton, FL 34208 941-827-0188 <a href="http://www.manateecaa.org">www.manateecaa.org</a></p>
<p><b>Miami-Dade Community Action &amp; Human Services</b></p>	<p>Miami-Dade</p>	<p>701 N.W. 1st Court, 10th Floor Miami, FL 33136 786-469-4600 <a href="http://www.miamidade.gov/socialservices">www.miamidade.gov/socialservices</a></p>
<p><b>Mid Florida Community Services, Inc.</b></p>	<p>Citrus, Hernando, Pasco, Sumter</p>	<p>820 Kennedy Boulevard Brooksville, FL 34605 352-796-1425 <a href="http://www.mfcs.us.com">www.mfcs.us.com</a></p>
<p><b>Northeast Florida Community Action Agency, Inc.</b></p>	<p>Baker, Clay, Duval, Flagler, Nassau, Putnam, St. Johns</p>	<p>4070 Blvd Center Drive 4500 Building, Ste. 200 Jacksonville, FL 32207 904-398-7472 <a href="http://www.nfcaa.net">www.nfcaa.net</a></p>
<p><b>Orange County Health and Family Services Department Community Action Division</b></p>	<p>Orange</p>	<p>2100 East Michigan Street, 2nd Floor Orlando, FL 32806 407-836-7505 <a href="http://www.orangecountyfl.net/Families,HealthSocial Svcs.aspx#.VbKhqP7bK70">www.orangecountyfl.net/Families,HealthSocial Svcs.aspx#.VbKhqP7bK70</a></p>

<b>Osceola County Council on Aging, Inc.</b>	Osceola	700 Generation Point Kissimmee, FL 34744 407-846-8532 <a href="http://www.osceolagenerations.org">www.osceolagenerations.org</a>
<b>Palm Beach County Community Action Agency</b>	Palm Beach	810 Datura Street, Room 150 West Palm Beach, FL 33401 561-355-4792 <a href="http://www.co.palm-beach.fl.us/communityservices/programs/community-action">www.co.palm-beach.fl.us/communityservices/programs/community-action</a>
<b>Pinellas Opportunity Council, Inc.</b>	Pinellas	501 First Avenue North, Suite 517 St. Petersburg, FL 33701 727-823-4101 <a href="http://www.poc-inc.org">www.poc-inc.org</a>
<b>Sarasota County Government William L. Little Health &amp; Human Services Center</b>	Sarasota	2200 Ringling Boulevard, Suite 2001 Sarasota, FL 34237 941-861-2576 <a href="http://www.scgov.net/HumanServices/Pages/default.aspx">www.scgov.net/HumanServices/Pages/default.aspx</a>
<b>Seminole County BOCC Seminole County Community Assistance</b>	Seminole	534 W. Lake Mark Blvd Sanford, FL 32773 407-665-2357 <a href="http://cdn.seminolecountyfl.gov/departments-services/community-services/index.shtml/commasst/index.aspx">cdn.seminolecountyfl.gov/departments-services/community-services/index.shtml/commasst/index.aspx</a>
<b>Seminole Tribe of Florida, Community Action Program</b>	Broward, Collier, Hendry, Highlands, Hillsborough, and St. Lucie	Route 6, Box 666 Okeechobee, FL 34974 863-763-4128
<b>Suwannee River Economic Council, Inc.</b>	Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Madison, Suwannee, Taylor, Union	1171 Nobles Ferry Road, NW, Building #2 Live Oak, FL 32060 386-362-4115
<b>Treasure Coast Community Action Agency</b>	Martin, Okeechobee, St. Lucie	437 North 7th Street Fort Pierce, FL 34950 772-462-1777 <a href="http://www.stlucieco.gov/community/community_action_agency.htm">www.stlucieco.gov/community/community_action_agency.htm</a>
<b>Tri-County Community Council, Inc.</b>	Bay, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, Washington	302 North Oklahoma Street Bonifay, FL 32425 850-547-3688 <a href="http://www.tricountycommunitycouncil.com">www.tricountycommunitycouncil.com</a>
<b>Volusia County Department of Human Services</b>	Volusia	123 West Indiana Avenue Room 101 DeLand, FL 32720 386-736-5956 <a href="http://www.volusia.org/services/community-services/community-assistance">www.volusia.org/services/community-services/community-assistance</a>

<b>HOSPICE &amp; PALLIATIVE CARE FACILITIES</b>		
<b>FACILITY NAME</b>	<b>COUNTY</b>	<b>CONTACT INFORMATION</b>
<b>Avow Hospice, Inc.</b>	Collier	1095 Whippoorwill Lane Naples, FL 34105 239-261-4404
<b>Big Bend Hospice</b>	Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla	1723 Mahan Center Blvd. Tallahassee, FL 32308 850-878-5310
<b>Catholic Hospice, Inc.</b>	Broward, Miami-Dade, Monroe	14875 N.W. 77 Ave., #100 Miami Lakes, FL 33014 305-822-2320
<b>Community Hospice of Northeast Florida, Inc.</b>	Baker, Clay, Duval, Nassau, St. Johns	4266 Sunbeam Rd. Jacksonville, FL 32257 904-268-5200
<b>Compassionate Care Hospice of Central Florida, Inc.</b>	Hardee, Highlands, Polk	2525 Drane Field Rd. Lakeland, FL 33811 863-709-0099
<b>Cornerstone Hospice &amp; Palliative Care, Inc.</b>	Hardee, Highlands, Lake, Orange, Osceola, Polk, Sumter	2445 Lane Park Rd. Tavares, FL 32778 352-343-1341
<b>Covenant Hospice, Inc.</b>	Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton, Washington	5041 N. 12th Ave. Pensacola, FL 32504 850-433-2155
<b>Florida Hospital Hospice Care</b>	Flagler, Orange, Osceola, Volusia	770 West Granada Blvd., Suite 304 Ormond Beach, FL 32174 386-671-2138
<b>Good Shepherd Hospice</b>	Hardee, Highlands, Polk	320 W. Main St. Lakeland, FL 33815 863-682-0027
<b>Gulfside Hospice &amp; Pasco Palliative Care, Inc.</b>	Pasco	2061 Collier Parkway Land O'Lakes, FL 34639 800-561-4883
<b>Halifax Hospice, Inc.</b>	Flagler, Volusia	3800 Woodbriar Trail Port Orange, FL 32127 386-322-4701
<b>Haven Hospice</b>	Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee, Union, Volusia	4200 N.W. 90th Blvd. Gainesville, FL 32606-3809 352-378-2121
<b>Heartland Home Health Care and Hospice</b>	Baker, Clay, Duval, Nassau, St. Johns	8310 Baymeadows Way West Jacksonville, FL 32256 904-737-2553

<b>Heartland Hospice</b>	Broward, Miami-Dade	150 S. Pine Island Road Plantation, FL 33324 954-467-7423
	Miami-Dade, Monroe	8925 S.W. 148 St. Palmetto Bay, FL 305-234-1780
<b>Hope Hospice and Community Services, Inc.</b>	Glades, Hendry, Lee	9470 Healthpark Circle, Fort Myers, FL 33908 239-482-4673
<b>Hospice by the Sea, Inc.</b>	Broward, Palm Beach	1531 W. Palmetto Park Rd. Boca Raton, FL 33486 561-395-5031
<b>Hospice Care of South Florida</b>	Miami-Dade	7270 NW 12th St., PH 6 Miami, FL 33126 305-591-1606
<b>Hospice of Citrus and the Nature Coast</b>	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, Union	3264 W. Audubon Park Path Lecanto, FL 34461 352-527-2020
<b>Hospice of Gold Coast Home Health Services</b>	Broward	309 S.E. 18th Street Fort Lauderdale, FL 33316 954-785-2990
<b>Hospice of Health First</b>	Brevard	1900 Dairy Road West Melbourne, FL 32904 321-434-1744
<b>Hospice of Marion County, Inc.</b>	Marion	3231 S.W. 34th Avenue Ocala, FL 34474 352-873-7400
<b>Hospice of Okeechobee, Inc.</b>	Martin, Okeechobee, St. Lucie	411 S.E. 4th St. Okeechobee, FL 34973 863-763-2321
<b>Hospice of Palm Beach County, Inc.</b>	Broward, Palm Beach	5300 East Avenue West Palm Beach, FL 33407 561-848-5200
<b>Hospice of St. Francis, Inc.</b>	Brevard	1250 B Grumman Place Titusville, FL 32780 321-269-4240
<b>Hospice of the Emerald Coast, Inc.</b>	Bay, Calhoun, Escambia, Gulf, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, Washington	2925 Martin Luther King Blvd., Hwy. 77 N. Panama City, FL 32405-4411 850-769-0055
<b>Hospice of the Florida Keys</b>	Monroe	1319 William Street Key West, FL 33040 305-294-8812
<b>Hospice of the Treasure Coast, Inc.</b>	Martin, Okeechobee, St. Lucie	5000 Dunn Rd. Fort Pierce, FL 34981 772-403-4500



<b>HPH Hospice</b>	Citrus, Hernando, Pasco	12107 Majestic Blvd. Hudson, FL 34667 727-863-7971
<b>LifePath Hospice</b>	Hillsborough	3010 West Azelee St. Tampa, FL 33609 813-877-2200
<b>Odyssey Healthcare of Marion County, Inc.</b>	Flagler, Marion, Miami-Dade, Monroe, Volusia	6161 Blue Lagoon Dr., Suite 170 Miami, FL 33126-2045
<b>Regency Hospice of Northwest Florida, Inc.</b>	Escambia, Okaloosa, Santa Rosa, Walton	50 Beverly Parkway, Suite 200 Pensacola, FL 32505 850-478-2695
<b>Samaritan Care Hospice of Osceola, Inc.</b>	Orange, Osceola	1300 North Semoran Blvd., Suite 210 Orlando, FL 32807 407-514-1300
<b>Seasons Hospice and Palliative Care of Southern Florida</b>	Miami-Dade	5200 N.E. 2nd Ave. Miami, FL 33137 305-762-3883
<b>Suncoast Hospice</b>	Pinellas	5771 Roosevelt Blvd. Clearwater, FL 33760-3413 727-586-4432
<b>The Hospice of Martin and St. Lucie, Inc.</b>	Martin, Okeechobee, St. Lucie	1201 South East Indian Street Stuart, FL 34997-5688 772-403-4500
<b>Tidewell Hospice, Inc.</b>	Charlotte, DeSoto, Manatee, Sarasota	5955 Rand Blvd. Sarasota, FL 34238 941-552-7500
<b>Vitas Healthcare Corporation of Florida</b>	Baker, Brevard, Clay, Duval, Flagler, Nassau, Orange, Osceola, Seminole, St. Johns, Volusia	4450 W. Eau Gallie Blvd., Suite 250 Melbourne, FL 32934-7214 321-751-6671
	Broward, Palm Beach	1901 South Congress Ave., #420 Boynton Beach, FL 33426 561-364-1479
	Collier, Miami-Dade, Monroe	16800 N.W. 2nd Ave., Suite 400 North Miami Beach, FL 33169 305-654-3718
<b>VNA Hospice of Indian River County, Inc.</b>	Indian River	1110 35th Lane Vero Beach, FL 32960 772-567-5551
<b>Wuesthoff Brevard Hospice and Palliative Care</b>	Brevard	8060 Spyglass Hill Rd. Viera, FL 32940 321-253-2222

## LONG-TERM CARE OMBUDSMAN PROGRAM

The Long-Term Care Ombudsman Program protects the rights of residents of nursing homes, assisted living facilities, and adult family-care homes. All services are confidential and free of charge. The following is an alphabetical list of the 14 Long-Term Care Ombudsman Program district offices, including contact information. You may also contact the program through the statewide toll-free number 1-888-831-0404 or online at [Ombudsman.myflorida.com](http://Ombudsman.myflorida.com).

DISTRICT	COUNTIES SERVED	TELEPHONE, & ADDRESS
<b>Broward</b>	Broward	8333 W. McNabb Road, Suite 231 Tamarac, FL 33321 954-597-2266
<b>East Central</b>	Brevard, Orange, Osceola, Seminole	400 W. Robinson St., Ste. N110 Orlando, FL 32801 407-245-0651
<b>First Coast</b>	Baker, Clay, Duval, Nassau, St. Johns	Midtown Center Office Center Park #3300 4161 Carmichael Ave., Suite 141 Jacksonville, FL 32207 904-391-3942
<b>First Coast South</b>	Flagler, Volusia	210 N. Palmetto Ave. Suite 403 Daytona Beach, FL 32114 386-226-7846
<b>West Coast</b>	Pasco, Pinellas	11351 Ulmerton Road, Suite # 303 Largo, FL 33778 727-588-6912
<b>North Central</b>	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union	1515 E. Silver Springs Blvd., #203 Ocala, FL 34470 352-620-3088
<b>North Dade</b>	North Miami-Dade County (North of Flagler St., all of Hialeah & N.E. and N.W. addresses)	9495 Sunset Drive Building B-100 Miami, FL 33173 305-273-3294
<b>Northwest</b>	Escambia, Okaloosa, Santa Rosa, Walton	1101 Gulf Breeze Parkway Building 3, Suite 5 Gulf Breeze, FL 32561 850-916-6720
<b>Palm Beach</b>	Palm Beach, Indian River, Martin, Okeechobee, St. Lucie	111 S. Sapodilla Ave, Suite 125 A-B-C West Palm Beach, FL 33401 561-837-5038
<b>Panhandle</b>	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	4040 Esplanade Way Tallahassee, FL 32399 850-921-4703
<b>South Central</b>	Hardee, Highland, Polk	200 North Kentucky Ave., #224 Lakeland, FL 33801 863-413-2764

<b>South Dade &amp; Florida Keys</b>	Monroe & South Miami-Dade Counties (south of Flagler St., all S.E. & S.W. addresses)	9495 Sunset Drive Building B-100 Miami, FL 33173 305-273-3250
<b>Southwest</b>	Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota	2295 Victoria Ave., Room 152 Ft. Myers, FL 33901 239-338-2563
<b>West Central</b>	Hillsborough, Manatee	701 W. Fletcher Ave., Suite C Tampa, FL 33612 813-558-5591
SEE COUNTY QUICK REFERENCE TABLE BELOW		

## LONG-TERM CARE OMBUDSMAN COUNTY DISTRICT OFFICE QUICK REFERENCE

Use the following table to identify the district serving a particular county.

COUNTY	DISTRICT OFFICE	COUNTY	DISTRICT OFFICE
<b>Alachua</b>	North Central	<b>Gulf</b>	Panhandle
<b>Baker</b>	First Coast	<b>Hamilton</b>	North Central
<b>Bay</b>	Panhandle	<b>Hardee</b>	South Central
<b>Bradford</b>	North Central	<b>Hendry</b>	Southwest
<b>Brevard</b>	East Central	<b>Herndando</b>	North Central
<b>Broward</b>	Broward	<b>Highlands</b>	South Central
<b>Calhoun</b>	Panhandle	<b>Hillsborough</b>	West Coast
<b>Charlotte</b>	Southwest	<b>Holmes</b>	Panhandle
<b>Citrus</b>	North Central	<b>Indian River</b>	South Central
<b>Clay</b>	First Coast	<b>Jackson</b>	Panhandle
<b>Collier</b>	Southwest	<b>Jefferson</b>	Panhandle
<b>Columbia</b>	North Central	<b>Lafayette</b>	North Central
<b>DeSoto</b>	Southwest	<b>Lake</b>	North Central
<b>Dixie</b>	North Central	<b>Lee</b>	Southwest
<b>Duval</b>	First Coast	<b>Leon</b>	Panhandle

<b>Escambia</b>	Northwest	<b>Levy</b>	North Central
<b>Flagler</b>	First Coast South	<b>Liberty</b>	Panhandle
<b>Franklin</b>	Panhandle	<b>Madison</b>	Panhandle
<b>Gadsden</b>	Panhandle	<b>Manatee</b>	West Central
<b>Gilchrist</b>	North Central	<b>Marion</b>	North Central
<b>Glades</b>	Southwest	<b>Martin</b>	South Central
<b>Miami-Dade N.</b>	North Dade	<b>St. Johns</b>	First Coast
<b>Miami-Dade S.</b>	South Dade & FL Keys	<b>St. Lucie</b>	South Central
<b>Monroe</b>	South Dade & FL Keys	<b>Santa Rosa</b>	Northwest
<b>Nassau</b>	First Coast	<b>Sarasota</b>	Southwest
<b>Okaloosa</b>	Northwest	<b>Seminole</b>	East Central
<b>Okeechobee</b>	South Central	<b>Sumter</b>	North Central
<b>Orange</b>	East Central	<b>Suwannee</b>	North Central
<b>Osceola</b>	East Central	<b>Taylor</b>	Panhandle
<b>Palm Beach</b>	Palm Beach County	<b>Union</b>	North Central
<b>Pasco</b>	West Coast	<b>Volusia</b>	First Coast South
<b>Pinellas</b>	West Coast	<b>Wakulla</b>	Panhandle
<b>Polk</b>	West Coast	<b>Walton</b>	Northwest
<b>Putnam</b>	North Central	<b>Washington</b>	Panhandle

<b>MEMORY DISORDER CLINICS</b>	
<b>MEMORY DISORDER CLINIC</b>	<b>CONTACT INFORMATION</b>
<b>Broward Health North Memory Disorder Center</b>	201 E. Sample Rd. Pompano Beach, FL 33064 954-786-7392
<b>East Central Florida Memory Disorder Clinic</b>	3661 S. Babcock St. Melbourne, FL 32901 321-434-7612
<b>Florida Atlantic University, Louis &amp; Anne Green Memory and Wellness Center</b>	777 Glades Rd., Building AZ-79 Boca Raton, FL 33431 561-297-0502
<b>Lee Memorial Health Systems Lee Memory Care</b>	12600 Creekside Lane, Suite 7 Fort Myers, FL 33919 239-343-9220
<b>Madonna Ptak Center for Memory Disorders at Morton Plant Mease</b>	430 Mortan Plant St., Suite 402 Clearwater, FL 33756 727-461-8635
<b>Mayo Clinic Jacksonville Memory Disorder Clinic</b>	4500 San Pablo Rd. Jacksonville, FL 32224 904-953-6523
<b>Orlando Health Center for Aging &amp; Memory Disorder Clinic</b>	21 West Columbia Street Orlando, FL 32806 321-841-9700
<b>Sarasota Memorial Hospital Memory Disorder Clinic</b>	1515 S. Osprey Ave., Suite A-1 Sarasota, FL 34239 941-917-7197
<b>St. Mary's Medical Center St. Mary's Memory Disorder Center</b>	5305 Greenwood Ave., Suite 102 West Palm Beach, FL 33407 561-882-6363
<b>Tallahassee Memorial Health Care Neuroscience Center</b>	1401 Centerville Rd., Suite 504 Tallahassee, FL 32308 850-431-5037
<b>The Wien Center for Alzheimer's Disease &amp; Memory Disorders, Mt. Sinai Medical Center/Miami Heart</b>	4300 Alton Rd. Miami Beach, FL 33140 305-674-2543
<b>University of Florida Memory Disorder Clinic</b>	McKnight Brain Institute, Department of Neurology Box 100236 Gainesville, FL 32610 352-273-5550
<b>University of Miami Memory Disorder Clinic</b>	1695 N.W. 9th Ave., Ste. 3204-B Miami, FL 33136 305-355-9065
<b>University of South Florida Memory Disorder Clinic</b>	3515 E. Fletcher Ave. Tampa, FL 33613 813-974-3100
<b>West Florida Hospital Memory Disorder Clinic</b>	8383 N. Davis Hwy. Pensacola, FL 32514 850-494-6497

<b>NATIONAL ORGANIZATIONS</b>	
<b>ORGANIZATION AND DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>AARP</b> Provides consumer advocacy, legal assistance, tax counseling, job training and placement, health care and long-term care information and other services.</p>	<p>601 East Street, N.W. Washington, DC 20049 888-687-2277 <a href="http://www.aarp.org">www.aarp.org</a></p>
<p><b>Administration for Community Living</b> Provides information on programs funded by the Older Americans Act and directories of state agencies in the aging network.</p>	<p>Washington, DC 20201 201-619-0724 <a href="http://www.aoa.gov">www.aoa.gov</a></p>
<p><b>Alzheimer's Association</b> Provides education and support for people diagnosed with Alzheimer's disease, their families, and caregivers.</p>	<p>225 N Michigan Ave., Floor 17 Chicago, IL 60601 800-272-3900 <a href="http://www.alz.org">www.alz.org</a></p>
<p><b>American Academy of Orthopedic Surgeons</b> Provides public service announcements, patient education services, and orthopedics awareness program and related services.</p>	<p>6300 N. River Rd. Rosemont, IL 60018 847-823-7186 <a href="http://www.aaos.org">www.aaos.org</a></p>
<p><b>American Cancer Society</b> Provides information about cancer, treatment options, and coping to patients, families, friends and health information seekers.</p>	<p>250 Williams St. N.W. Atlanta, GA 30303 800-227-2345 <a href="http://www.cancer.org">www.cancer.org</a></p>
<p><b>American Dental Association</b> Provides consumer information about oral health topics, recommended products and a dentist directory.</p>	<p>211 E. Chicago Ave. Chicago, IL 60611 312-440-2500 <a href="http://www.ada.org">www.ada.org</a></p>
<p><b>American Diabetes Association</b> Provides information and other services to people with diabetes, their families, health care professionals and the public.</p>	<p>1701 N. Beauregard St. Alexandria, VA 22311 800-342-2383 <a href="http://www.diabetes.org">www.diabetes.org</a></p>
<p><b>American Dietetic Association</b> Promotes good health through optimal nutrition and well-being in such critical health areas as obesity (including preventing childhood obesity), complementary care and supplements, retail food practices, and genetic research.</p>	<p>120 S. Riverside Plaza, Suite 2000 Chicago, IL 60606 800-877-1600 <a href="http://www.eatright.org">www.eatright.org</a></p>
<p><b>American Heart Association</b> Provides consumer information on reducing disability and death from cardiovascular diseases and stroke.</p>	<p>7272 Greenville Ave. Dallas, TX 75231 800-242-8721 <a href="http://www.heart.org">www.heart.org</a></p>
<p><b>American Lung Association</b> Promotes prevention and control of lung diseases through education, research, training, and advocacy programs. The oldest voluntary health organization in the U.S.</p>	<p>1301 Pennsylvania Ave. N.W. Suite 800 Washington, DC 20004 202-785-3355 <a href="http://www.lungusa.org">www.lungusa.org</a></p>

<p><b>American Orthopaedic Foot and Ankle Society</b> Offers educational materials about foot fitness, foot and ankle anatomy, medical conditions, healthy footwear and shoe fit.</p>	<p>6300 N. River Rd. Rosemont, IL 60018 800-235-4855 toll-free or 847-698-4654 <a href="http://www.aofas.org">www.aofas.org</a></p>
<p><b>American Podiatric Medical Association</b> Provides foot health care information to the public.</p>	<p>9312 Old Georgetown Rd. Bethesda, MD 20814 301-571-9200 <a href="http://www.apma.org">www.apma.org</a></p>
<p><b>American Sleep Apnea Association</b> Provides information about apnea to reduce injury, disability, and death from sleep apnea. Promotes education and awareness, research, continuous improvement, and care and support groups.</p>	<p>1717 Pennsylvania Ave. N.W. Suite 1025 Washington, DC 20006 888-293-3650 <a href="http://www.sleepapnea.org">www.sleepapnea.org</a></p>
<p><b>Arthritis Foundation</b> Offers a variety of free resources and information about arthritis medications and treatments.</p>	<p>P.O. Box 7669 Atlanta, GA 30357 800-283-7800 <a href="http://www.arthritis.org">www.arthritis.org</a></p>
<p><b>Centers for Disease Control &amp; Prevention</b> (U.S. Department of Health and Human Services – HHS) Develops and administers disease prevention and control, environmental health and health promotion services to improve the health of U.S. citizens.</p>	<p>1600 Clifton Rd. Atlanta, GA 30333 800-232-4636 <a href="http://www.cdc.gov">www.cdc.gov</a></p>
<p><b>Center for Medicare and Medicaid Services (CMS)</b> Administers the Medicare and Medicaid programs within the U.S. Department of Health and Human Services.</p>	<p>7500 Security Blvd. Baltimore, MD 21244 800-633-4227 <a href="http://www.cms.gov">www.cms.gov</a></p>
<p><b>Consumer Product Safety Commission</b> Offers a variety of information to the public consistent with its mission to reduce the risk of injuries and death associated with consumer products.</p>	<p>4330 East-West Hwy. Bethesda, MD 20814-4408 301-504-7923 <a href="http://www.cpsc.gov">www.cpsc.gov</a></p>
<p><b>Family Caregiver Alliance</b> Provides information and resources for family caregivers.</p>	<p>785 Market Street, Suite 750 San Francisco, CA 94103 800-445-8106 <a href="http://www.caregiver.org">www.caregiver.org</a></p>
<p><b>Federal Citizen Information Center</b> Federal clearinghouse for consumer information. Provides information useful to consumers through the many publications offered and on the website.</p>	<p>Pueblo, CO 81009 800-333-4636 <a href="http://www.pueblo.gsa.gov">www.pueblo.gsa.gov</a></p>
<p><b>Federal Emergency Management Agency (FEMA)</b> Agency of the U.S. government tasked with disaster mitigation, preparedness, response, and recovery planning. Call to order free FEMA publications.</p>	<p>500 C St. S.W. Washington, DC 20472 800-480-2520 <a href="http://www.fema.gov">www.fema.gov</a></p>
<p><b>Food and Drug Administration (FDA)</b> Provides information for older people on a wide range of health issues, including arthritis, cancer, health fraud, and nutrition.</p>	<p>5600 Fisher Lane Room 1675 Rockville, MD 20850 888-463-6332</p>

<p><b>Glaucoma Research Foundation</b> Provides information and educational outreach along with research about glaucoma for patients, family members, physicians, and researchers. Searching for a cure for glaucoma.</p>	<p>251 Post St., Suite 600 San Francisco, CA 94108 800-826-6693 <a href="http://www.glaucoma.org">www.glaucoma.org</a></p>
<p><b>Healthfinder.gov</b> Reliable health information provided by the US Dept of Health and Human Services.</p>	<p><a href="http://www.healthfinder.gov">www.healthfinder.gov</a></p>
<p><b>Lupus Foundation of America, Inc.</b> Provides education and awareness materials, support and outreach to patients and their families.</p>	<p>2000 L St. N.W., Suite 710 Washington, DC 20036 202-349-1155 <a href="http://www.lupus.org">www.lupus.org</a></p>
<p><b>MedicAlert Foundation</b> Provides identification and information on the use of a MedicAlert emblem and medical information card.</p>	<p>2323 Colorado Ave. Turlock, CA 95382 888-633-4298 <a href="http://www.medicalert.org">www.medicalert.org</a></p>
<p><b>Medicare Hotline</b> A toll-free telephone number for information about Medicare, a national health insurance plan for persons 65 and older or disabled individuals.</p>	<p>800-633-4227 <a href="http://www.medicare.gov">www.medicare.gov</a></p>
<p><b>National Alliance for Caregiving</b> Provides support to family caregivers and the professionals who help them. Increases public awareness of issues facing family caregiving.</p>	<p>4720 Montgomery Lane 2nd Floor Bethesda, MD 20814 <a href="http://www.caregiving.org">www.caregiving.org</a></p>
<p><b>The National Association for Continence</b> Educates the public and disseminates information to assist individuals suffering from urinary incontinence.</p>	<p>P.O. Box 1019 Charleston, SC 29402 800-252-3337 <a href="http://www.nafc.org">www.nafc.org</a></p>
<p><b>National Association for Home Health Care &amp; Hospice</b> Represents the interests and concerns of home care agencies, hospices, and home care aide organizations, to assist providers and caregivers in home settings.</p>	<p>228 Seventh St. S.E. Washington, DC 20003 202-547-7424 <a href="http://www.nahc.org">www.nahc.org</a></p>
<p><b>National Association of Area Agencies on Aging</b> Umbrella organization for AAAs and Native American aging programs in the U.S. Coordinates and supports home- and community-based services such as transportation, home-delivered/congregate meals, senior centers and adult day care.</p>	<p>1730 Rhode Island Ave N.W. Suite 1200 Washington, DC 20036 202-872-0888 <a href="http://www.n4a.org">www.n4a.org</a></p>
<p><b>National Association of Insurance Commissioners</b> Provides a variety of consumer information and publications concerning insurance products.</p>	<p>2301 McGee St. Suite 800 Kansas City, MO 64108 816-842-3600 <a href="http://www.naic.org">www.naic.org</a></p>
<p><b>The National Center for Injury Prevention and Control (U.S. Department of Health and Human Services - HHS)</b> Provides information and other services to reduce morbidity, disability, mortality, and costs associated with injuries.</p>	<p>4770 Buford Hwy. N.E. Mailstop F-63 Atlanta, GA 30341 800-232-4636 <a href="http://www.cdc.gov/injury">www.cdc.gov/injury</a></p>



<p><b>The National Digestive Disease Information Clearinghouse</b>                  Responds to inquiries about digestive diseases, provides patient education materials, and produces publications about specific digestive diseases.</p>	<p>2 Information Way                  Bethesda, MD 20892                  301-654-3810                  800-891-5389  <a href="http://www.digestive.niddk.nih.gov">www.digestive.niddk.nih.gov</a></p>
<p><b>National Easter Seal Society</b>                  Provides services to children and adults with disabilities and other special needs, and support to their families.</p>	<p>233 S Wacker Dr.                  Suite 2400                  Chicago, IL 60606                  800-221-6827  <a href="http://www.easter-seals.org">www.easter-seals.org</a></p>
<p><b>National Family Caregivers Association</b>                  Offers information, education, support, and advocacy services to address the concerns and needs of all family caregivers.</p>	<p>10400 Connecticut Ave.                  Suite 500                  Kensington, MD 20895                  800-896-3650  <a href="http://www.nfcacares.org">www.nfcacares.org</a></p>
<p><b>National Federation of Interfaith Volunteer Caregivers</b>                  Promotes interfaith ministry of caregiving to disabled persons and their families without regard to age, gender, race or religious affiliation.</p>	<p>368 Broadway                  Suite 103                  Kingston, NY 12401                  800-350-7438  <a href="http://www.nfivc.org">www.nfivc.org</a></p>
<p><b>National Fire Protection Association (NFPA)</b>                  Provides fire codes and standards, research, training and education to reduce the burden of fires and other hazards on the quality of life.</p>	<p>1 Batterymarch Park                  Quincy, MA 02169                  617-770-3000  <a href="http://www.nfpa.org">www.nfpa.org</a></p>
<p><b>National Institute of Mental Health</b>                  Promotes public health through understanding, education, research, and treatment of mental health disorders.</p>	<p>6001 Executive Blvd.                  Room 8184 MSC 9663                  Bethesda, MD 20892                  866-615-6464  <a href="http://www.nimh.nih.gov/home">www.nimh.nih.gov/home</a></p>
<p><b>National Kidney Foundation</b>                  Provides information to patients, health care professional, and others on kidney diseases and supports research, training, and information on the transplantation of all organs.</p>	<p>30 E. 33rd St.                  New York, NY 10016                  800-622-9010  <a href="http://www.kidney.org">www.kidney.org</a></p>
<p><b>National Osteoporosis Foundation</b>                  Offers information, support groups, publications, videos, and other services to educate the public about osteoporosis prevention and treatment.</p>	<p>1150 17th St. N.W.                  Suite 850                  Washington, DC 20036                  800-231-4222  <a href="http://www.nof.org">www.nof.org</a></p>
<p><b>National Parkinson Foundation, Inc.</b>                  Provides diagnostic and therapeutic services and education for medical practitioners, patients, caregivers and the public about Parkinson Disease. Searching for the cause and cure of Parkinson Disease and other neurodegenerative diseases.</p>	<p>1501 N.W. 9th Ave.                  Bob Hope Rd.                  Miami, FL 33136                  800-327-4545  <a href="http://www.parkinson.org">www.parkinson.org</a></p>
<p><b>National Safety Council</b>                  Educates the public to adopt safety, health, and environmental policies, practices, and procedures that prevent/mitigate losses from preventable causes.</p>	<p>1121 Spring Lake Drive                  Itasca, IL 60143                  800-621-7615  <a href="http://www.nsc.org">www.nsc.org</a></p>

<p><b>National Sleep Foundation</b> Promotes public health through sleep-related research, advocacy, education, and prevention of health and safety problems related to insufficient sleep and untreated sleep disorders.</p>	<p>1522 K St. N.W., Suite 500 Washington, DC 20005 202-347-3471 <a href="http://www.sleepfoundation.org">www.sleepfoundation.org</a></p>
<p><b>National Stroke Association</b> Provides education, services and community-based activities in prevention, treatment, rehabilitation and recovery from stroke to the public, health care providers, stroke survivors and their families and caregivers.</p>	<p>9707 E. Easter Lane, Suite B Centennial, CO 80112 800-787-6537 <a href="http://www.stroke.org">www.stroke.org</a></p>
<p><b>U.S. Department of Agriculture (USDA)</b> Administers a wide variety of services and programs that assist rural communities, promote conservation, offer education and research, provide food and nutrition, and supports marketing and trade.</p>	<p>1400 Independence Ave., S.W. Washington, DC 20250 202-720-2791 <a href="http://www.usda.gov">www.usda.gov</a></p>
<p><b>U.S. Food and Drug Administration</b> Regulatory agency of the U.S. government that promotes and protects public health through food, drug and cosmetic inspection/testing and reviewing clinical research of regulated products.</p>	<p>10903 New Hampshire Ave. Silver Spring, MD 20993 888-463-6332 <a href="http://www.fda.gov">www.fda.gov</a></p>

<b>SENIOR CENTERS BY COUNTY</b>	
<b>SENIOR CENTER</b>	<b>TELEPHONE, ADDRESS &amp; WEBSITE</b>
<b>Alachua</b>	
Senior Recreation Center	5701 N.W. 34th Blvd., Gainesville, FL 32653 352-265-9040
<b>Baker</b>	
Baker County Senior Center	101 East Macclenny Ave., Macclenny, FL 32063 904-259-2223
<b>Bay</b>	
Bay County Council on Aging	1116 Frankford Ave., Panama City, FL 32401 850-769-3468 <a href="http://www.baycouncilonaging.org/senior_center.htm">www.baycouncilonaging.org/senior_center.htm</a>
<b>Bradford</b>	
Starke Multipurpose Senior Center	550 W Georgia St., Starke, FL 32091 904-964-4545
<b>Brevard</b>	
Brevard County Senior Center at Melbourne	1300 Airport Blvd., Melbourne, FL 32902 321-724-2233
Freedom 7 Community Center	5000 Tom Warriner Blvd. Cocoa Beach, FL 32931 321-783-9505 <a href="http://www.freedom7seniors.org">www.freedom7seniors.org</a>
Greater Palm Bay Senior Center	1275 Culver Rd. N.E., Palm Bay, FL 32907 321-724-1338
Martin Andersen Senior Center	1025 South Florida Ave., Rockledge, FL 32955 321-631-7549
North Brevard Senior Center	909 Lane Ave., Titusville, FL 32780 321-268-2333 <a href="http://www.nbbd.com/npr/nbsc">www.nbbd.com/npr/nbsc</a>
South Brevard Senior Center	618 East Melbourne Ave., Melbourne, FL 32902 321-724-2233 <a href="http://www.brevardtoday.com/brevard-fl-seniors.php">www.brevardtoday.com/brevard-fl-seniors.php</a>
Wickham Park Senior Center	2785 Leisure Way, Melbourne, FL 32902 321-255-4494 <a href="http://www.bcscwp.com">www.bcscwp.com</a>
<b>Broward</b>	
Austin-Hepburn Senior Mini-Center	750 N.W. 8th Ave., Hallandale, FL 33009 954-457-1460 <a href="http://www.seniorsummit.org/satellites.php">www.seniorsummit.org/satellites.php</a>
Beach Community Center	3351 N.E. 33rd Ave., Ft. Lauderdale, FL 33308 954-828-4610
Daniel D. Cantor Senior Center	5000 Nob Hill Rd., Sunrise, FL 33351 954-742-2299 <a href="http://www.cantorcenter.com">www.cantorcenter.com</a>

Fred Lippman Multipurpose Center	2030 Polk St., Hollywood, FL 33020 954-921-3408 <a href="http://www.seniorsummit.org/satellites.php">www.seniorsummit.org/satellites.php</a>
Hispanic Unity of Florida, Inc.	5840 Johnson St., Hollywood, FL 33021 954-964-8884 <a href="http://www.hispanicunity.org">www.hispanicunity.org</a>
Holiday Park Social Senior Center	1150 G. Harold Martin Dr. Ft. Lauderdale, FL 33304 954-828-5383 <a href="http://www.ci.ftlaud.fl.us/cityparks/holiday">www.ci.ftlaud.fl.us/cityparks/holiday</a>
Lauderdale Lakes Multipurpose Center	4340 N.W. 36th St., Lauderdale Lakes, FL 33313 954-535-2810
Miramar Multi-Service Complex	6700 Miramar Pkwy., Miramar, FL 33023 954-889-2707 <a href="http://www.ci.miramar.fl.us">www.ci.miramar.fl.us</a>
Northeast Focal Point Senior Center	227 N.W. 2nd St., Deerfield Beach, FL 33441 954-480-4449
Northwest Federated Central Service Center	100 S.W. 18 Ave., Ft. Lauderdale, FL 33312 954-463-0284
Northwest Focal Point Senior Center	6009 N.W. 10th St., Margate, FL 33063 954-973-0300
Oakland Park Senior Center	250 N.E. 33rd St., Oakland Park, FL 33334 954-561-6276
Posnack Jewish Community Center	5850 Pine Island Rd., Davie, FL 33328 954-434-0499
Sartory Senior Center	10150 N.W. 29th St., Coral Springs, FL 33065 954-345-2209
Sheppard Center of America	8650 W Sample Rd., Coral Springs, FL 33065 954-753-8986
Southeast Focal Point Senior Center	3081 Taft St., Hollywood, FL 33021 954-966-9805 <a href="http://www.seniorsummit.org/focalpoints.php">www.seniorsummit.org/focalpoints.php</a>
Southwest Focal Point Senior Center	301 N.W. 103rd Ave., Pembroke Pines, FL 33026 954-450-6888 <a href="http://www.seniorsummit.org/focalpoints.php">www.seniorsummit.org/focalpoints.php</a>
Sunrise Senior Center	10650 W. Oakland Park Blvd., Sunrise, FL 33351 954-746-3670
Sunset Lakes Senior Center	2801 S.W. 186 Ave., Miramar, FL 33029 954-602-3347
Sylvia L. Poitier & Theodora S. Williams Senior Center	2185 N.W. 19th St., Ft. Lauderdale, FL 33311 954-714-3500 <a href="http://www.seniorsummit.org/satellites.php">www.seniorsummit.org/satellites.php</a>
Tamarac Community Center	8601 W. Commercial Way, Tamarac, FL 33321 954-597-3642
<b>Calhoun</b>	

Calhoun County Senior Center	16859 N.E. Cayson St., Blountstown, FL 32424 850-674-4163 <a href="http://www.calhouncountyseniors.org">www.calhouncountyseniors.org</a>
<b>Charlotte</b>	
Cultural Center of Charlotte County	2280 Aaron St., Port Charlotte, FL 33952 941-625-4175
Rebecca Neal Owens Community Center	27420 Voyageur Dr., Punta Gorda, FL 33950 941-255-0723 <a href="http://www.friendshipcenters.org">www.friendshipcenters.org</a>
<b>Citrus</b>	
Annie W. Johnson Senior Services Center	1991 W. Test Ct., Dunnellon, FL 34430 352-489-8021 <a href="http://www.dunnellonbusiness.com/senior.btm">www.dunnellonbusiness.com/senior.btm</a>
Citrus County Department of Community Support Services	2804 Marc Knighton Ct., Lecanto FL 34461 352-527-5934 <a href="http://www.citrusbocc.org">www.citrusbocc.org</a>
East Citrus Community Center	9907 E. Gulf to Lake Hwy., Inverness, FL 34452 352-344-9666
Inverness Senior Center	1082 N. Paul Dr., Inverness, FL 34448 352-726-1009
Lecanto Multipurpose Senior Center	1410 S. Lecanto Hwy., Lecanto, FL 34461 325-746-1842 <a href="http://www.localendar.com/public/lecanto">www.localendar.com/public/lecanto</a>
West Citrus Community Center	8940 W. Veterans Dr., Homosassa, FL 34448 352-795-3831
<b>Clay</b>	
Green Cove Springs Senior Center	604 Walnut St., Green Cove Springs, FL 32043 904-284-5977
Orange Park Senior Center	414 Stowe Ave., Orange Park, FL 32073 904-269-4731
Shepherd's Center	2105 Park Ave., Orange Park, FL 32273 904-296-5315 <a href="http://www.tscoop.org">www.tscoop.org</a>
Weigler Senior Center	3916 Section St., Middleburg, FL 32068 904-291-3520
William Beam Senior Center	125 N. Commercial Cir. Keystone Heights, FL 32656 352-473-2065
<b>Collier</b>	
Moorings Park	120 Moorings Park Dr., Naples, FL 34105 239-261-1616 <a href="http://www.mooringspark.org">www.mooringspark.org</a>
Annex at East Naples Community Center	3500 Thomasson Dr., Naples, FL 34119 239-793-4414
Our Place at the Vineyards	6231 Arbor Blvd., Naples, FL 34119 239-353-7024
The Roberts Center	905 Roberts Ave., Immokalee, FL 33934 239-657-2823

<b>Columbia</b>	
Golden Age Senior Recreation Center	480 S.E. Clements Pl., Lake City, FL 32025 386-755-0235
LifeStyle Enrichment Center of Fort White	18829 Hwy. 478 S., Fort White, FL 32038 386-497-1504 <a href="http://www.ccseniors.com">www.ccseniors.com</a>
LifeStyle Enrichment Center of Lake City	628 S.E. Allison Ct., Lake City, FL 32025 386-755-0235 <a href="http://www.ccseniors.com">www.ccseniors.com</a>
Richardson Senior Recreation Center	221 Coach Anders St., Lake City, FL 32055 386-752-0675
<b>DeSoto</b>	
Margaret Way Senior Friendship Center of DeSoto County	23 N. Polk Ave., Arcadia, FL 34266 863-494-5965
<b>Duval</b>	
Arlington Senior Citizens Center	1078 Rogero Rd., Jacksonville, FL 32211 904-723-6142
Baldwin Senior Center	850 Center St. N., Baldwin, FL 32234 904-266-9938
C.T. Joseph Senior Center	6943 Buffalo Ave., Jacksonville, FL 32208 904-768-4762
Clancel T. Brown Senior Center	4415 Moncrief Rd., Jacksonville, FL 32209 904-764-8752
Hammond Senior Center	3312 W. 12th St., Jacksonville, FL 32205 904-786-8554
J.S. Johnson Senior Center	1112 Jackson St., Jacksonville, FL 32204 904-630-0949
Jewish Families & Community Services	3367 Pickwick Dr. S., Jacksonville, FL 32257 904-394-5722
Lane Wiley Senior Center	6710 Wiley Rd., Jacksonville, FL 32210 904-783-6589
L.D. Clemons Senior Center	55 N. Jackson Ave., Jacksonville, FL 32220 904-693-4918
Lincoln Villa Senior Center	7866 New Kings Rd., Jacksonville, FL 32219 904-765-2654
Longbranch Senior Center	4110 Franklin St., Jacksonville, FL 32206 904-630-0893
Louis Dinah Senior Center	1805 Flag St., Jacksonville, FL 32209 904-630-0728
Mandarin Senior Center	3848 Hartley Rd., Jacksonville, FL 32257 904-262-7309
Maxville Senior Center	18065 Pennsylvania Ave., Jacksonville, FL 32234 904-289-7157
Moncrief Senior Center	5713 Teeler Ave., Jacksonville, FL 32208 905-764-0330
Neptune Beach Senior Activity Center	2004 Forest Ave., Neptune Beach, FL 32266 904-270-1688

Mt. Carmel Senior Center	5846 Mt. Carmel Ter., Jacksonville, FL 32216 904-733-6696
Oceanway Senior Center	12215 Sago Ave. W., Jacksonville, FL 32218 904-696-4331
Riverview Senior Center	9620 Water St., Jacksonville, FL 32208 904-765-7511
Mary L. Singleton Senior Citizens Center	150 E. First St., Jacksonville, FL 32206 904-630-0995
Benny Furlong Beaches Senior Center	281 19th Ave. S., Jacksonville, FL 32250 904-241-3796
Wallace Senior Center	1083 Line St., Jacksonville, FL 32209 904-630-0724
Woodland Acres Center	8200 Kona Ave., Jacksonville, FL 32211 904-630-0928
<b>Escambia</b>	
Bayview Senior Rec. Center	2000 E. Lloyd St., Pensacola, FL 32503 850-436-5190
Beulah Senior Center	7425 Woodside Rd., Pensacola, FL 32526 850-941-6057
Cantonment Center	132 Mintz Ln., Cantonment, FL 32533 850-968-6259
Century Senior Center	6025 Industrial Blvd., Century, FL 32535 850-256-1012
Cobb Center	601 E. Mallory St., Pensacola, FL 32503 850-436-5192
Felix Miga Senior Center	904 N. 57th Ave., Pensacola, FL 32506 850-453-7431
Pensacola Retirement Village	1700 N. L St., Pensacola, FL 32506 850-433-5053
<b>Flagler</b>	
Flagler County Senior Center	1000 Belle Terre Blvd., Palm Coast, FL 32164 386-437-7300 <a href="http://www.flaglercounty.org">www.flaglercounty.org</a>
Wickline Senior Center	800 S. Daytona Ave., Flagler Beach, FL 32136 386-437-7300
<b>Franklin</b>	
Franklin County Senior Citizens Center	201 N.W. Ave. F., Carrabelle, FL 32322 850-697-3760
<b>Gadsden</b>	
Simon Scott Senior Citizens Center	79 La Salle Lefall Dr., Quincy, FL 32351 850-627-2223
<b>Gilchrist</b>	
Trenton Senior Center	1107 N. Main St., Trenton, FL 32693 352-463-3160
<b>Gulf</b>	

Gulf County Senior Citizens Association	120 Library Dr., Port St. Joe, FL 32456 850-229-8466
<b>Hamilton</b>	
Hamilton County Multipurpose Senior Center	1509 S.W. First St., Jasper, FL 32052 386-792-1670
<b>Hardee</b>	
Catheryn McDonald Senior Center	310 N. 8 Ave., Wauchula, FL 33873 863-773-2022
<b>Hendry</b>	
L.J. Nobles Senior Center	475 E. Cowboy Way, LaBelle, FL 33935 863-675-1576
<b>Hernando</b>	
Brooksville Enrichment Center	17222 Hospital Blvd., Medical Arts Bldg. Suite 120 Brooksville, FL 34601 352-544-6022
Mid-Florida Community Services	820 Kennedy Blvd., Brooksville, FL 34601 352-796-1425
<b>Highlands</b>	
Avon Park Multipurpose Senior Center	114 East Main St., Avon Park, FL 33825 863-382-2134
<b>Hillsborough</b>	
Brandon Senior Center	612 N. Parsons Ave., Brandon, FL 33510 813-635-8064
David Barksdale Senior Citizen Center	1801 N. Lincoln Ave., Tampa, FL 33607 813-348-1180
Life Enrichment Senior Center	9704 North Blvd., Tampa, FL 33612 813-932-0241 <a href="http://www.lifeenrichmenttampa.org">www.lifeenrichmenttampa.org</a>
Lutz Senior Center	112 First Ave. N.W., Lutz, FL 33549 813-264-3803
Oaks at Riverview Senior Center	101 E. Kirby St., Tampa, FL 33604 813-272-6827
Omar K. Lightfoot Senior Center	10901 North 56 St., Temple Terrace, FL 33617 813-989-7183
Plant City Senior Center	1205 S. Waller St., Plant City, FL 33566 813-757-3824
Phyllis H. Busansky Senior Center	4102 West Spruce St., Tampa, FL 33607 813-554-5156
Riverside Senior Center	829 West Dr. MLK Blvd., Ste. 105, Tampa, FL 33603 813-272-7108
Ruskin Senior Center	901 6th St. S.E., Ruskin, FL 33570 813-672-1106
Town 'n Country Senior Center	7606 Paula Dr., Tampa, FL 33615 813-873-6336



Wimauma Senior Center	5714 North St., Wimauma, FL 33598 813-671-7672
<b>Holmes</b>	
Holmes County Senior Citizen's Center	210 W. Kansas Ave., Bonifay, FL 32425 850-547-1611
<b>Indian River</b>	
Sebastian Senior Center	815 Davis St., Sebastian, FL 32958 772-388-5889
Senior Resource Association	686 14th St., Vero Beach, FL 32960 772-569-0760
Vero Beach Senior Center	686 14th St., Vero Beach, FL 32960 772-569-0760
<b>Jackson</b>	
Jackson County Senior Citizens – Graceville	5400 Cliff St., Graceville, FL 32440 850-263-4650
Jackson County Senior Citizens – Marianna	2931 Optimist Dr., Marianna, FL 32448 850-482-5028
<b>Jefferson</b>	
Jefferson County Senior Citizens Center	1155 N. Jefferson St., Monticello, FL 32344 850-342-0271
<b>Lafayette</b>	
Lafayette Senior Center	114 Community Cir., Mayo, FL 32066 386-294-2202
<b>Lake</b>	
Eustis Senior Center	301 W. Ward Ave., Eustis, FL 32726 352-589-7113
Groveland Senior Center	142 Mills St., Groveland, FL 34736 352-429-9513 <a href="http://www.groveland-fl.gov/?page_id=346">www.groveland-fl.gov/?page_id=346</a>
Leesburg Senior Center	1211 Penn St., Leesburg, FL 34748 352-326-3644
Paisley Community Center	1211 Penn St., Leesburg, FL 34748 352-669-6680
<b>Lee</b>	
Dr. Piper Memorial Center	1771 Evans Ave., Fort Myers, FL 33901 239-332-8427
Lake Kennedy Center	400 Santa Barbara Blvd., Cape Coral, FL 33991 239-574-0575
Lehigh Senior Center	219 Plaza Dr., Lehigh Acres, FL 33936 239-369-5355
North Fort Myers Senior Center	5170 Orange Grove Blvd. North Fort Myers, FL 33917 239-656-7760
Sanibel Island Senior Center	2401 Library Way, Sanibel Island, FL 33957 239-472-5743

Tony Rotino Senior Center	5817 Driftwood Pkwy., Cape Coral, FL 33904 239-574-0807
<b>Leon</b>	
Tallahassee Senior Center	1400 N. Monroe St., Tallahassee, FL 32303 850-891-4000 <a href="http://www.talgov.com">www.talgov.com</a>
<b>Levy</b>	
Chiefland Multipurpose Senior Center	305 S.W. 1st St., Chiefland, FL 32626 352-793-6709
<b>Liberty</b>	
Liberty Senior Citizens Center	15629 N.W. CR12, Bristol, FL 32321 850-643-5613
<b>Madison</b>	
Senior Citizens Council of Madison	486 S.W. Rutledge St., Madison, FL 32340 850-973-2006
<b>Manatee</b>	
Meals on Wheels Plus Day Center East	2703 19 St. Court E. Bradenton, FL 34208 941-747-4655
Renaissance on 9th Senior Enrichment Center	1816 9th St. W., Bradenton, FL 34205 941-749-0100
Woodwind Senior Center	1800 Woodwind Dr. Bradenton, FL 34208 352-747-2337
<b>Marion</b>	
8th Ave. Senior Center	830 N.E. 8th Ave., Ocala, FL 34470 352-629-8545
Annie Johnson Senior Services Center	1991 W. Test Ct., South Dunnellon, FL 34430 352-489-8021
Barbara Gaskin Washington Senior Activity Center	210 N.W. 12 Ave., Ocala, FL 34470 352-629-8357 <a href="http://www.ocalafl.org">www.ocalafl.org</a>
Bellevue St. Teresa's Catholic Church	11528 S.E. Hwy. 301, Bellview, FL 34420 352-245-5357
Harvey Fellowship Dining	1415 N.W. 5 St., Ocala, FL 34475 352-622-2480
Marion County Senior Services	1011 S.W. 20 Ct., Ocala, FL 34474 352-620-3501
Multipurpose Senior Center	2001 S.E. 32rd Ave., Ocala, FL 34471 352-401-3919
<b>Martin</b>	
Council on Aging of Martin County at the Charles & Rae Kane Center	900 SE Salerno Rd., Stuart, FL 34997 772-223-7800 <a href="http://www.kanecenter.org">www.kanecenter.org</a>
<b>Miami-Dade</b>	
Allapattah Community Center	2257 N.W. River Dr., Miami, FL 33125 305-633-0466

## CONSUMER RESOURCE GUIDE

Armando Badia Senior Center	25 Tamiami Blvd., Miami, FL 33144 305-261-6202
Bird Road Senior Center	14619 SW 42 St., Miami, FL 33175 305-485-8832
Carrol Manor Center	3667 South Miami Ave., Miami, FL 33133 305-856-6275
Casa Devon Nutrition Center	11250 S.W. 197 St., Miami, FL 33157 305-233-7315
Catholic Community Senior Center	9900 N.E. 2nd Ave., Miami Shores, FL 33138 305-751-5203
College Park Towers Senior Center	10709 SW 109 Ct., Miami, FL 33176
Colonel Harry Zubkoff Center	55 N.W. 199th St., N Miami Beach, FL 33169 305-770-3132
Coral Gables Senior Center	405 University Dr., Coral Gables, FL 33134 305-460-5608
Council Towers Center	533 Collins Ave., Miami Beach, FL 33139 305-532-8576
Culmer Overtown Community Center	1600 N.W. 3rd Ave., Hialeah, FL 33136 305-576-0682
Dave and Mary Alper Jewish Community Center	11155 SW 112 Ave., Miami, FL 33176 305-271-9000
Edison Plaza Center	200 N.W. 55 St., Miami, FL 33127 305-751-3569
Goodlet Park Senior Center	900 W. 44 Pl., Hialeah, FL 33013 305-558-1089
Homestead/Florida City Neighborhood Center	1600 N.W. 6th Ct., Florida City, FL 33034 305-242-7650
Issac Withers Enrichment Center	21300 S.W. 122 Ave. Goulds, FL 33170 305-235-1958
Jack Orr Senior Center	550 N.W. 5th St., Miami, FL 33147 305-579-5588
Jollivette Senior Center	6319 N.W. 24 Pl., Miami, FL 33147 305-693-2706
Leonard Batz Senior Center	150 N.E. 69 St., Miami, FL 33138 305-754-5428
Malcolm Ross Senior Center	2800 N.W. 18th Ave., Miami, FL 33142 305-633-0462
Marjorie & William McDonald Center	17051 N.E. 19th Place N. Miami Beach, FL 33162 305-947-7581
Miami Beach Jewish Community Center	4221 Pine Tree Dr., Miami Beach, FL 33140 305-534-3206
Metropolitan-Haley Sofge Senior Center	1407 N.W. 7th St., Miami, FL 33125 305-649-5311/12
Miami Beach Senior Center	610 Espanola Way, Miami Beach, FL 33139 305-673-6060 <a href="http://www.jcsfl.org/index.php">www.jcsfl.org/index.php</a>

Miami Springs Senior Center	343 Payne Dr., Miami Springs, FL 33166 305-805-5160
Michael and Ann Russell Jewish Community Center	Sanford L. Ziff Campus, 18900 NE 25 Ave. North Miami Beach, FL 33180 305-932-4200
Mildred and Claude Pepper Senior Activities Center	10600 S.W. 4th St., Sweetwater, FL 33174 305-552-1319
Mildred Pepper Multi-Purpose Senior Center	10000 S.W. 56 St., Miami, FL 33174 305-552-1319
Myers Senior Center	450 S.W. 5 St., Miami, FL 33130 305-856-4701 <a href="http://www.miamisa.dadeschools.net/myers.htm">www.miamisa.dadeschools.net/myers.htm</a>
Naranja Neighborhood Center	13961 S.W. 264th St., Naranja , FL 33032 305-258-5471
New Horizons Community Mental Health Neighborhood Family Service	1251 N.W. 36th St., Miami, FL 33142 305-635-0003
Opa-Locka Senior Focal Point	16405 N.W. 25th Ave., Opa-Locka, FL 33054 305-620-3975
Palm Towers Center	950 N.W. 95 St., Miami, FL 33150 305-836-2610
Palmer House	1225 S.W. 107th Ave., Miami, FL 33174 305-221-9566
Rafael Villaverde Senior Center	700 S.W. 8th St., Miami, FL 33130 305-858-2610
Rebecca Tower	150 Alton Rd. S., Miami Beach, FL 33139 305-672-3736
San Juan Bosco Church	28 N.W. 13 Ave., Miami, FL 33125 305-649-6676
Smathers Senior Center	1040 S.W. 29 Ct., Miami, FL 33135 305-643-4414
South Miami Center	6701 S.W. 62nd Ave., Miami, FL 33143 305-669-0712
St. Dominic's Center	5849 N.W. 7th St., Miami, FL 33126 305-264-3751
Stella Maris	8683 Harding Ave., Miami Beach, FL 33141 305-868-4020
Stirrup Plaza Senior Center	3150 Mundy St., Miami, FL 33133 305-443-9471
Victoria Senior Center	205 SW 114 Ave., Sweet Water, FL 33174 305-552-8296
Village of Key Biscayne Senior Center	88 West McIntyre St., Key Biscayne, FL 33149 305-365-8953
<b>Monroe</b>	
Big Pine Key Senior Center	380 Key Deer Blvd., Big Pine Key, FL 33043 305-872-3617
Melvin Levitt Senior Center	535 33 St., Marathon, FL 33050 305-743-3346

Plantation Key Senior Center	8880 Overseas Hwy., Plantation Key, FL 33070 305-852-7133
Monroe County Senior Center	1016 Georgia St., Key West, FL 33040 305-295-5165
<b>Nassau</b>	
Hilliard Senior Center	37702 Ingram Rd., Hilliard, FL 32046 904-845-3331
The Community Senior Center	1367 S. 18th St., Fernandina Beach, FL 32034 904-261 0701
Westside Senior Center	37002 Ingram Rd., Hilliard, FL 32046 904-845-3331
<b>Okaloosa</b>	
Creative Senior Center of Ft. Walton Beach	31 Memorial Parkway S.W. Ft. Walton Beach, FL 32548 850-833-9587 <a href="http://www.fwb.org">www.fwb.org</a>
Crestview Senior Center	198 S. Wilson St., Crestview, FL 32536 850-689-7807
Greenleaf Annex	2007 James Lee Blvd., Crestview, FL 32578 850-689-7143
Seminole Community Center	1470 Cedar St., Niceville, FL 32578 850-897-4810
Valparaiso Senior Center	268 Glenview Ave., Valparaiso, FL 32580 850-833-9210
<b>Okeechobee</b>	
Lottie Raulerson Senior Center	1019 W. South Park St., Okeechobee, FL 34972 863-462-5180
Okeechobee Senior Services	1690 Northwest 9th Ave. Okeechobee, FL 34972 863-462-5180
<b>Orange</b>	
Fran Carlton Center	111 North Forest Ave., Apopka, FL 32703 407-898-0560
L. Claudia Allen Senior Center	1840 Mable Butler Ave., Orlando, FL 32805 407-246-2283
Maitland Senior Center	345 South Maitland Ave., Maitland, FL 32751 407-539-6251
Marks Street Senior Rec. Complex	99 East Marks St., Orlando, FL 32803 407-245-1066
Mayor William Beardall Senior Center	800 Delaney Ave., Orlando, FL 32801 407-246-2637
<b>Osceola</b>	
Barney E. Veal Center	700 Generation Pt., Kissimmee, FL 34744 407-846-8532
Osceola County Council on Aging Senior Congregate Dining Club	700 Generation Pt., Kissimmee, FL 34744 407-846-8532

Poinciana Community Center	397 Marigold Ave., Poinciana, FL 34759 863-427-3417
Robert Guevera Community Center	501 Florida Pkwy., Kissimmee, FL 34743 407-348-7551
Shuffleboard Club	701 Ohio Ave., St. Cloud, FL 34744 407-498-0541
St. Cloud Senior Center Complex	3101 17th St., St. Cloud, FL 34769 407-957-7392
St. Luke's Missionary Baptist Church	400 East Columbia Ave., Kissimmee, FL 34744 407-847-8348
The Annex	702 Indiana Ave., St. Cloud, FL 34744 407-498-0603
<b>Palm Beach</b>	
Boynton Beach Senior Center	1021 S. Federal Hwy., Boynton Beach, FL 33425 561-742-6570
Harold & Sylvia Kaplan Jewish Community Center	3151 N. Military Trl. West Palm Beach, FL 33409 561-689-7700
Howard Park Community Center	1302 Parker Ave., West Palm Beach, FL 33401 561-835-7055
Mae Volen Senior Center	1515 W. Palmetto Park Rd. Boca Raton, FL 33486 561-395-8920 <a href="http://www.maevolen.com">www.maevolen.com</a>
Mid-County Senior Center	3680 Lake Worth Rd., Lake Worth, FL 33460 561-357-7100 <a href="http://www.pbcgov.com">www.pbcgov.com</a>
North County Senior Center	5217 North Lake Blvd. Palm Beach Gardens, FL 33418 561-694-5435 <a href="http://www.pbcgov.com">www.pbcgov.com</a>
Ruth Rales Jewish Family Service	21300 Ruth & Baron Coleman Blvd., Boca Raton, FL 33428 561-852-3333 <a href="http://www.ruthralesjfs.org">www.ruthralesjfs.org</a>
West County Senior Center	2916 State Rd. 15, Belle Glade, FL 33430 561-996-4808 <a href="http://www.pbcgov.com">www.pbcgov.com</a>
<b>Pasco</b>	
CARES Claude Pepper Senior Center	6640 Van Buren St., New Port Richey, FL 34653 727-844-3077 <a href="http://www.caresfl.org">www.caresfl.org</a>
CARES Crescent Center	13906 Fifth St., Dade City, FL 33525 352-518-9300 <a href="http://www.caresfl.org">www.caresfl.org</a>
CARES Elfers Senior Center	4136 Barker Dr., New Port Richey, FL 34652 727-847-1290 <a href="http://www.caresfl.org">www.caresfl.org</a>

CARES Rao Musunuru, M.D. Point Enrichment Center	12417 Clock Tower Pkwy., Hudson, FL 34667 727-863-6868 <a href="http://www.caresfl.org">www.caresfl.org</a>
CARES Zephyrhills Senior Center	38130 Pretty Pond Rd. Zephyrhills, FL 33540, 813-788-0471 <a href="http://www.caresfl.org">www.caresfl.org</a>
<b>Pinellas</b>	
Bethlehem Center	10895 Hamlin Blvd., Largo, FL 33774 727-596-9394
Dr. William E. Hale Activity Center	330 Douglas Ave., Dunedin, FL 34698 727-298-3299 <a href="http://www.dunedingov.com">www.dunedingov.com</a>
Enoch Davis Center	1111 18th Ave. S., St. Petersburg, FL 33705 727-893-7134
Gulfport Multipurpose Senior Center	5501 27th Ave. S., Gulfport, FL 33707 727-893-2237
Golda Meir/Kent Jewish Center	2010 Greenbriar Blvd., Clearwater, FL 33763 727-736-1494
Largo Community Center	400 Alt Keene Rd., Largo, FL 33771 727-518-3131
Oldsmar Senior Center	127 State St. W., Oldsmar, FL 34677 813-749-1195 <a href="http://www.ci.oldsmar.fl.us">www.ci.oldsmar.fl.us</a>
Palm Harbor Community Activity Center	1500 16th. St., Palm Harbor, FL 34683 727-771-6000 <a href="http://www.phsenioractivitycenter.com">www.phsenioractivitycenter.com</a>
Pinellas Park Senior Center	7625 59th St. N., Pinellas Park, FL 33781 727-541-0776
Senior Citizen Services	1204 Rogers St., Clearwater, FL 33756- 727-442-8104 <a href="http://www.seniorcitizenservices.org">www.seniorcitizenservices.org</a>
Sunshine Senior Center	330 5th St. N., St. Petersburg, FL 33701 727-893-7256
Tarpon Springs Community Center	400 S. Walton Ave., Tarpon Springs, FL 34689 727-942-5628
<b>Polk</b>	
Bartow Multipurpose Center	615 N. Jackson Ave. Bartow, FL 33830, 863-382-2134
City of Auburndale Senior Center	109 West Park St., Auburndale, FL 33823 863-968-6318
Eagle Lake Senior Center	665 Eagle Lake Ave., Eagle Lake, FL 33839 863-534-5320
Haines City Multipurpose Center	751 Scenic Hwy., Haines City, FL 33844 863-421-3369
James P. Austin Community Center	315 Dr. Martin Luther King Blvd. Lake Wales, FL 33853 863-616-2084

Lake Morton Senior Center	90 Lake Morton Dr., Lakeland, FL 33801 863-687-2988
Lake Silver Senior Center	250 Silver Dr., Winter Haven, FL 33880 863-291-5870
Lake Wales Senior Center	129 Stuart Ave. E., Lake Wales, FL 33853 863-678-0662
Lakeland Adult Day Health Care Center	1200 Southern Ave., Lakeland, FL 33815 863-499-2606
Medulla Community Center	1049 Parker Rd., Lakeland, FL 33811 863-647-4035
Mulberry Community Service Center	301 N.E. 5th St., Mulberry, FL 33860 863-425-1523
Neighborhood Service Center	608 Avenue S, NE, Winter Haven, FL 33885 863-294-5860
<b>Putnam</b>	
Edgar Johnson Senior Center	6401 St. Johns Ave., Palatka, FL 32177 386-328-2547
<b>Santa Rosa</b>	
Christ United Methodist Church	5983 Chumuckla Hwy., Pace, FL 32571 850-432-1975
Chumuckla Community Center	Highway 182, Jay, FL 32565 850-432-1475
E.H. Pullum Senior Center	8476 Goodin Ln., Navarre, FL 32566 850-936-1644
Jay Community Center	5259 Booker Ave., Jay, FL 32565 850-675-0810
Milton Senior Center	5918 Carroll Rd., Milton, FL 32570 850-983-4590
<b>Sarasota</b>	
Kathleen Caitlin Friendship Center	2350 Scenic Dr., Venice, FL 34293 941-493-3065 <a href="http://www.friendshipcenters.org">www.friendshipcenters.org</a>
North Port Community Center	4940 Pan Am Blvd., North Port, FL 34287 941-426-2204
Senior Friendship Center	1888 Brother Geenen Way, Sarasota, FL 34236 941-955-2122 <a href="http://www.friendshipcenters.org">www.friendshipcenters.org</a>
<b>Seminole</b>	
Casselberry Multi-Purpose Senior Center	200 N. Triplet Lake Dr., Casselberry, FL 32707 407-262-7700 ext. 1575 <a href="http://www.casselberry.org">www.casselberry.org</a>
Lake Mary Senior Center	911 Wallace Ct., Lake Mary, FL 32746 407-585-1466
Sanford Senior Center	401 E. Seminole Blvd., Sanford, FL 32771 407-688-5129 <a href="http://www.sanfordfl.gov">www.sanfordfl.gov</a>



Winter Springs Senior Center	400 North Edgemon Ave. Winter Springs, FL 32708 407-327-6554
<b>St. Johns</b>	
St. Johns County Coastal Community Center	180 Marine St., St. Augustine, FL 32084 904-823-4810 <a href="http://www.stjohnscoa.com">www.stjohnscoa.com</a>
The Players Community Senior Center	175 Landrum Ln., Ponte Vedra Beach, FL 32082 904- 280-3233
Trout Creek Park Pavilion	6795 Collier Rd., Orangedale, FL 32092 904-522-1611
<b>St. Lucie</b>	
Council on Aging of Fort Pierce	1505 Orange Ave., Fort Pierce, FL 34950 772-465-5220
Council on Aging of Port St. Lucie	2501 S.W. Bayshore Dr. Port St. Lucie, FL 34984 772-336-8608
<b>Sumter</b>	
Lake Panasoffkee Senior Center	52 C.R. 527 North, Lake Panasoffkee, FL 33538 352-793-2633
Wildwood Senior Center	602 4th St., Wildwood, FL 34785 352-793-6111
<b>Suwannee</b>	
Live Oak Multipurpose Senior Center	1171 Nobles Ferry Rd., Bldg. #1 Live Oak, FL 32060 386-362-1164
<b>Taylor</b>	
Taylor County Citizen's Center	226 N. Jefferson St., Perry, FL 32347 850-584-4924
<b>Union</b>	
Raiford Community Center	NE 130 Terrace Hwy. 21, Raiford, FL 32026 386-431-1808
Lake Butler Congregate Meal Center	855 S.W. 6 Ave., Lake Butler, FL 32054 386-496-2342
<b>Volusia</b>	
DeLand Senior Dining Center	1101 W. Plymouth Ave., DeLand, FL 32720 386-736-9706
Orange City Dining Center	259 W. University Ave., Orange City, FL 32763 386-774-0001
Ormond Beach Senior Center	351 Andrews St., Ormond Beach, FL 32174 386-672-1549 Congregate Dining Site: 386-677-1549
Port Orange Senior Center - Council on Aging Dining Site	5790 Ridgewood Ave., Port Orange, FL 32127 386-788-8892
Deltona Senior Center	980 Lakeshore Dr., Deltona, FL 32725 386-574-0060

Sica Hall - Holly Hill Community Center	1065 Daytona Ave., Holly Hill, FL 32117 386-236-299
New Smyrna Senior Center	2650 N Dixie Freeway New Smyrna Beach, FL 32168 386-410-5839
Wava's Hall Senior Center	200 N. Holly Ave., Orange City, FL 32763 386-775-3122
<b>Wakulla</b>	
Wakulla County Senior Center	33 Michael Dr., Crawfordville, FL 32327 850-926-7145
<b>Walton</b>	
DeFuniak Springs Senior Center	1154 Baldwin Ave., DeFuniak Springs, FL 32435 850-892-8165
Freeport Community Center	16040 Hwy. 331 South, Freeport, FL 32439 850-892-8165
Paxton Senior Center	21872 US Hwy. 331 North, Paxton, FL 32538 850-834-2716
South Walton Senior Center	194 County Hwy. 393 Santa Rosa Beach, FL 32459 850-622-0917
<b>Washington</b>	
Washington County Council on Aging	1348 South Blvd., Chipley, FL 32428

## SHERIFF'S OFFICES

Sheriffs serve four-year terms and have countywide jurisdiction that includes incorporated as well as unincorporated areas.

COUNTY	MAILING & WEB ADDRESS	PHONE
<b>Alachua</b>	P.O. Box 5489, Gainesville, 32627-5489 <a href="http://www.alachuasheriff.org">www.alachuasheriff.org</a>	352-367-4000
<b>Baker</b>	1 Sheriff's Office Dr., Macclenny, 32063-8833 <a href="http://www.bakerso.com">www.bakerso.com</a>	904-259-2231
<b>Bay</b>	3421 N. Hwy. 77, Panama City, 32405-5009 <a href="http://www.bayso.org">www.bayso.org</a>	850-747-4700
<b>Bradford</b>	P.O. Box 400, Starke, 32091-0400 <a href="http://www.bradfordsheriff.org">www.bradfordsheriff.org</a>	904-966-2276
<b>Brevard</b>	700 S. Park Ave. , Bldg. J, Titusville, 32780-4008 <a href="http://www.brevardsheriff.com">www.brevardsheriff.com</a>	321-264-5201
<b>Broward</b>	2601 W. Broward Blvd., Ft. Lauderdale, 33312-1308 <a href="http://www.sheriff.org">www.sheriff.org</a>	954-831-8900
<b>Calhoun</b>	20776 Central Ave., E., Blountstown, 32424-2276 <a href="http://www.calhounsheriff.com">www.calhounsheriff.com</a>	850-674-5049
<b>Charlotte</b>	7474 Utilities Rd., Punta Gorda, 33982-2417 <a href="http://www.ccsso.org">www.ccsso.org</a>	941-639-2101
<b>Citrus</b>	1 Dr. Martin Luther King, Jr. Ave., Inverness, 34450-4968 <a href="http://www.sheriffcitrus.org">www.sheriffcitrus.org</a>	352-726-4488
<b>Clay</b>	P.O. Box 548, Green Cove Springs, 32043-0548 <a href="http://www.claysheriff.com">www.claysheriff.com</a>	904-284-7575
<b>Collier</b>	3319 Tamiami Trail East, Naples, 34112-4901 <a href="http://www.colliersheriff.org">www.colliersheriff.org</a>	239-252-0555
<b>Columbia</b>	4917 E. US Hwy. 90, Lake City, 32055-6288 <a href="http://www.columbiasheriff.com">www.columbiasheriff.com</a>	386-752-9212
<b>DeSoto</b>	208 E. Cypress St., Arcadia, 34266-4410 <a href="http://www.desotosheriff.com">www.desotosheriff.com</a>	863-993-4700
<b>Dixie</b>	P.O. Box 470, Cross City, 32628-0470 <a href="http://www.dixiecountysheriff.com">www.dixiecountysheriff.com</a>	352-498-1220
<b>Duval</b>	501 E. Bay St. , Jacksonville, 32202-2927 <a href="http://www.coj.net/departments/sheriffs-office.aspx">www.coj.net/departments/sheriffs-office.aspx</a>	904-630-2120
<b>Escambia</b>	P.O. Box 18770, Pensacola, 32523-8770 <a href="http://www.escambiaso.com">www.escambiaso.com</a>	850-436-9630
<b>Flagler</b>	1001 Justice Lane, Bunnell, 32110-4434 <a href="http://www.myfcso.us">www.myfcso.us</a>	386-437-4116
<b>Franklin</b>	270 State Road 65, Eastpoint, 32328-3616 <a href="http://www.franklinsheriff.com">www.franklinsheriff.com</a>	850-670-8519
<b>Gadsden</b>	P.O. Box 1709, Quincy, 32353-1709 <a href="http://www.gadsdensheriff.org">www.gadsdensheriff.org</a>	850-627-9233
<b>Gilchrist</b>	9239 South US Hwy. 129, Trenton, 32693-5463 <a href="http://www.gilcso.org">www.gilcso.org</a>	352-463-3181
<b>Glades</b>	P.O. Box 39, Moore Haven, 33471-0039 <a href="http://www.gladessheriff.org">www.gladessheriff.org</a>	863-946-1600
<b>Gulf</b>	P.O. Box 970, Port St. Joe, 32457-0970 <a href="http://www.gulfsheriff.com">www.gulfsheriff.com</a>	850-227-1115

<b>Hamilton</b>	P.O. Drawer A, Jasper, 32052-0541 <a href="http://www.hamiltonsheriff.com">www.hamiltonsheriff.com</a>	386-792-2004
<b>Hardee</b>	900 E. Summit St., Wauchula, 33873-9606 <a href="http://www.hardeeso.com">www.hardeeso.com</a>	863-773-0304
<b>Hendry</b>	P.O. Box 579, LaBelle, 33975-0579 <a href="http://www.hendrysheriff.org">www.hendrysheriff.org</a>	863-674-5603
<b>Hernando</b>	P.O. Box 10070, Brooksville, 34603-0070 <a href="http://www.hernandosheriff.org">www.hernandosheriff.org</a>	352-754-6830
<b>Highlands</b>	434 Fernleaf Ave., Sebring, 33870-3720 <a href="http://www.highlandssheriff.org">www.highlandssheriff.org</a>	863-402-7200
<b>Hillsborough</b>	P.O. Box 3371, Tampa, 33601-3371 <a href="http://www.hcso.tampa.fl.us">www.hcso.tampa.fl.us</a>	813-247-8000
<b>Holmes</b>	211 N. Oklahoma St. , Bonifay, 32425-2221 <a href="http://www.holmescosheriff.org">www.holmescosheriff.org</a>	850-547-4421
<b>Indian River</b>	4055 41st Ave., Vero Beach, 32960-1802 <a href="http://www.irsheriff.org">www.irsheriff.org</a>	772-569-6700
<b>Jackson</b>	P.O. Box 919, Marianna, 32447-0919 <a href="http://www.jcsberiff.com">www.jcsberiff.com</a>	850-482-9624
<b>Jefferson</b>	171 Industrial Park, Monticello, 32344-6385 <a href="http://www.jcso1.com">www.jcso1.com</a>	850-997-2523
<b>Lafayette</b>	P.O. Box 227, Mayo, 32066-0227 <a href="http://www.lafayetteso.org">www.lafayetteso.org</a>	386-294-1222
<b>Lake</b>	360 W. Ruby St., Tavares, 32778-3826 <a href="http://www.lcso.org">www.lcso.org</a>	352-343-9500
<b>Lee</b>	14750 Six Mile Cypress Pkwy. Ft. Myers, 33912-4406 <a href="http://www.sheriffleefl.org">www.sheriffleefl.org</a>	239-477-1000
<b>Leon</b>	P.O. Box 727, Tallahassee, 32302-0727 <a href="http://www.leoncountysso.com">www.leoncountysso.com</a>	850-922-3300
<b>Levy</b>	P.O. Drawer 1719, Bronson, 32621-1719 <a href="http://www.levyso.com">www.levyso.com</a>	352-486-5111
<b>Liberty</b>	P.O. Box 67, Bristol, 32321-0067	850-643-2235
<b>Madison</b>	2634 W. US 90, Madison, 32340 <a href="http://www.mcso-fl.org">www.mcso-fl.org</a>	850-973-4151
<b>Manatee</b>	600 US Hwy. 301, Blvd. W., #202, Bradenton, 34205 <a href="http://www.manateesheriff.com">www.manateesheriff.com</a>	941-747-3011
<b>Marion</b>	P.O. Box 1987, Ocala, 34478-1987 <a href="http://www.marionso.com">www.marionso.com</a>	352-732-8181
<b>Martin</b>	800 S.E. Monterey Rd., Stuart, 34994-4599 <a href="http://www.sheriff.martin.fl.us">www.sheriff.martin.fl.us</a>	772-220-7000
<b>Miami-Dade</b>	Miami-Dade PD, 9105 NW 25th St. Doral, 33172-1500 <a href="http://www.mdpd.com">www.mdpd.com</a>	305-471-3518
<b>Monroe</b>	5525 College Rd., Key West, 33040-4307 <a href="http://www.keyssso.net">www.keyssso.net</a>	305-292-7000
<b>Nassau</b>	76001 Bobby Moore Circle, Yulee, 32097-5452 <a href="http://nassausso.com">nassausso.com</a>	904-225-0331
<b>Okaloosa</b>	1250 Elgin Pkwy., Shalimar, 32579-2307 <a href="http://www.sheriff-okaloosa.org">www.sheriff-okaloosa.org</a>	850-651-7400

<b>Okeechobee</b>	P.O. Drawer 1397, Okeechobee, 34973-1397 <a href="http://www.okeesheriff.org">www.okeesheriff.org</a>	863-763-3117
<b>Orange</b>	P.O. Box 1440, Orlando, 32802-1440 <a href="http://www.ocso.com">www.ocso.com</a>	407-254-7000
<b>Osceola</b>	2601 E. Irlo Bronson Memorial Hwy. Kissimmee, 34744-4912 <a href="http://www.osceolasheriff.com">www.osceolasheriff.com</a>	407-348-1100
<b>Palm Beach</b>	P.O. Box 24681, West Palm Beach, 33416-4681 <a href="http://www.pbso.org">www.pbso.org</a>	561-688-3000
<b>Pasco</b>	8700 Citizen Dr., New Port Richey, 34654-5501 <a href="http://www.pascosheriff.org">www.pascosheriff.org</a>	727-847-5878
<b>Pinellas</b>	P.O. Box 2500, Largo, 33779-2500 <a href="http://www.pcsoweb.com">www.pcsoweb.com</a>	727-582-6200
<b>Polk</b>	1891 Jim Keene Blvd., Winter Haven, 33830 <a href="http://www.polksberiff.org">www.polksberiff.org</a>	863-298-6200
<b>Putnam</b>	P.O. Drawer 1578, Palatka, 32178-1578 <a href="http://www.putnamsberiff.org">www.putnamsberiff.org</a>	386-329-0800
<b>Santa Rosa</b>	P.O. Box 7129, Milton, 32570-7129 <a href="http://www.santarosasheriff.org">www.santarosasheriff.org</a>	850-983-1100
<b>Sarasota</b>	P.O. Box 4115, Sarasota, 34230-4115 <a href="http://www.sarasotasheriff.org">www.sarasotasheriff.org</a>	941-861-5800
<b>Seminole</b>	100 Bush Blvd., Sanford, 32773-6706 <a href="http://www.seminolesheriff.org">www.seminolesheriff.org</a>	407-665-6600
<b>St. Johns</b>	4015 Lewis Speedway, St. Augustine, 32084-8611 <a href="http://www.sjso.org">www.sjso.org</a>	904-824-8304
<b>St. Lucie</b>	4700 W. Midway Rd., Ft. Pierce, 34981-4825 <a href="http://www.stluciesheriff.com">www.stluciesheriff.com</a>	772-462-7300
<b>Sumter</b>	1010 N. Main St., Bushnell, 33513-5044 <a href="http://www.sumtercountysberiff.org">www.sumtercountysberiff.org</a>	352-569-1600
<b>Suwannee</b>	200 S. Ohio Ave./MLK Ave., Ste. 105 Live Oak, 32064-3239 <a href="http://www.suwanneesheriff.com">www.suwanneesheriff.com</a>	386-362-2222
<b>Taylor</b>	108 N. Jefferson, St., Ste. 103, Perry, 32347-3252 <a href="http://www.taylorcountysberiff.org">www.taylorcountysberiff.org</a>	850-584-4225
<b>Union</b>	55 W. Main St., Rm. 102, Lake Butler, 32054-1654 <a href="http://www.unionsheriff.us">www.unionsheriff.us</a>	386-496-2501
<b>Volusia</b>	P.O. Box 569, DeLand, 32721-0569 <a href="http://www.volusia.org/sheriff">www.volusia.org/sheriff</a>	386-736-5961
<b>Wakulla</b>	15 Oak St., Crawfordville, 32327-2090 <a href="http://www.wcso.org">www.wcso.org</a>	850-745-7100
<b>Walton</b>	752 Triple G Rd., DeFuniak Springs, 32433-5606 <a href="http://waltonso.org/">waltonso.org/</a>	850-892-8186
<b>Washington</b>	P.O. Box 626, Chipley, 32428-0626 <a href="http://www.wcso.us">www.wcso.us</a>	850-638-6111

<b>STATEWIDE ORGANIZATIONS</b>	
<b>ORGANIZATION &amp; DESCRIPTION</b>	<b>CONTACT INFORMATION</b>
<p><b>Agency for Health Care Administration</b> Offers a variety of consumer resources to assist all Floridians in obtaining accessible, affordable quality health care. Information about the quality of nursing homes (“Gold Seal”) by county.</p>	<p>2727 Mahan Drive Tallahassee, FL 32308 888-419-3456 <a href="http://www.abca.myflorida.com">www.abca.myflorida.com</a></p>
<p><b>Agency for Persons with Disabilities</b> Works in partnership with local communities and private providers to identify and assist people who have developmental disabilities and their families.</p>	<p>4030 Esplanade Way Tallahassee, FL 32299 866-273-2273 Toll free <a href="http://www.apd.myflorida.com">www.apd.myflorida.com</a></p>
<p><b>Aging with Dignity</b> Provides families and elders with practical information, advice, and tools to improve the quality of care for the sick, aging and dying.</p>	<p>P.O. Box 1661 Tallahassee, FL 32302 888-594-7437 <a href="http://www.agingwithdignity.org">www.agingwithdignity.org</a></p>
<p><b>Alzheimer’s Caregiver Support Online</b> Provides caregivers of elders with Alzheimer’s and other dementias with caregiver education in a supportive classroom environment.</p>	<p>800-260-2466 <a href="http://www.alzonline.net">www.alzonline.net</a></p>
<p><b>Brain Injury Association of Florida, Inc.</b> Assists individuals who have brain injuries, their families and professionals with information, education, training, support services and other assistance.</p>	<p>1637 Metropolitan Blvd. Suite B Tallahassee, FL 32308 800-992-3442 <a href="http://www.biaf.org">www.biaf.org</a></p>
<p><b>Elder Floridians Foundation, Inc.</b> Provides advocacy, education, and publications for the prevention and promotion of effective community-based and clinical interventions for osteoporosis.</p>	<p>P.O. Box 16183 Tallahassee, FL 32317 850-205-2500</p>
<p><b>Elder Helpline Information and Referral</b> Provides consumer information about all elder programs and services.</p>	<p>Department of Elder Affairs 4040 Esplanade Way Tallahassee, FL 32399 800-963-5337</p>
<p><b>Florida Association for Community Action, Inc.</b> Provides information to citizens about weatherization, Head Start, and other sanctioned programs for economically disadvantaged citizens through educational programs, advocacy, and support services.</p>	<p>820 E. Park Ave. Building E-200 Tallahassee, FL 32301 850-224-4774 <a href="http://www.faca.org">www.faca.org</a></p>
<p><b>Florida Association of Food Banks</b> Members collaborate with faith-based and nonprofit agencies to meet the daily needs of people who struggle with hunger throughout all 67 counties in the state of Florida.</p>	<p>3760 Fowler St. Fr. Myers, FL 33901 855-352-366 <a href="http://www.fafb.org">www.fafb.org</a></p>
<p><b>The Florida Bar</b> Organization of all lawyers licensed by the Supreme Court of Florida to practice law in the state. Any lawyer desiring to practice law in Florida must be a member of The Florida Bar.</p>	<p>651 E. Jefferson St. Tallahassee, FL 32399 850-561-5600 <a href="http://www.flabar.org">www.flabar.org</a></p>

<p><b>Florida Department of Agriculture &amp; Consumer Services</b>                  Clearinghouse for consumer information, protection, and complaints. Handles product recalls, inspections, and investigations.</p>	<p>2005 Apalachee Parkway                  Rhodes Building                  Tallahassee, FL 32399                  800-435-7352  <a href="http://www.800helpfla.com">www.800helpfla.com</a></p>
<p><b>Florida Department of Business and Professional Regulation</b>                  Regulates licensed professions, ranging from contractors and real estate agents to accountants and veterinarians.</p>	<p>850-487-1395 phone                  850-488-1830 fax  <a href="http://www.myfloridalicense.com">www.myfloridalicense.com</a></p>
<p><b>Florida Department of Children and Families - Florida Abuse Hotline</b>                  Adult Protective Services Abuse Hotline                  To report abuse, neglect, and exploitation of the elderly.</p>	<p>1317 Winewood Blvd.                  Building 1, Room 202                  Tallahassee, FL 32399-0700                  800-962-2873  <a href="http://reportabuse.dcf.state.fl.us/">reportabuse.dcf.state.fl.us/</a></p>
<p><b>Florida Department of Children and Families - ACCESS Florida</b>                  Apply for public assistance programs or check on the status of your application, make changes, or request additional benefits or information.</p>	<p>ACCESS Central Mail Center                  P.O. Box 1770                  Ocala, FL 34478-1770                  866-762-2237  <a href="http://www.myflorida.com/access-florida">www.myflorida.com/access-florida</a></p>
<p><b>Florida Department of Elder Affairs</b>                  State agency that administers human services programs for the elderly including in-home services to frail elders, Information and Referral services, health insurance assistance, and nursing home pre-admission counseling and screening, among other services.</p>	<p>4040 Esplanade Way                  Tallahassee, FL 32399                  850-414-2000 or                  800-963-5337  <a href="http://elderaffairs.org">elderaffairs.org</a></p>
<p><b>Florida Department of Environmental Protection Office of Greenways and Trails</b>                  Lead agency for environmental management and stewardship. The agency manages the Florida Park Service and provides information about discount programs for recreational activities at state parks.</p>	<p>3900 Commonwealth Blvd.                  DEP MS 49                  Tallahassee, FL 32399                  850-245-2118  <a href="http://www.dep.state.fl.us/gwt">www.dep.state.fl.us/gwt</a></p>
<p><b>Florida Department of Financial Services Consumer Outreach and Education</b>                  Provides education, information, and assistance to consumers about insurance.</p>	<p>200 E. Gaines Street                  Tallahassee, FL 32399                  800-640-0886  <a href="http://www.myfloridacfo.com/sitepages/agency/sections/consumerservices.aspx">www.myfloridacfo.com/sitepages/agency/sections/consumerservices.aspx</a></p>
<p><b>Florida Department of Health Division of Disease Control &amp; Health Protection</b>                  Provides information and services in the areas of disease control, prevention, and health statistics.</p>	<p>4052 Bald Cypress Way                  Bin# A-09                  Tallahassee, FL 32399                  850-245-4300  <a href="http://www.doh.state.fl.us">www.doh.state.fl.us</a></p>
<p><b>Florida Department of Health, HIV/AIDS &amp; Hepatitis Section</b>                  Provides information regarding programs, services, functions, and publications related to HIV/AIDS.</p>	<p>4052 Bald Cypress Way                  Bin # A-09                  Tallahassee, FL 32399                  850-245-4300  <a href="http://www.doh.state.fl.us">www.doh.state.fl.us</a></p>

<p><b>Florida Department of Highway Safety and Motor Vehicles</b>                  Provides services in partnership with county tax collectors; partners with local, state and federal law enforcement agencies to promote a safe driving environment; issues driver licenses and ID cards and provides services related to consumer protection and public safety.</p>	<p>2900 Apalachee Parkway                  Neil Kirkman Bldg.                  Tallahassee, FL 32399                  800-617-2000 Toll free  <a href="http://www.flhsmv.gov">www.flhsmv.gov</a></p>
<p><b>Florida Department of Revenue Tax Information Services</b>                  Provides information and education about taxes and provides free tax seminars for citizens.</p>	<p>5050 W. Tennessee St.                  Tallahassee, FL 32399                  850-488-6800                  800-352-3671 (FL only)  <a href="http://www.dor.myflorida.com/dor/">www.dor.myflorida.com/dor/</a></p>
<p><b>Florida Developmental Disabilities Council, Inc.</b>                  Encourages and advocates opportunities for persons with developmental disabilities and their families to enhance their quality of life within their communities.</p>	<p>124 Marriott Drive                  Suite 203                  Tallahassee, FL 32301-2981                  850-488-4180                  800-580-7801</p>
<p><b>Florida Medical Quality Assurance, Inc.</b>                  Reviews care and services provided to Medicare beneficiaries to determine medical necessity, appropriateness of setting and quality of service according to recognized standards of care.</p>	<p>5201 W. Kennedy Blvd.,                  Suite 900                  Tampa, FL 33609                  800-844-0795  <a href="http://www.fmqai.com">www.fmqai.com</a></p>
<p><b>Florida Poison Information Center Network Hotline</b>                  Provides emergency services 24 hours a day by offering poison prevention and management information through a nationwide toll-free hotline.</p>	<p>800-222-1222  <a href="http://www.fpicn.org">www.fpicn.org</a></p>
<p><b>Florida Public Service Commission Consumer Assistance/Lifeline Assistance &amp; Link-Up Florida</b>                  Offers assistance to needy residential telephone customers so that basic telephone service remains affordable. Provides credit on qualified residential customer's monthly bills. Link-up Florida provides a reduction in hook-up charges.</p>	<p>2540 Shumard Oak Blvd.                  Tallahassee, FL 32399                  800-342-3552  <a href="http://www.floridapsc.com">www.floridapsc.com</a></p>
<p><b>Florida Telecommunications Relay, Inc. (FTRI)</b>                  FTRI provides access terminals required for basic telecommunications services for Floridians who are deaf, hard of hearing, deaf/blind, and speech impaired, enabling them to communicate over the phone. FTRI loans specialized telephone equipment and ring-signaling devices to all qualified and permanent residents of Florida for as long as they need them, at no charge.</p>	<p>1820 East Park Ave.                  Suite 101                  Tallahassee, FL 32301                  800-222-3448 (voice)                  888-447-5620 (TTY)  <a href="http://www.ftri.org">www.ftri.org</a></p>
<p><b>Legal Aid: Florida Institutional Legal Services, Inc.</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>12921 SW 1st Rd.                  Suite 107, #346                  Newberry, FL 32669                  352-375-2494  <a href="http://www.floridalegal.org">www.floridalegal.org</a></p>
<p><b>Legal Aid: Florida Legal Services, Inc.</b>                  Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>2425 Torreya Dr.                  Tallahassee, FL 32303                  850-385-7900  <a href="http://www.floridalegal.org">www.floridalegal.org</a></p>



<p><b>Legal Aid: Florida Rural Legal Services, Inc.</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>3210 Cleveland Ave. Ft. Myers, FL 33902 239-334-4554 <a href="http://www.floridalegal.org">www.floridalegal.org</a></p>
<p><b>Legal Aid: Southern Legal Counsel</b> Provides legal services for persons who would not otherwise have the means to obtain a lawyer.</p>	<p>1229 N.W. 12th Ave. Gainesville, FL 32601 352-271-8890 <a href="http://www.southernlegal.org">www.southernlegal.org</a></p>
<p><b>Long-Term Care Ombudsman Program</b> Investigates complaints on behalf of residents of nursing homes, assisted living facilities, and adult family care homes.</p>	<p>4040 Esplanade Way Tallahassee, FL 32399 888-831-0404 <a href="http://www.ombudsman.myflorida.com/">www.ombudsman.myflorida.com/</a></p>
<p><b>SHINE (Serving Health Insurance Needs of Elders)</b> Provides health insurance counseling, including Medicare, Medicaid, Medigap, and prescription drug coverage.</p>	<p>4040 Esplanade Way Tallahassee, FL 32399 800-963-5337 <a href="http://www.floridashine.org">www.floridashine.org</a></p>
<p><b>Statewide Public Guardianship Office</b> Helps to care for persons who lack the capacity to make decisions on their own behalf and in their own best interest. Guardians protect the property and personal rights of incapacitated individuals.</p>	<p>4040 Esplanade Way Tallahassee, FL 32399 850-414-2000 <a href="http://elderaffairs.org">elderaffairs.org</a></p>

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# Consumer Resource Guide

The *Consumer Resource Guide* covers a variety of topics important to Florida's elders. Besides general information, the book provides information on specific programs and services available to Florida's seniors and adults with disabilities. In addition to an introduction and a resource directory, the book addresses the following eight key topics:

- Caregiver and Consumer Support
- Transportation
- Housing and Property Rights
- Health Insurance Programs
- Disease Prevention and Medical Care
- Elder Rights, Abuse, and Fraud
- Safety and Emergency Services
- Life Planning and End-of-Life Preparations

This reference book is not intended to be all-inclusive, but rather a user-friendly, general reference resource.

Information provided in the *Consumer Resource Guide* is not intended, nor should it be used, to take the place of medical, legal, or other professional advice. You should always consult with a doctor, attorney, or other qualified professional for appropriate guidance. Directory listings of organizations included in this guide are provided as a convenience for consumers. The Department of Elder Affairs does not necessarily endorse products or services provided by those listed in this directory.

The Department produces other publications, including the *Elder Update*. For copies of the Department's publications or for more information about any of the services or programs listed in this document, please visit us on the web at [elderaffairs.org](http://elderaffairs.org) or call us at 1-800-96-ELDER (1-800-963-5337).

