

9th Edition: Consumer Resource Guide

RON DESANTIS Governor | RICHARD PRUDOM Secretary

Prepared by the Florida Department of Elder Affairs



TABLE OF CONTENTS

A Message from the Secretary	5	Caregiver Resources		Social Workers and	
Introduction	6	and Support	27	Case Managers	66
1		Chore and		Volunteerism	67
		Homemaker Services	29	3	
Getting the		Community Action Agencies	29		
Help You Need	9	Companion Services	33		
State and Federal Programs	10	Computer and		Transportation	70
Overview of Department		Internet Services	34	Mature Driving Programs	71
of Elder Affairs Programs	11	Disaster and		Driving Evaluations	74
Inter-Agency Programs		Hurricane Preparedness	35	Medical Conditions	
and Services	16	Discount Programs	44	and Driver Safety	74
Other Sources of Help	18	Elder Helpline	45	Alternatives for Non-Drivers	75
2		Employment Opportunities	46	Statewide Services	76
		Escort Services	47	4	
Caregiver and		Food Assistance	48		
Consumer Support	19	Nutrition and Wellness	51		
2-1-1 Information		Food and Safety	53	Housing and	
and Referral Helpline	20	Hobbies, Leisure,		Property Rights	78
Adult Day Care	20	and Recreation	56	Housing Options for Seniors	79
Adult Day Health Care	21	Lifeline Assistance	57	Adult Family Care Homes	80
Alzheimer's Disease		Lifelong Learning	59	Affordable Housing	81
and Related Dementia	22	Meals - Congregate		Assisted Living Facilities	82
Assistance with		and Home-Delivered	60	Continuing Care	
Daily Activities	24	Medical Alert Systems	61	Retirement Communities	83
Assistive Technology and		Older Americans Act	62	Energy Assistance	84
Durable Medical Equipment	25	Publications, Newsletters,		Eviction Assistance	85
		and Brochures	63	Home Repair Fraud	86
		Serving the Frail		Homestead Tax Exemption	87
		and Underserved	64		
		Social Security	65		

Home Repairs and Modifications	88
Landlord and Tenant Relationships	89
Nursing Homes	89
Reverse Mortgages	90
Senior Apartment Complexes	91
Weatherization	91

5

Health Insurance Programs	93
Health Insurance and Counseling	94
Long-term Care Planning	95
Medicare Basics	96
Medicaid Basics	104
Other Insurance Programs	108
Prescription Assistance	109

6

Health Promotion and Disease Prevention	111
Evidence-Based Programs	113
Arthritis	114

Chronic Conditions	115
Diabetes Education and Management	116
Falls Prevention	118
Heart Disease	120
High Blood Pressure	121
Medication Management	121
Stress Management	122
Weight Management	123

7

Elder Rights, Abuse, and Fraud	125
Abuse, Neglect, and Exploitation	126
Identity Theft	128
Legal Aid and Assistance Programs	130
Long-Term Care Ombudsman Program	132
Medicare Fraud	133
Office of Public and Professional Guardianship	135

8

Life Planning and End-of-Life Preparation	136
Life Planning and End-of-life Preparations	137
Bereavement and Final Arrangements	138

9

Resource Directory	140
Resources by County, Ordered Alphabetically	141
Memory Disorder Clinics	398
Statewide Organizations	400
National Organizations	405

A MESSAGE FROM THE SECRETARY

It is my pleasure to introduce you to the Florida Department of Elder Affairs' Consumer Resource Guide. This helpful resource is designed for elders, their caregivers, family members, or anyone who might have an interest in services that benefit older Floridians.

As our elder population continues to grow, we have a special responsibility to serve and respond to the needs of this dynamic and valuable group. One way to accomplish that is to ensure that older Floridians have access to resources like this guide.

The Consumer Resource Guide is not intended to be all-inclusive but rather a user-friendly general reference. 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,

A handwritten signature in blue ink, appearing to read "Richard M. Prudom". The signature is fluid and cursive.

Richard M. Prudom, Secretary
Florida Department of Elder Affairs

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.

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 to take advantage of the many resources made available through the Florida Department of Elder Affairs. You may choose to print sections or the entire guide and keep it near your telephone.

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

Acknowledgments

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.

The *Consumer Resource Guide* covers a variety of topics important to Florida's elders. Besides general information, the guide 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 guide addresses the following seven key topics:

- Caregiver and Consumer Support
- Transportation
- Housing and Property Rights
- Health Insurance Programs
- Health Promotion and Disease Prevention
- Elder Rights, Abuse, and Fraud
- Life Planning and End-of-Life Preparations

This guide is not intended to be an all-inclusive resource, but rather a user-friendly, reference tool.

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 or call us at 1-800-96-ELDER (1-800-963-5337).

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.