Welcome to Your Aging & Disability Resource Center

Palm Beach / Treasure Coast, Inc.
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"The closest thing to being cared for, is to care for someone else."
~Carson McCullers

Today, it is about time we celebrate “caregivers”... those amazing people without whose support, our loved ones, senior citizens, veterans, people with disabilities... and essentially anyone that needs “care”, would not be able to continue their respective lives as viable community members—living their lives as they see fit!

Here at Your Aging and Disability Resource Center, we have broadened our focus to not only nurture and support our senior citizens and people with disabilities, but to include support for their caregivers in the process. The strain on the caregiver, whether, emotional, physical or even financial, can be daunting...and to be honest, is not for the faint of heart no matter how much you want to help. We can innovate care giving solutions all day…but we had better consider those who are providing the care and, frankly, they are burning out.

“One day, in retrospect, the years of struggle will strike you as the most beautiful.”
~ Sigmund Freud

Enter…Your Aging and Disability Resource Center who, along with our aging network partners, share a common vision of delivery of quality services and more importantly, support for our communities! That means care for the caregivers.

We believe in a core value system—therefore focusing on four values that affect how we work as a team as well as how we relate to those we serve. These values are: Humility- the willingness to lift up others and put their needs first; Gratitude/Appreciation- thankful for and in recognition of others for their respective roles; Respect- for everyone! Responsibility/Accountability- acceptance of personal and shared responsibility and willingness to be held accountable. Accepting these core values and practicing them in our daily lives is how we conduct ourselves in the work place as well as how we roll in the community.

With an incredible team backed by core values, our Aging Network Partners, Statewide and National Partners, and a motivated community, there IS help out there! The world is changing, but aging remains constant. So, we are innovating as I write this and we won’t stop until we find a way to help everyone we serve!

“Never believe that a few caring people can’t change the world. For, indeed, that’s all who ever have.”
~ Margaret Mead

Jaime Estremera-Fitzgerald
Chief Executive Officer
In a culture that thrives on teamwork and rewards innovation, dedication and creative thinking, Your Aging & Disability Resource Center strives for superior customer service to each other and to our seniors, adults with disabilities and their caregivers through our Centers of Excellence.

Your Aging & Disability Resource Center’s Helpline is staffed by a corps of trusted, compassionate, professional specialists who help seniors, adults with disabilities and their caregivers find answers and make informed decisions. Specialists are available to help in English, Spanish and Creole. Services are available to the entire community seeking answers on aging or looking for service providers. Part of a nationwide network, Your Aging & Disability Resource Center provides information on aging issues, advocacy, one-on-one assistance and a host of services that help seniors maintain their independence. The Helpline is the gateway to publicly funded services for seniors.
En una cultura que prospera con trabajo en equipo y que recompensa innovación, dedicación, y creatividad, Your Aging & Disability Resource Center se esfuerza en proveer excelente servicio a clientes – entre el personal y a las personas mayores y sus cuidadores – por nuestros Centers of Excellence.

**CENTERS OF EXCELLENCE**

Charitable Giving  
Communications/Events  
Consumer Care & Planning  
Elder Rights  
Fiscal  
Foster Grandparent Program  
Healthy Living  
**HELPLINE**  
Human Resources  
Information Technology  
Organizational Integrity  
SHINE

La línea para ayuda a personas de la tercera edad, patrocinada por Your Aging & Disability Resource Center, está administrada por especialistas profesionales, compasivos, y dignos. Ellos encuentran soluciones y hacen decisiones razonadas. Se pueden aconsejar en español, inglés, y creole. Servicios están disponibles para todos en la comunidad buscando información sobre envejecimiento o proveedores de servicios. Parte de una red nacional, Your Aging & Disability Resource Center ofrece muchos servicios que facilitan la independencia de personas mayores.
**WHY ARE WE?**

The Older Americans Act was a response to Congressional concerns about the lack of community social services for senior citizens, especially those at risk of losing their independence.

The Older Americans Act focuses on improving the lives of older people in the areas of income, housing, health, employment, retirement and community services.

The Older Americans Act established the Area Agencies on Aging and the National Aging Network.

The federally funded Older Americans Act provides a variety of in-home and community-based services without cost to persons 60+ through the “aging network”. While people 60 years and older are eligible for Older Americans Act programs, services are funded for individuals with the greatest economic and social need. Support services for family caregivers are also available.

**STATEMENT BY ASSISTANT SECRETARY KATHY GREENLEE ON THE 45TH ANNIVERSARY OF THE SIGNING OF THE OLDER AMERICANS ACT**

On July 14, 1965 President Johnson signed the Older Americans Act into law. Sixteen days later, on July 30, he signed legislation creating Medicare and Medicaid. These three programs, along with Social Security enacted in 1935, have served as the foundation for economic, health and social support for millions of seniors, individuals with disabilities and their families. Because of these programs, millions of older Americans have lived more secure, healthier and meaningful lives. The Older Americans Act has quietly but effectively provided nutrition and community support to millions. It has also protected the rights of seniors, and in many cases, has been the key to independence.

In 1965, there were about 26 million Americans age 60 and over. Today, there are 57 million older Americans 60 and over, with many more on the immediate horizon. Our senior population is not only growing larger, but becoming more diverse. Adults over 80 are our fastest growing group, and many will need long term care. Reliance on family members, who currently provide 80 percent of the long term care assistance for our nation’s seniors, will increase.

The historic enactment of the Affordable Care Act (ACA) by President Obama on March 23, 2010 provides us with another tremendous opportunity to harness the successes and progress of the last four decades to further improve the health and lives of older Americans and support their caregivers. The ACA represents the biggest change in our national health care delivery system since 1965. And just as they were in 1965, the programs of the Older Americans Act - and our national aging network of state, tribal and community-based organizations, service providers, volunteers and family caregivers - will be called upon to complement, support and enhance these changes. How successfully we weave these multiple responsibilities together will say much for how we will care for seniors in the future.
¿PORQUÉ SOMOS NOSOTROS?

El Congreso reaccionó a la falta de servicios para ancianos en la comunidad, con el Older Americans Act. Se angustiaban sobre los riesgos que afrontaron personas mayores, por ejemplo la pérdida de independencia.

El Older Americans Act se concentra en mejorar la calidad de vida de personas mayores en asuntos económicos, y en salud, jubilación, y apoyo general.

El Older Americans Act creó la red de programas para ancianos en los estados unidos, y creo las Area Agencies on Aging que existen en cada comunidad.

El Older Americans Act, financiado por el gobierno federal provee una variedad de servicios en casa y en la comunidad, gratis, a personas que tienen 60 o más años de edad por una red de agencias. Mientras que se estableció el Older Americans Act para todos que sean elegibles por edad, se priorizan servicios para los que tienen pocos recursos y necesidades más severas. Respiro y consejo para familiares también están disponibles.

DECLARACIÓN DE SECRETARIA AUXILIAR GREENLEE EN EL 45 ANIVERSARIO DE LA APROBACIÓN DEL OLDER AMERICANS ACT:

El 14 de julio, 1965, el presidente Johnson aprobó el Older Americans Act. Dieciséis días luego, en el 30 de julio, el firmó las leyes que incluyeron Medicare y Medicaid. Estos tres programas, con Social Security que se creó en 1935, han sido la fundación de apoyo social, económico, y sanitario para millones de personas mayores, personas discapacitadas, y sus familias. A causa de estos programas, millones de ancianos han vivido vidas más seguras, sanas, y significativas. El Older Americans Act sutilmente ha proveido nutrición y amparo efectivamente a millones. También, la ley ha protegido los derechos de personas de la tercera edad, y en muchos casos ha sido la clave de su independencia.

En 1965 habían 26 millones americanos con 60 o más años de edad. Hoy en día hay 57 millones de americanos mayores, y más en el horizonte. La población está creciendo, y vienen de entornos diversos. El grupo más grande es el de personas con mas de 80 años de edad, y muchos pasarán algún tiempo en asilos. Ahora sus familiares proveen 80% de la ayuda personal a personas mayores.

La nueva ley histórica, el Affordable Care Act (ACA) aprobado por presidente Obama en 23 marzo, 2010, nos ofrece una oportunidad de aprovechar los éxitos y el progreso de las últimas 4 décadas, para mejorar la calidad de vida de personas mayores y sus cuidadores. El ACA significa el primer cambio en nuestro sistema de seguros médicos desde 1965. Y como era en 1965, los programas del Older Americans Act (nuestra red de agencias en las comunidades, los estados, tribus nativas, profesionales, voluntarios y familiares) tendrán que sostener, realizar y complementar los cambios. Nuestro éxito en tejer estas responsabilidades indicará el bienestar de nuestros ancianos en el futuro.
Your Aging & Disability Resource Center is a dynamic, private, nonprofit organization dedicated to serving seniors, adults with disabilities and those who care for them. Your Aging & Disability Resource Center, your local Area Agency on Aging, is the leader of the Aging Network in Planning and Service Area 9 which includes Indian River, Martin, Okeechobee, Palm Beach and St. Lucie counties.

Your Aging & Disability Resource Center Helpline is the gateway to services for seniors, adults with disabilities and their caregivers. Services are available to the entire community regardless of ability to pay. Professional, dedicated staff is here to help in English, Spanish and Creole.

Let's face it: life gets a bit more complicated as we get older; it's good to know where to turn.

Helpline
1.866.684.5885

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

Growing older has its rewards...

one of the finest is Your Aging & Disability Resource Center with its Aging Network.
¿QUÉ SOMOS NOSOTROS?

Your Aging & Disability Resource Center es una organización dinámica sin fines de lucro, dedicada a servir personas mayores, adultos con discapacidades y sus cuidadores. Your Aging & Disability Resource Center/Area Agency on Aging of Palm Beach/Treasure Coast, Inc. es líder de la red ‘Aging Network in Planning and Service Area 9’ que incluye los condados de Indian River, Martin, Okeechobee, Palm Beach and St. Lucie counties.

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Your Aging & Disability Resource Center **Helpline es la puerta** de servicios para personas mayores, adultos con discapacidades y sus cuidadores. Nuestros servicios están disponibles a toda la comunidad, incluso los de bajos recursos. Personal profesional y dedicado está aquí para ayudarle en inglés, español y creole.

*Afróntemoslo: La vida se complica cuando tenemos más edad. Es una ventaja saber adónde ir.*

**Helpline**

1.866.684.5885

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**Nuestra Misión**

es promover, apoyar y abogar por la independencia, dignidad y el bienestar de las personas mayores, adultos con discapacidades y aquellos que los cuidan, en una manera que valora la diversidad, refleja las comunidades que servimos y abraza la colaboración de la red de envejecimiento.

Envejecer tiene su recompensa...

una de las mejores recompensas es

Your Aging & Disability Resource Center

con sus Aging Network.
Introducing
Your Aging Network

The Area Agency on Aging of Palm Beach/Treasure Coast, Inc., Your Aging & Disability Resource Center, is a dynamic private nonprofit organization dedicated to serving the needs of seniors, adults with disabilities and those who care for them in Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. Services are funded by the Area Agency on Aging and provided through the Aging Network to provide a Circle of Care.

Planning & Service Area 9

Lead Agencies and Service Providers

- Alzheimer’s Community Care, Inc.
- Council on Aging of Martin County, Inc.
- Council on Aging of St. Lucie County, Inc.
- Critical Signal Technologies
- Division of Senior Services, Palm Beach County
- Federation Transportation Services, Inc.
- Florida Rural Legal Services, Inc.
- Legal Aid Society of Palm Beach County
- M. D. Home Health, LLC
- Morse Life Care Management & Counseling, A program of Kramer Senior Services
- Okeechobee Senior Services
- Palm Tran, Palm Beach County
- Ruth & Norman Rales Jewish Family Services
- Senior Resource Association
- The Volen Center
Celebrating 20 years of service, Alzheimer’s Community Care works to keep families living with Alzheimer’s disease together with dignity, safety & care.

11 Specialized Alzheimer’s Care & Service Centers
Family Nurse Consultants
24-Hour Alzheimer’s Crisis Line
ID Locator Service
Professional & Community Education
Case Management
Advocacy

Alzheimer’s Community Care is dedicated to promoting and providing community-based, family-centered care for patients and their caregivers living with neurocognitive disorders, through the belief, that where there is help, there is hope.

We place a safety net around patients and caregivers every day.™

(561) 683-2700 - alzcare.org

Your Aging & Disability Resource Center • Page 11 • Annual Report 2016
The Council on Aging of St. Lucie, Inc. is a private non-profit organization committed and dedicated to assisting senior adults and their families with information, opportunities, and services that promote independence and enhance quality of life.

Our team of trained care managers are experienced in geriatric care and the unique issues associated with the aging process; possessing over 20 years of experience.

Our Adult Day Club, “Club Bayshore”, provides a safe, supervised setting for frail adults or those experiencing physical or cognitive challenges. Opportunities are provided to our guests to participate in current events, light exercise, arts & crafts, field trips, games and activities in a home-like, non-medical setting. A continental breakfast, lunch and afternoon snack are provided.

In home dining, by way of a home delivered meal isn’t all we contribute. We also provide human contact, conversation and a connection to the outside world that many of our aged neighbors would lack without our daily contact. Overall well-being is improved through daily contact with a caring volunteer/employee.

Senior Dining Centers allow those who are able to travel to and from one of our three meal sites the opportunity to receive a hot nutritious meal, participate in activities and socialize.

Welcome to the Treasure Coast Connector Plus, serving St. Lucie County. We will make every effort to ensure that your trip is a great one! Connector Plus buses stop only at designated bus stops. To find the stop closest to you, check the route map or call Customer Service. Please arrive at your stop five minutes ahead of schedule. Our drivers make every attempt to be at a stop at the designated time, but traffic flow and weather conditions may cause slight variations in schedule times.

Our administrative office is located at:
1505 Orange Avenue
Fort Pierce, FL 34950
(772) 464-7433

Community Transit, under the umbrella of the Council on Aging, provides St. Lucie County’s Public Transportation Service. Visit www.treasurecoastconnector.com to learn more. Now providing ROUTE SHOUT, an app for your smartphone; a convenient way to track your travel time.
The Division of Senior Services (DOSS) provides information and assistance to aid older adults and their caregivers. DOSS encourages informed choices that promote and enhance quality of life. DOSS administers high-quality programs that foster social and emotional well-being, encourage independence and support older adults and their caregivers with dignity and choice within their community.

NUTRITION PROGRAM

**Congregate Meals**
DOSS provides older adults with nutritional meals, access to nutrition education and counseling and fosters social interaction. Congregate meals are served Monday through Friday at numerous Senior Meal Sites.

**Home-Delivered Meals**
Nutritionally balanced meals are delivered to older adults who are unable to shop for or prepare their own meals.

CASE MANAGEMENT

Most homebound older adults in need of long-term care services prefer to have help within their home. Experienced staff provides in-home assessments to determine older adult's individual needs and coordinates and manages in home services.

ADULT DAY CARE

DOSS Adult Day Care Centers are located in Palm Beach Gardens and Lake Worth. The Centers provide structured, therapeutic and rehabilitative social and leisure activities in a monitored setting.

SENIOR CENTERS

Senior Centers offer a wide variety of classes, programs and activities to promote health and wellness for older adults. In addition to participating in classes, activities and programs, seniors are always welcome to drop in for coffee, cards and conversation.

ADDITIONAL PROGRAMS

- Emergency Home Energy Assistance for the Elderly Program
- Outreach
- Volunteerism
- Powerful Tools for Caregivers
Florida Rural Legal Services (FRLS)

Florida Rural Legal Services, Inc. (FRLS) is a non-profit law firm dedicated to providing quality civil legal advice, representation and education for low income people and communities. FRLS strives to be a relevant force in the lives of its clients. FRLS utilizes all forums and strategies available for legal advocacy, within the limits of its funding to pursue its mission in the most effective and economical manner.

FRLS provides free civil legal assistance to low-income elderly people and indigent families in the following thirteen counties of South Central Florida; Charlotte, Desoto, Glades, Hardee, Hendry, Highlands, Indian River, Lee, Martin, Okeechobee, Palm Beach, Polk and St. Lucie County. FRLS also provides legal assistance to migrant farmworkers throughout the state of Florida.

FRLS provides assistance with the following types of legal problems: Housing, Bankruptcy, Individual and Civil Rights, Consumer Law, Employment Law, Family Law, Foreclosures, Health, Public Benefits and Elder Law issues.

Florida Rural Legal Services is dedicated to providing justice through aggressive advocacy and community partnerships.
Living Well ... At Any Age!
The Council on Aging of Martin County’s mission is to be the primary provider of life-saving and life-improving services for seniors in Martin County.

The Council is a private, non-profit 501(c)3 organization that has been serving the community for more than 40 years. Programming focuses on helping seniors live well at any age; remaining independent, healthy and as active as possible.

Our Key Services
Kane Medical Group
Adult Day Club
Care Management
Caregiver Resources
Meals on Wheels & Senior Dining Centers
Kane Cuisine

The Charles and Rae Kane Center
The Kane Center, home of the Council on Aging of Martin County, is a multi-generational facility offering a wide range of services for seniors, their families and caregivers, and the greater Treasure Coast community.

The Kane Center is designed to serve all seniors from the active to the frail through social, wellness, medical, nutritional, educational and cultural programming. Intergenerational events for the general public are also offered.

The Kane Center hosts an array of year-round classes, programs and events that help seniors stay active, healthy and involved in the community. The schedule includes fitness and educational classes, clubs, special events, concerts and more.

Kane Members enjoy many benefits including discounts, advance notice of activities and special member-only events.

Regular business hours are Monday-Friday from 8 a.m. to 5 p.m. Stop by for a tour!
Our mission is to provide high quality civil legal advice, representation and education to the disadvantaged of Palm Beach County so as to protect their personal safety, enhance their opportunities and living conditions, and promote self-sufficiency.

We currently have projects specifically aimed at ensuring the elderly and disabled residents of Palm Beach County have equal access to our justice system for their civil legal needs. For more information, please contact us at 561-655-8944.
HELPING SENIORS MAKE THE MOST OF THEIR SUNSET YEARS

**Okeechobee Senior Services**

Our mission is to provide access to activities, resources and services to residents of Okeechobee County, age 60 and above, that promote mental and physical well-being, preserve independence, and improve their quality of life while protecting their rights and dignity.

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**The Lottie Raulerson Senior Center**

Stimulating the minds, exercising and nourishing the bodies, and as often as possible, tickling the funny bones of seniors who attend.

Monday – Friday, 8:00 am – 5:00 pm
1690 NW 9th Avenue, Okeechobee, FL 34972

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**In-Home Supportive Services**

Enabling homebound seniors to realize their wish to remain in their homes.

Okeechobee Senior Services makes this possible for many in our community by providing assistance with homemaking and personal care tasks, respite to relieve a caregiver, home-delivered meals, and professional case management to assist them with accessing these and other needed services.
SERVING OUR COMMUNITY

Senior Resource Association provides services to support independence and dignity of older adults and transportation for all throughout Indian River County.

MEALS ON WHEELS
Alleviates isolation and hunger with hot, nutritious meals delivered by our friendly volunteers.

ADULT DAY CARE
Provides social, therapeutic and health services for adults aged 18 and older at the only state-licensed centers in Vero Beach and Sebastian.

TRANSPORTATION
Community Coach provides pre-arranged transportation for eligible riders throughout Indian River County. Visitors and residents of all ages can ride our GoLine buses.

For more information:
Call 772.569.0760  SeniorResourceAssociation.org
Follow us on Facebook
The Volen Center: A Haven For Seniors, Caregivers

When seniors don’t have transportation, they can’t get to healthcare; when they don’t have activities, it affects their physical and mental health; many don’t get proper nutrition; and the caretakers for those with dementia often have nowhere to turn.

With three locations – two in Boca Raton and one in Delray Beach - the Volen Center has been filling all those gaps for seniors, family caregivers, the disabled and their families by providing health care and supportive services that meet their physical, emotional, social and psychological needs for nearly 50 years. We serve the Boca Raton, Delray Beach, and Boynton Beach communities.

First and foremost, we offer affordable adult day care at all three of our locations within Delray and Boca for seniors with varying degrees of dementia, and adults with disabilities. A dedicated staff of professionals offers therapeutic activities and social interaction. Caregivers are also a large part of our focus. We provide no cost caregiver support groups and individual counseling at low to no cost, along with information and referral at all of our locations.

In 2010, in partnership with the YMCA, the Center opened the Schmidt Family YMCA Preschool at the main campus on West Palmetto Park Road in Boca Raton. This program provides a unique intergenerational experience for all participants.

Last year, the Volen Center provided almost 75,000 free, hot meals at five public senior dining sites located throughout southern Palm Beach County. Additionally, the Volen Center’s large fleet of buses and vans provided almost 80,000 rides to and from doctor appointments and other life-sustaining destinations during the same year.

Because social isolation is an issue for many seniors and can lead to depression and health issues, socialization and leisure activity are provided daily. The Volen Center is now instituting a companion and homemaker service for seniors in need and is seeking mature individuals to fill these paid positions.

We are always seeking volunteers to help serve meals, assist with games, such as bingo and help with administrative tasks.

Shabbat services are held every Friday at 11 a.m. led by Rabbi Ruvi New from the Chabad of East Boca at our main location in East Boca.

“It is a tribute to the Volen Center that seniors from all walks of life, religions and cultures seek out the center’s services,” said Elizabeth Lugo, President/CEO of the Volen Center.

Inquire today about our New Planned Giving program and the simple ways to make a donation and leave a lasting legacy. For more information, call 561-395-8920 or visit our website at www.volencenter.com
The Area Agency on Aging of Palm Beach/Treasure Coast, Inc. held its 3rd annual Circle of Care Luncheon Celebration on November 10th at the Kravis Center Cohen Pavilion with special guest author, performer and international authority on geriatric medicine and eldercare Dr. Bill Thomas.

Michael J. Dyer, Wealth Manager with TD Bank and Foundation Board Chair for Your Aging & Disability Resource Center shared personal caregiving experiences and encouraged individual and community involvement in caring for our seniors, adults with disabilities and those who care for them ~ to help provide a Circle of Care. He emphasized the mission of the Area Agency on Aging to promote, support and advocate for the independence, dignity and wellbeing of seniors, adults with disabilities and those who care for them in a manner that values diversity, reflects the communities we serve and embraces the collaboration of the aging network.

iHeart Radio’s Brian Mudd, WJNO Financial Analyst and Co-Host for The Palm Beaches’ Morning Rush, served as emcee. Dr. Bill Thomas is an author, performer and international authority on geriatric medicine and eldercare from upstate New York. In 2014, Thomas organized a 25-city “non-fiction” theatrical tour to launch his book “Second Wind: Navigating the Passage to a Slower, Deeper and More Connected Life” (Simon and Schuster, March 2014) and to promote the documentary film Alive Inside. He is the founder of The Eden Alternative, a philosophy and program that de-institutionalized nursing homes in all 50 states and worldwide over the past 20 years. A self-described “Nursing Home Abolitionist,” he is also creator of Green House Project, a radically new approach to long term care where nursing homes are torn down and replaced with small, home-like environments where people can live a full and interactive life. In 2005, the Robert Wood Johnson Foundation announced a five year $10 million grant that will result in the creation of Green House projects in all fifty states. As a professor at The Erickson School at UMBC, Thomas led development of the nation’s first emergency department designed for older adults.

Thanks to generous sponsorships, the event raised money to support the Circle of Care. The Circle of Care Luncheon Celebration sponsors included: AARP Presenting Sponsor; Calidus Management, Luncheon Sponsor; Florida Power & Light, Great Energy Sponsor; MorseLife, Scholarship Sponsor; UnitedHealthcare South Florida, Wellness Sponsor; and iHeart Media and The Palm Beach Post, Media Sponsors.
We promote independence, dignity, health and wellbeing.

Through each life stage, we provide seniors and adults with disabilities in our community with programs and services that promote their independence, dignity, health and wellbeing. For their caregivers, we strive to ease the confusion and anxiety of caring for a loved one in their later years. By administering programs supported by local, state and federal funding, along with the generosity of individuals and organizations, we work to improve the quality of life for those whose lives we touch.

We...Help. The heart and soul of Your Aging & Disability Resource Center is the Helpline which is the gateway to publicly funded services for seniors provided under the Older Americans Act. If you are looking for help to enroll in Medicaid, information and assistance, food or in home services, Your Aging & Disability Resource Center’s Helpline is here to help. If you are in need of adult day care, home delivered meals, respite care, congregate meals, personal care or prescription savings, the Helpline may be able to help. We also provide energy-related financial assistance on an individual basis to keep the power on or fix a broken heating or cooling system.

We...Empower. We provide a variety of services that make it possible for elders to live independently in their own homes, including home-delivered meals, in-home help, nutrition education, transportation, medical supplies and outreach companionship. Our Healthy Living Center’s focus is on prevention, intervention, chronic disease management, wellness screenings and education to empower and improve quality of life.

We...Enrich. Our programs enhance the lives of seniors by offering opportunities for them to reach out to the community and connect with all ages in a meaningful way. We recruit, train and place volunteers to provide supportive services to others, including respite for caregivers of elders, enabling them to remain self-sufficient and independent. Our Foster Grandparent Program enriches the lives of low-income seniors (and many children) by giving them the opportunity to serve as mentors and tutors to children in pre-K through third grade.

We...Educate. We provide health education on important issues such as medication management, osteoporosis, injury prevention, mental health and Alzheimer’s disease. To help seniors make sense of the often complicated Medicare programs, our SHINE (Serving the Health Insurance Needs of Elders) volunteer counselors provide health insurance counseling, including decoding medical statements, filing claims, and, when necessary, processing appeals.

We...Comfort. Our caregiver support programs help relieve the emotional, physical and financial hardships of individuals providing care through a variety of services, including training, counseling, group adult day care programs, housing improvements, legal services and medical supplies when necessary.

We...Advocate. We provide assistance to elders who are victims of a crime through personal advocacy, criminal justice support and assistance in filing for victim compensation claims. In accordance with the Older Americans Act, we comment on all actions affecting seniors and their welfare. We are active in policy development and provide training to advocates on senior issues.
Call us if you’re looking for help with:

- MEDICAID Long Term Care
- Home Delivered Meals
- Respite for the Caregiver
- Adult Day Care
- Alzheimer’s specific respite
- Personal Care/Homemaker
- Caregiver Stipend
- Electric Bill Assistance

Your Aging & Disability Resource Center’s Helpline is the number to call when you need information and guidance on resources available to seniors, adults with disabilities and their caregivers.

Life gets a bit more complicated as we get older. It’s good to know where to turn.
Life gets a bit more complicated as we get older. It’s good to know where to turn. Call us if you’re looking for help with...

• Medicaid Long Term Care
• Home Delivered Meals
• Respite for the Caregiver
• Adult Day Care
• Alzheimer’s specific respite
• Personal Care/Homemaker
• Caregiver Stipend
• Electric Bill Assistance

Your Aging & Disability Resource Center’s Helpline is the number to call when you need information and guidance on resources available to seniors, adults with disabilities and their caregivers.

Línea de Ayuda 1.866.684.5885

Llamenos si está buscando ayuda para:

• Medicaid Cuidado a Largo Plazo
• Comidas a Domicilio
• Relevo para el Cuidador
• Cuido para Adultos
• Repiro Especifico de Alzheimer’s
• Cuido Personal/Ama de Llave
• Estipendio Cuidador
• Asistencia para Pagar la Luz

La línea de ayuda para personas mayores es el número a llamar cuándo necesitas información y guianza en recursos disponibles para las personas mayores y sus cuidadores.

La vida se complica cuando nos envejecemos. ¡Es bueno saber adónde acudir!
About the BEC Program

◊ The Benefits Enrollment Center is a grant funded program through the National Council on Aging.
◊ The BEC at Your Aging & Disability Resource Center is a new program available in Palm Beach County for low income residents with Medicare.
◊ The national BEC program was implemented in 2009. Since then, BECs have assisted over 400,000 older adults and people with disabilities with over 600,000 applications for benefits estimated to be worth over $1 billion. – National Council on Aging

You may qualify for additional help!
Benefits Enrollment Centers provide free assistance to low income Medicare eligible seniors and persons with disabilities to identify and apply for benefits programs:
◊ SNAP/Food Stamps
◊ Medicaid
◊ Low Income Home Energy Assistance Program (LIHEAP):
◊ Medicare Part D Extra Help/Low Income Subsidy (LIS) Program

Call us today to schedule a BEC appointment!
1.866.684.5885

Volunteer Opportunities at the Benefits Enrollment Center!
◊ Be part of an amazing team!
◊ Set your own schedule!
◊ Feel gratification by helping those in need!
◊ Become a Volunteer Application Specialist today!

Call the BEC for more information
The Consumer Care and Planning Center of Excellence (COE) is responsible for oversight of approximately $18 million of subcontracted services across 8 state and federal funding sources with 15 contracted providers. Additional critical responsibilities include:

**PSA (Planning and Service Area) Strategic Plan Development**
- Needs Assessment
- Public Hearings
- AAAPB/TC Goals and Objectives
- SWOT Analysis
- Performance Analysis

**Request for Proposal (RFP)**
- Manages the competitive bid process for Older Americans Act (OAA) and Community Care for the Elderly (CCE) Lead Agencies

**Contract Development**
- Draft 40 contract templates annually for Provider contract issuance, renewals and amendments

**Quality Assurance**
- Annual Quality Assurance Reviews
- Quarterly File Reviews
- Invoice Audit Reviews
- Nutrition Program Reviews
- Data Integrity Reviews
- Monthly Encumbrance Analysis Reviews of Provider Expenditures

**Technical Assistance to Providers**
- Contract Requirements
- DOEA Programs and Services Handbook
- Client Information and Registration Tracking System (CIRTS)

**Provider Training**
- Cew case managers
- Adult Protective Services (APS)
- Leadership Orientation

**Developing Community Partnerships**
- Senior Distribution Site Development and Coordination
d- Disaster preparation and recovery
  - ELMORE
d- Healthier Boynton Beach
d- United Way of Palm Beach County
- United Way of St. Lucie County
d- Palm Beach Health Care
- Health Council of Southeast Florida
d- Palm Tran Service Board
d- Palm Beach County Respite Coalition
The Elder Rights Center of Excellence helps seniors and their loved ones prevent, respond to and recover from crimes, abuse, neglect and exploitation.

Advocacy for Senior Crime Victims

The Elder Rights Center of Excellence provides direct assistance to seniors after a crime is reported to law enforcement. Our valued Senior Advocacy Volunteers reach out to crime victims to share information and resources and inform seniors of their rights to victim compensation.

Professional Training

Whether you are a caregiver or just part of a caring community, knowing how to recognize and respond to elder abuse, neglect and exploitation is a necessary skill. The Elder Rights Center of Excellence offers training tailored to the needs of professionals in the law enforcement, health care, senior housing and public service arenas.

Public Awareness

Help seniors, their loved ones and caregivers fight back by identifying the most common crimes, tips on how to avoid crimes, and how to report crimes if you have been a victim.
The Foster Grandparent Program is an intergenerational volunteer program that provides one-on-one mentoring and tutoring to children with special and exceptional needs in pre-k through 3rd grade.

The Program has a dual purpose - to enhance the lives of children with special needs through a caring mentoring relationship and to provide a high quality experience that enriches the lives of the senior volunteers.

Last year 137 Foster Grandparents volunteered 118,040 hours to touch the lives of 544 children in Martin, Okeechobee, Palm Beach and St. Lucie counties.

If you might be interested in making a difference in the life of a child, please call 561.684.5885 and ask for the Foster Grandparent Program.

According to end of year progress reports completed by the classroom teachers for the children receiving one-on-one tutoring and mentoring from a Foster Grandparent:

- 96% of children pre-k through kindergarten showed overall improvement
- 86% of children in 1st through 3rd grade showed overall improvement
- 98% of children in 1st through 3rd grade showed improvement in reading
What do we want you to know about the Helpline at Your Aging and Disability Resource center?

We are the best point of contact for information and assistance to seniors, persons with a disability and caregivers who reside in Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties.

**HOW WE CAN HELP**

We can help you sort through all of the options available and make informed decisions about:

- Maintaining your independence in your home
- Choices for long-term care and related services
- Medicare and other health-related benefits
- Medicaid Long Term Care
- Support services and resources in your community for food, electric bill and other assistance and so much more.

Our Specialists will provide you information and resources to find the right fit of options for your individual situation.

**Just call the Helpline at**

866-684-5885
to get answers to your individual questions.
The Healthy Living Center of Excellence offers opportunities to enhance the quality of life and improve the well-being of seniors.

The following evidence-based programs, offered in English and Spanish, are a resource to medical practices, faith based organizations, community organizations, caregivers and individuals looking for assistance and relief.

### If you would like to:
- Improve your balance and prevent falls
- Be a part of a caregiver support program
- Gain tools to cope with stress, depression, grief, exhaustion, guilt and find resources
- Be trained to work with seniors in a specific program
- Offer a program to your residents, patients, congregation or community members

Please call 561.214.8622 or email lherrera@YourADRC.org

---

**Living Healthy Workshops**
Will provide the support you need to find practical ways to deal with pain and fatigue. You will discover better nutrition and exercise choices, learn about available resources and how to make an action plan that will help you achieve your goals.

**Diabetes Self-Management Program**
Will enable you to regain control of your health and learn to deal with the problems that are present with diabetes, recognize warning signs and what to do and to prevent complications and develop a healthy diet.

**A Matter of Balance**
is an 8-week evidence-based program designed to reduce fear of falling and increase activity levels among seniors. A Matter of Balance acknowledges the risk of falling but emphasizes practical coping strategies to reduce this concern.

**Tai Chi**
(pronounced Tie-Chee) is a gentle form of physical activity ideal for seniors who have uncertain balance and a fear of falling. If you’re looking for a way to reduce stress and gain confidence about your balance, consider Tai Chi. Tai Chi promotes serenity through gentle movements connecting the mind and body.

**Tai Chi for Arthritis, Balance and Health**
has been developed specifically to reduce the pain and stiffness and improve the quality of life for people with arthritis.

**Powerful Tools for Caregivers**
will help with: taking care of you; managing your emotions; reducing personal stress; your mental health; communicating effectively; hiring in-home help; and, loss, grief and end-of-life. Powerful Tools for Caregivers will provide you with the tools and strategies to better handle the unique challenges of caregiving.

---

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Human Resources has the tremendous opportunity and responsibility to create initiatives that support Agency success and have a significant impact on the organization's performance, all the while focusing on our most valuable asset—our employees.

The Agency focuses on four core values that affect not only how we work internally as a team, but also how we relate to our clients and our community partners. Our values are humility, gratitude/appreciation, responsibility/accountability and respect. Accepting and practicing these values in how we conduct ourselves in the workplace as well as in the community, lay the foundation for true teamwork... the key to achieving excellence!

Human Resources goal is to foster the feeling of family within the Agency and to develop and recommend to our CEO ways to strengthen teamwork, adherence to our values and be a great place to work! We strive to hire only those candidates who demonstrate a passion for the Agency mission.

Human Resources plays an intricate role in two committees here at the Agency: a Safety Committee and an Employee Relations Committee (ERC). We take employee safety very seriously by educating staff on emergency procedures, providing safety tips, and identifying areas of potential concern and making enhancements as necessary. The ERC takes suggestions from staff and plans events such as our yearly staff retreat designed as a FUN way to motivate/reward employees while fostering teamwork.

We are so fortunate to work every day in a culture that allows us to help our clients and our employees have a better quality of life. We are also happy that our organization offers great benefits such as:

Medical Insurance; retirement plan; flexible work arrangements; generous vacation and holiday leave; Tuition Reimbursement along with a variety of opportunities for personal and career growth and development; and a fragrance free work place.
The IT Center of Excellence is responsible for the technological needs of the Area Agency on Aging. This includes the acquisition, maintenance and support of our technology. When we hear or read about emerging technologies, we make it our business to understand how these technologies can further our mission. We consult with staff to get their perspective. We also work closely with fiscal to make sure we budget for the new technology. Once we implement the technology, we train the staff how to use it.

The agency has indeed acquired many technologies over the years either to support new initiatives or simply to create operating efficiencies. Our main goal is to save the organization money through technology that supports our mission. The IT Center of Excellence employees a Director, a Business Analyst and an Application Programmer.

Our technologies fall under two categories ~ hardware and software.

**AGENCY HARDWARE TECHNOLOGY:**
- Phone System
- Cell Phones
- Data Servers
- Firewall
- Security Camera System
- Physical Security System
- Network Switches
- Desktops and Laptops
- Copiers and Printers
- SAN – Storage Area Network

**SOFTWARE TECHNOLOGY INCLUDES:**
- Business Applications
- MIP - Accounting System
- Evolution – Human Resource and Payroll
- Smart Search - Document Management System
- REFER – Client Referral System
- CIRTS - Client Tracking System
- Oscar - Foster Grandparent Program Application
- EVC - Elder Victims of Crime Application – Victim Assistance
- Quality Assurance – Helpline Staff Evaluation
- Contact Sweet – Helpline Management
The Organizational Integrity Center of Excellence provides leadership for the Agency’s compliance with federal, state, and local laws, regulations and guidelines.

This COE works closely with each Director to plan, organize, direct and lead staff towards the process of quality improvement. The Director of Organizational Integrity effectively implements activities designed to assist each COE set quality measures ultimately achieving their goals with process improvement.

The Organizational Integrity Center of Excellence ensures the Agency appropriately protects the confidentiality, availability and integrity of all Agency information. The Director of Organizational Integrity serves as the Agency’s designated Privacy Officer by developing, implementing and providing ongoing monitoring of all business associate agreements; establishing and maintaining a mechanism to track access to protected health information; establishing and administering a process for receiving, documenting, tracking and investigating complaints concerning the organization’s privacy policies and procedures in coordination with legal counsel, when applicable.

This COE also handles a myriad of other duties not limited to strategic initiatives, contract compliance, internal monitoring and serves the Agency as an extension to each Center of Excellence by ensuring excellence and quality is each Center’s main priority and focus providing value-driven results while maintaining accountability and transparency.
SHINE volunteers provide FREE unbiased information to Medicare beneficiaries, disabled adults, their caregivers and the community at large. SHINE is funded by the Centers for Medicare & Medicaid Services and is administered by the Florida Department of Elder Affairs in partnership with your local Area Agency on Aging, Your Aging & Disability Resource Center.

SHINE volunteers are available to provide community education through group Medicare related presentations and participation in senior health and resource events.

*Good Medicare Guidance is easy to find*

Specially-trained counselors provide FREE counseling and assistance with Medicare, Medicaid and other health insurance questions by providing one-on-one counseling at SHINE sites in person or over the telephone.

Counseling Services:

- Medicare Eligibility and Enrollment
- Medicare Health Plan Choices (Advantage Plan)
- Medicare Coverage Billing Issues and Appeals
- Supplement (Medigap) Policies
- Help applying for the Low Income Subsidy with prescriptions and Medicare Savings Program
- Medicaid for Dually Eligible Medicare Beneficiaries
- Employer or Military Coverage
- Screening for Medicare cost savings programs

SHINE services are free, unbiased and confidential.

Make a Difference – Volunteer for SHINE

Join the SHINE team of volunteers and make a real difference in the lives of seniors and disabled adults in your community. For more information, contact SHINE at 866.684.5885.

If your organization has extra office space for a SHINE volunteer, please let us know!
FREE. UNBIASED. CONFIDENTIAL.

Your trusted source for information about Medicare

Call 1.866.684.5885
if you’re looking for help with...

- Medicare
- Medicare supplement plans
- Medicare savings & extra help
- Prescription drug costs
- Plan comparisons
- Billing and claims
- Rights and protections

Ask about becoming a SHINE Volunteer
We provide a Circle of Care which promotes independence, dignity, health and wellbeing for seniors, adults with disabilities, veterans and caregivers.

Through each life stage, we provide seniors and adults with disabilities in our community with programs and services that promote their independence, dignity, health and wellbeing. For their caregivers, we strive to ease the confusion and anxiety of caring for a loved one in their later years. By administering programs supported by local, state and federal funding, along with the generosity of individuals and organizations, we work to improve the quality of life for those whose lives we touch.

We help.
The Helpline is the number to call for help with
- Medicaid Long Term Care
- Home Delivered Meals
- Respite for the Caregiver
- Adult Day Care
- Information and Assistance
- Avenues to Food and Nutrition
- In-home Services
- Prescription Savings
- Personal Care
- Electric Bill Assistance

We educate and empower.
Our Healthy Living Center of Excellence offers evidence-based workshops on chronic disease self-management, fall prevention Matter of Balance and Tai Chi as well as education to empower and improve quality of life.

We enrich.
Our Foster Grandparent Program enriches the lives of low-income seniors (and many, many children) by giving them the opportunity to serve as mentors and tutors to children in pre-K through third grade.

We advocate.
Our Elder Rights Center of Excellence provides assistance to senior victims of crime through personal advocacy, criminal justice support and assistance in filing for victim compensation claims. In accordance with the Older Americans Act, we comment on all actions affecting seniors and their welfare. We are active in policy development and provide training to advocates on senior issues.
Introducing

Your ADRC Foundation!

Your Aging & Disability Resource Center Foundation
Area Agency on Aging
Palm Beach / Treasure Coast, Inc.

Your Aging & Disability Resource Center Foundation is a 501(c)(3), not-for-profit corporation created exclusively for charitable purposes in support of Your Aging & Disability Resource Center, your local Area Agency on Aging of Palm Beach/Treasure Coast, and the aging services network it oversees.

The objective of our Foundation is to raise the necessary funds to create a quick and timely funding response to the critical unmet needs of seniors, adults with disabilities and their caregivers in Planning & Service Area 9 encompassing Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties.

Through our Foundation, we hope to offer prospective donors, such as you, comprehensive fund development and planned giving programs that offer new ways of giving that satisfy both your financial interests as well as your philanthropic goal.

We are cultivating a network of relationships with the professional wealth management community – a Planned Giving Advisory Council -- to help both you and the Foundation achieve this goal.

If you are interested, please contact:

Trish Ernst
Director of Charitable Giving
Ternst@YourADRC.org
561.214.8612

Your Aging & Disability Resource Center Foundation
Board of Directors

Michael Dyer, Chair
Gary Uber, Vice Chair
Jaime Estremera-Fitzgerald, CEO
Tamela Allrededge
Jonathan Cameron-Hayes
Dr. Jamie Huysman
Jim Watt
Do you wish you could do more but are concerned about the impact on your lifestyle?

There are many ways to “do more” if your gifts are well planned. Planned giving combines financial planning, estate planning and tax planning methods that allow a donor to make immediate gifts that DO NOT impact your family’s cash flow, lifestyle or security but DO offer tax and financial rewards.

**Can anyone make planned gifts?**

Yes! Anyone can make a gift to Your ADRC Foundation that not only costs nothing during your lifetime but also offers specific tax savings and financial benefits for example by:

- Naming Your ADRC Foundation as a beneficiary of a will, a trust or an insurance policy;
- Directly transferring to Your ADRC Foundation all or part of the required minimum distribution from your IRA (if you are 701/2 or older);
- Making a gift of appreciated securities;
- Making a gift of other appreciated property that is “out of sight, out of mind” such as unused real estate or tangible property.

**Where may I turn for advice on gift planning?**

- Your attorney
- Your Broker or Financial Planner
- Your CPA
- Trish Ernst, Director of Charitable Giving at Your Aging & Disability Resource Center Foundation, 1.866.684-5885.

---

I want to know more about planned gifts. Please send me the following brochures

(Check selections)

- [ ] “Art of Gift Planning”
- [ ] “A Special Beneficiary”
- [ ] “Update Your Will”
- [ ] “Bequeath your Values”
- [ ] “Planning for Women”
- [ ] “Ideas for Retirement”
- [ ] “Your IRS Legacy”
- [ ] “IRA Gift Opportunities”
- [ ] “Gifts of Securities”
- [ ] “Memorial Giving”

Name: ___________________________________________ Age: ____
Spouse’s Name: ___________________________________ Age: ____
Address: ____________________________________________
City___________ State ___________ ZIP ____________
Telephone ____________________________________________

Return to:  Trish Ernst, Director of Charitable Giving  
**Your Aging & Disability Resource Center Foundation, Inc.**  
4400 North Congress Avenue  
West Palm Beach, FL 33407  
1.866.684.5885 • www. Your ADRC.org
**Total Funding** $20,762,750

**Florida Department of Elder Affairs**
- Alzheimer’s Disease Initiative: 3,680,809
- Community Care for the Elderly: 4,254,182
- Home Care for the Elderly: 763,954
- Local Services Programs: 280,349
- Respite for Elders: 155,418
- Living in Everyday Families: 155,418
- **Total Florida Department of Elder Affairs**: $9,134,712

**Federal Sources**
- Corporation for National & Community Service: 527,786
- Emergency Home Energy Assistance for the Elderly Program: 486,609
- Florida Office of the Attorney General: 166,345
- Medicaid Assistance Program: 549,277
- Nutrition Services Incentive Program: 530,064
- Older Americans Act: 8,440,472
- Serving Health Insurance Needs of Elders: 395,389
- **Total Federal Sources**: $11,095,942

**State Sources**
- Corporation for National & Community Service: 527,786
- Elder Rights Programs: 192,612
- Healthy Living Programs: 123,500
- **Total State Sources**: $84,562

**County Sources**
- County Board of Commissioners Match: 214,781
- Palm Beach County Sheriff’s Office: 5,000
- United Way of Palm Beach County: 220,379
- **Total County Sources**: $447,534

**Other Sources**
- Donations: 56,444
- Others: 28,118
- **Total Other Sources**: $84,562

*Elders receive 92.7% of total funding in programs and services.

**Total Distribution of Funding** $20,762,750

Program Management 6.6%

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Total Contracted Services Provided**</th>
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<tbody>
<tr>
<td>Adult Day Care</td>
<td>782,935</td>
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<tr>
<td>Caregiver Basic Subsidy</td>
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<td>Caregiver Support &amp; Training</td>
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<td>Case Aide</td>
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<td>Case Management</td>
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<td>Chore</td>
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<td>Counseling</td>
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<td>Aging &amp; Disability Resource Center</td>
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<td>Foster Grandparent Program (FGP)</td>
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<tr>
<td>Serving Health Insurance Needs of Elders (SHINE)</td>
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<td>Elder Rights Programs</td>
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<td>Healthy Living Programs</td>
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<td><strong>Total Direct Services Provided</strong></td>
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<td>Palm Beach County Board of Commissioners Match</td>
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<td>Other</td>
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<tr>
<td><strong>Total Program Management</strong>*</td>
<td><strong>$1,363,094</strong></td>
</tr>
</tbody>
</table>

**Contracted Services represent over 2,000,000 units of services to elders.**
Thank You to those who supported us in 2016

FOUNDERS
Jonathan Cameron-Hayes

PJ Callahan Foundation, Inc.
Willits Itto Charitable Foundation

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FAMILIES

Thank You to our Aging Network for its dedication to our seniors and their caregivers
Sometimes all it takes is just a little bit of help. A little help might come in the form of a hot home-delivered meal, help with a bath or transportation. Our typical consumer is an 82 year old woman living alone and hoping to be able to stay at home. Please join our Circle of Care to celebrate her hope and make that possible. Call 561.684.5885 or donate now at www.YourADRC.org

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

Nuestra misión es promover, apoyar y abogar por la independencia, dignidad y el bienestar de las personas mayores, adultos con discapacidades y aquellos que los cuidan en una manera que valora la diversidad, refleja las comunidades que servimos y abraza a la colaboración de la red de envejecimiento.