



Area Agencies on Aging & Aging Resource Centers Fact Sheet

1. AREA AGENCIES ON AGING

Area Agencies on Aging are established by the federal Older Americans Act and are charged with coordinating local services for elders and caregivers. Area Agencies on Aging also ensure stewardship and accountability of over \$271 million in federal Older Americans Act and state general revenue grant funds for home and community based care programs at the local level. Florida's Department of Elder Affairs, under the authority granted by the Federal Older American Act, has designated a total of 11 Area Agencies on Aging in Florida. Area Agency on Aging's responsibilities include:

- *Stewardship and Accountability*

Area Agencies on Aging are charged with:

- identifying the needs of the elders and caregivers in our local communities, and developing plans to address those needs,
- allocating funds through subcontracts to local service provider agencies to provide services according to approved plans and providing contract management and oversight of all service delivery. Services to elders and caregivers are provided to help elders remain in their homes and communities and live as independently as possible to delay or completely avoid the need for more costly care in a long term care facility.
- providing training and technical assistance and quality assurance monitoring to ensure quality services are provided to those most in need.

- *Resource Maximization and Reduce Fragmentation*

- Area Agencies on Aging leverage local funds and resources to address the needs of elders and their caregivers in their local communities. For decades, Area Agencies on Aging have skillfully managed care for all elders by maximizing public and private resources.
- Area Agencies on Aging provide local financial management to keep government costs from unnecessarily increasing by ensuring that only those elders who truly need receive home and community based care. Area Agencies on Aging reduce service delivery fragmentation by developing and implementing community plans that ensure service coordination.
- Area Agencies on Aging efficiently administer the funds with very low overhead (less than 2.5%)

- *Advocacy, Information, Referral and Assistance*

- Area Agencies on Aging are charged with serving as the advocate for elders and their caregivers. In addition to advising the Florida Department of Elder Affairs on local economic and demographic trends as well as community needs to help the state planning and budget process, Area Agencies on Aging also advocate for community change at the local level to improve the lives of elders and persons of all ages.
- Area Agencies on Aging also provide critical information and referral assistance to elders and their caregivers through the Area Agency on Aging Elder Helpline and SHINE (Serving the Health Insurance Needs of Elders) Program. Area Agencies on Aging are committed to helping elders and their caregivers find information they need to support their efforts to remain in their homes and communities.

2. AGING RESOURCE CENTERS

State legislation, passed in 2004, added significant additional responsibilities for Area Agencies on Aging. This legislation created the Aging Resource Centers to initiate a “one-stop shop” in local communities to help older adults and their caregivers make informed decisions concerning their service and support options. Aging Resource Centers were charged with providing information and assistance through **Elder Helplines** to individuals needing either publicly funded or private, fee-for-service care and to help elders and their families better plan for their long-term care needs. Florida’s eleven Aging Resource Centers share and maintain a robust database of local community service and support resources enabling Resource Centers to respond to the local service needs of elders as well as support those long-distance families and caregivers working to arrange care for their loved ones. Finally, Aging Resource Centers ensure a coordinated and effective response system during times of disaster, such as during and after hurricanes and wildfires.

Aging Resource Centers are different from other “call centers”. They

- Provide a ‘one-stop-shop’ for ALL the needs of elders and their caregivers and for professionals working on their behalf by providing critical information and assistance when needed, reducing confusion and frustration,
- Employ highly trained and specialized staff who understand the special needs of elders and their caregivers,
- Take the time to listen and actually help elders navigate a complex system of care and work to coordinate resources among various agencies that provide aid. Aging Resources deal with difficult personal and family situations and strive to achieve positive outcomes to ensure elders and their caregivers receive the care they need when they need it.
- Maximize all known state and local resources to ensure elders receive the care they need and ensure that all elders, including those unable to pay for care as well as those who can afford care, are referred to the appropriate agency for help.

AREA AGENCIES ON AGING AND AGING RESOURCE CENTERS cover all 67 of Florida counties. Below is the list of the agencies and the counties they cover, as well as their contact information:

Northwest Florida Area Agency on Aging: Escambia, Santa Rosa, Okaloosa, Walton (850) 494-7101

Area Agency on Aging for North Florida: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington (850) 488-0055

Elder Options: Hamilton, Columbia, Suwannee, Lafayette, Union, Dixie, Gilchrist, Bradford, Alachua, Levy, Putnam, Marion, Citrus, Hernando, Sumter, Lake (352) 378-6649

ElderSource: Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia (904) 391-6699

Area Agency on Aging of Pasco/Pinellas: Pasco and Pinellas (727) 570-9696

West Central Florida Area Agency on Aging: Polk, Hillsborough, Manatee, Hardee, Highlands (813) 740-3888

Senior Resource Alliance: Osceola, Brevard, Seminole, Orange (407) 228-1800

Area Agency on Aging for Southwest Florida: Sarasota, DeSoto, Charlotte, Glades, Lee, Hendry, Collier (239) 332-4233

Area Agency on Aging of Palm Beach/Treasure Coast: Indian River, Okeechobee, St. Lucie, Martin, Palm Beach (561) 684-5885

Aging and Disability Resource Center of Broward County: Broward (954) 745-9567

Alliance for Aging: Miami-Dade and Monroe (305) 670-6500

You can reach the Aging Resource Center near you by calling 1-800-96-Elder or going to www.agingresourcecentersofflorida.org.