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www.allianceforaging.org

Alliance for Aging, Inc.
Answers on Aging.



PROGRAM SUMMARY

2020

Our mission is to promote and advocate for the optimal quality of life for older adults, adults with disabilities, and their families.

The Year of Pandemic and New Services



Alliance for Aging, Inc.

A Year of a Pandemic **COVID-19**

Vision:

Miami-Dade and Monroe Counties are communities where the quality of life of elders is valued and their contributions to community life are recognized

Mission:

To promote and advocate for the optimal quality of life for older adults and their families

Goal:

To provide information and access to quality services for older adults that help keep them at home and in their communities

Our Team:

More than 120 dedicated employees and volunteers uphold this mission every day as we work together to serve our community.

A Message from the President & CEO

This year has been an unprecedented challenge on so many fronts. COVID-19 altered the way we all live and work. The Alliance had to shift much of what we do to ensure the health and safety of those we serve.



Eighty percent of deaths associated with the coronavirus in the United States were of adults aged 65 and older, according to an analysis by the Centers for Disease Control and Prevention (CDC).

As the largest Area Agency on Aging (AAA) in Florida, we took the lead to provide COVID-19 specific programs that combined in-person services combined with virtual service. The result of these services helped thousands of older adults obtain much needed services. The Alliance and our network of service providers began immediately in March to pivot from congregate meals delivered at 84 community centers to meals delivered to each individual recipient's home. We also quickly recognized the need of home-bound elders for telephone reassurance, grocery shopping assistance, mental health services in English and Spanish, and even a program to deliver pet food to ensure our community can remain safely at home and access the care and services they need. We serve Miami-Dade and Monroe Counties, home to over 600,000 older adults. In 2020, the Alliance funded Home and Community-Based Services (HCBS) for more than 27,000 older adults, their caregivers and family members. Our typical client is a Hispanic female, age 80, living alone, with monthly income below \$958. The majority of caregivers served are Hispanic women caring for fathers or husbands, and 25% are age 75+ themselves.

We thank our Board of Directors, Advisory Council, Staff, Service Provider Agencies, and Volunteers, as well as our funders for their continued hard work and support of our mission.

Very truly yours,

Max B. Rothman, JD, LLM
President and CEO



About The Alliance for Aging

Incorporated in 1988, the Alliance for Aging, Inc., is designated by the State of Florida as the Area Agency on Aging for Miami-Dade and Monroe counties. The Alliance is a private, not-for-profit agency, part of a network of 11 Area Agencies on Aging in the State of Florida. We are a community leader serving the needs of older people and people with disabilities. The Alliance receives grants and private donations, however, funding is mostly received from state and federal government programs. The goal of the agency is to help people stay at home in the community and avoid placement in nursing homes.

A major function of the Alliance is to provide information about available services for older adults, caregivers, and persons with disabilities and how to obtain these services. The Alliance operates the Aging & Disability Resource Center (ADRC) to provide elders and their caregivers with information and referral to services provided through state and federally funded programs and other community resources. A major part of the ADRC includes the Helpline. Staff in the Helpline assist callers in finding information, resources and services available in the community. Helpline is the first contact for older people and people with disabilities who want to receive long term care services in the home.

The Alliance also operates SHINE, Serving the Health Insurance Needs of Elders, using a network of volunteers to counsel elders and adults with disabilities about health insurance needs.

Any person age 60 or older is eligible for services from the Alliance. Some of the services have additional requirements for eligibility such as income, dementia, or frailty. Caregivers of any age who are caring for an older person may also be eligible for services. Services such as meals, adult day care, personal care, legal help and transportation are provided to older people through a network of local agencies in the community.

<https://allianceforaging.org>

305-670-6500

OUR COMMUNITY



628,000+

More than 628,000 older adults (60+) live in our service area of Miami-Dade and Monroe Counties. That's 22% of the population of our service area.

129,000+

More than 129,000 elders are over the age of 80.

7,000+

More than 7,000 older adults are legally responsible for their own grandchildren.

108,000+

More than 108,000 elders are living alone.

160,000+

More than 160,000 older adults live below 125% of the Poverty Level.

230,000+

More than 230,000 older adults in our community have at least one type of disability, such as dementia, hearing or vision loss, or are just too frail to adequately care for themselves. Of these, more than 63,000 are probable Alzheimer's Cases (65+).

227,000+

More than 227,000 elders have limited English proficiency.

227,000

Approximately 227,000 adults (18+) have a disability. (Source www.disabled-world.com)

Source: Florida Department of Elder Affairs

WHAT WE DO

Aging & Disability Resource Center (ADRC), the focal point for information and access for adults with disabilities and over 600,000 older adults in Miami-Dade and Monroe Counties. It includes Information and Referral (Helpline), Intake/Screening, and Medicaid Benefits coordination for those seeking entry into the Medicaid Managed Long-Term Care Program.

Program Integrity and Accountability, ensures compliance with State and Federal regulations and requirements through monitoring contracts with service provider throughout both counties. These contracts consist of the majority of funds received by the Alliance from the Department of Elder Affairs, both federal (Older Americans Act) and State [general revenue-funded programs, including CCE, HCE, ADI, and member-driven Local Services Programs (LSP), which include similar services funded under the Older Americans Act].

Serving the Health Insurance Needs of Elders (SHINE): free and unbiased information on Medicare, Medicaid, and other insurance options through a dedicated group of well-trained community volunteers.

Planning and Population Health: Conducts needs assessments to guide services, Area Plan, Grants. Management, Alliance Operations Analytical Support. Delivers education on Chronic Disease Self Management, Elder Abuse & Financial Exploitation, Falls Prevention, Aging Mastery Program, Exercise & Nutrition, and other education/prevention programs.

Fiscal Office: manages fiscal forecasting and monitoring, budgeting and revenue management, financial reporting, contract accountability, HR, and IT.



AGING & DISABILITY RESOURCE CENTER (ADRC)

The Aging and Disability Resource Center (ADRC) is a trusted source of information where people of all ages, abilities and income levels – and their caregivers - can go to obtain assistance in planning for their future long-term service and support needs. We connect elders, persons with disabilities, and their families to the most appropriate resources available, such as:

- Congregate and Home-Delivered Meals
- Legal Services
- Adult Day Care
- In Home Services
- Screening and Medicaid Eligibility Assistance
- Transportation Providers
- Utility Payment Assistance
- Volunteer Opportunities

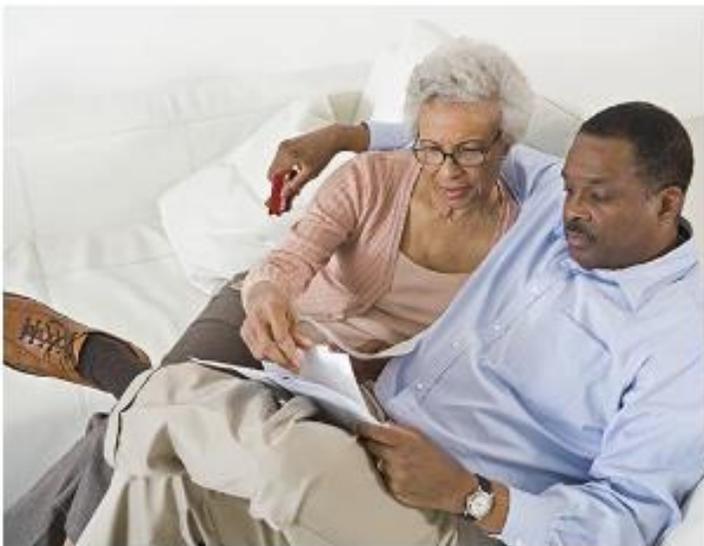
The ADRC is designed to empower older adults and persons with disabilities to make informed choices about their services and supports. Our Helpline Specialists listen carefully to each caller and ask questions to ensure we identify their needs and address their concerns.

The Alliance for Aging is designated by the Florida Department of Elder Affairs as the Aging and Disability Resource Center (ADRC) for Miami-Dade and Monroe Counties. ADRCs are located throughout Florida, and provide Florida's elders, persons with disabilities, and their families with easier access. Please connect with us by calling our Helpline:

305-670-HELP

Did you know..

Not only do most elders prefer to age-in-place at home, but the cost to provide home- and community-based services to vulnerable elders is approximately 1/10 of the cost of nursing home placement, making Long Term Care the smart thing to do as well as the right thing to do.



In 2020, the ADRC received over 90,000 calls for help with access to services, home-delivered meals, COVID testing, vaccination sites, and many other areas of need. In response to the additional needs during the pandemic, the ADRC hired additional staff and initiated a major upgrade of its telephonic system.

SERVICE STATS 2020

The COVID-19 Pandemic impacted how we deliver services. Our providers quickly responded to the closing of senior centers and Adult Day Cares, and other congregate sites. Nearly all services became home based and virtual almost overnight.

MEALS: 3.8 Million Congregate and Home Delivered Meals provided to elders who cannot prepare or obtain nutritionally adequate meals for themselves. These meals assist clients to maintain a nutritious diet. As senior centers and other congregate sites started closing in March, we worked with our meals providers to pivot all of the congregate meals service to home delivered meals.

TRANSPORTATION: 83,000 rides to congregate meal sites.

HOMEMAKER & PERSONAL CARE SERVICES: 175,000 hours

LEGAL ASSISTANCE: 3,400 hours

RECREATIONAL & SOCIAL ACTIVITIES: 15,000 hours

SHOPPING ASSISTANCE: over 12,000 shopping trips to purchase and deliver necessities to the homebound

TELEPHONE REASSURANCE: nearly 58,000 calls made to “check in” on clients

CRISIS INTERVENTION: the Alliance coordinated with its Lead Agencies and the Department of Children and Families to provide emergency, crisis-resolving services to **56** older adults identified as high risk by Adult Protective Services

ADULT DAY CARE: 54,000 hours

RESPITE: 279,000 hours of breaks for caregivers

CASE MANAGEMENT 22,000 hours

ALZHEIMER’S SUPPORT :1,582 hours of Case Management for 1,587 adults with Alzheimer’s



ACCESS TO SERVICES: Received nearly **90,000** Calls to the Helpline for Individuals seeking information & referral. Of those, 20,731 people referred for screening for Medicaid program eligibility. Over 17,120 calls handled from caregivers seeking assistance.

SHINE: More than **3,500** clients counseled on Medicare options by trained SHINE volunteers.

VETERANS-DIRECTED HOME & COMMUNITY BASED SERVICES: 30 Veterans and their caregivers served.

EHEAP: 819 Households assisted with Emergency Home Energy Assistance for the Elderly Program.

ELDER ABUSE AWARENESS: 725 Participants.

EVIDENCE=BASED HEALTH PROMOTION: 745 Participants in 85 workshops.

NEW INITIATIVES

When the COVID-19 Pandemic hit in March 2020, the Alliance and its providers quickly adjusted services and programs to help meet the needs of elders in our community. As congregate meal sites and adult day care centers closed, services needed to pivot to home-based or virtual platforms. The ADRC commenced virtual operations, increased staffing and initiated an upgrade of its telephonic system.

The Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act, provided \$2.2 trillion in national emergency economic stimulus. This funding enabled the Alliance to transition to telecommuting and virtual programming. This empowered clients to continue to make informed decisions, to exercise control over their long-term care needs, and to achieve their personal goals and preferences, while remaining at home. A host of support programs were developed to include:



Restaurant Connection In partnership with several local restaurants, home-delivered meals were provided to elders who have difficulty preparing a nourishing meal each day or who cannot venture out in order to stay safe in their homes. In 2020, area restaurants delivered 266,000 nutritiously balanced meals to 1,893 enrolled clients.



A Comment from a Restaurant Connection participant: "Oh my, the food is delicious, fresh, easy to warm up. Very happy with our services for food. Much healthier, and balanced meals. That she [mother] gets them 3 times a week. She kept saying many times 'Really, really good food.'"

*From a Restaurant Partner: "It has been our pleasure to participate in the Alliance for Aging "Restaurant Connection" program. The collaboration helped saved over 60 jobs and provided our team members with the opportunity to serve our elderly community by providing **FRESH HOT RESTAURANT QUALITY MEALS**... The program was a HUGE success.... We received daily calls from our elderly community thanking us for providing hot meals that were good for their soul and tasted delicious. ... It has been an honor for our team to be on the front lines feeding our most vulnerable during this crisis. We thank you for giving us the opportunity to serve."*

Carlos L. Gazitua, CEO of Sergio's Restaurants

For more information email programs@allianceforaging.org

U-Connect

The Alliance began U-Connect to help older adults connect virtually to people and programs during the pandemic. We are partnering with a leading TV-based and mobile-based solution for care delivery and social engagement. Designed to improve the Social Determinants of Health, this technology-enabled service includes live and interactive health and wellness content, HIPAA compliant video telehealth, remote assessments, family communication and peer-led groups. Clients are able to connect from the comfort of their living room to many different classes and programs.



PEARLS

The Program to Encourage Active Rewarding Lives (PEARLS) is an evidence-based counseling program effective in reducing depressive symptoms and improving quality of life in older adults. PEARLS Counselors helped 5 clients in 2020.

Live, Learn, Grow

The Alliance partnered with a certified geriatric counselor who facilitated weekly self-help groups delivered over Zoom. The program focuses on a different topic on wellbeing each week for 20 weeks. An average of 10 participants in each session engaged in lively conversation with each other and the facilitator, sharing their experiences and perspectives. These sessions were conducted in English and in Spanish.

A Comment from a Live, Learn, Grow participant:

*“Dear Ligia,
Yesterday I attended your ...lecture on navigating aging and meaning. I have attended every one of them and I want to take this opportunity to thank you and [the Alliance for Aging] for this invaluable series of self- help lectures that were so much needed at this time of pandemic . Every Thursday my friends and I looked forward to hear you and discuss the points that we had learned among ourselves.”*



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NEW INITIATIVES

Mental Health Support Projects

Many elders need additional mental health support, as they manage imposed isolation, disruption from normal activities, increased stress, depression, and anxiety due to COVID-19. This program offered mental health services virtually by licensed professionals to elders in need of this help. These services included specialized individual, group, and family therapy provided to clients using techniques appropriate to this population. In partnership with Catholic Charities, Easter Seals, Jewish Community Services, First Quality Home Care, Michael Ann Russell and United Home Care, the Alliance allocated CARES emergency funding to provider mental health counseling. The service was offered to either individual clients or in group settings. In total, we provided mental health counseling to over 140 individuals and over 200 group counseling sessions.



From a provider: “The program allowed for clients who were in great need to be seen for sessions that they otherwise would not been able to afford. These clients were suffering from a regression of symptoms or new symptoms brought on by the losses during COVID – the loss of life, the loss of jobs, the loss of lifestyle, and the living in isolation. This funding gave opportunity for those clients in need, to be seen, and get the support they needed to manage during the pandemic.”

Client success story from a provider: Client 1 - who received individual counseling and participated in weekly group sessions suffered the loss of her husband in August 2020. She received weekly support and is very grateful for the support due to the isolation currently with COVID19 restrictions. Her husband suffered Parkinson and Lewy Body Dementia, he was in his final stage, bedbound and caregiver was extremely overwhelmed. The group assisted her in coping with her grief. In her words to the Group “ You are no longer my group, you are my family, I am so very grateful to each of you for the support provided”.

The same provider said the following about the project: “This program provided essential Mental Health support and psychoeducational services to senior clients and caregivers who remained isolated, overwhelmed and fearful due to current COVID 19 restrictions and isolation. Those that had family where unable to see them and those who used to participate in Senior Center Activities or Daycares remained alone at home mostly watching TV which daily increased their level of stress due to the overwhelming statistics of fatalities. Clinical sessions provided the opportunity to assist them in developing stress management and coping skills to improve their quality of life during this very difficult time. It provided them information on community resources and the opportunity to connect via telephone support groups with other seniors and reestablish a sense of community”

From a client: “I am very grateful that during this pandemic many like me are able to obtain services with the CARES Counseling Program. I was fortunate that my counselor has first-hand knowledge of the challenges that I face as a caregiver and is compassionate. As a caregiver, I felt as the first months of the pandemic were a bit reminiscent of my first year of being a caregiver for my aunt with Alzheimer's with limited support or services. By the middle of the pandemic, I was hitting a wall so when this service was offered, I jumped at the chance. My counselor has been very supportive and present during our sessions. She made me feel heard and at ease, these sessions ground me and help me through the challenge of everyday caregiving alongside a pandemic. I wish this kind of support was offered pre-COVID because caregivers go through a lot of stress and have limited time and need these kinds of services to keep everything in check. I am a firm believer that this Counseling program is a blessing for our caregiver community and hope it continues on.”

For more information email
programs@allianceforaging.org

NEW INITIATIVES

The Pet Food Project

The Alliance partnered with The Pet Project (based in Broward County) to deliver free pet food to over 300 low-income elders. Often, individuals forgo their own food for the sake of their pets. To avoid such a tragedy, pet food was delivered to ease the burden of pet ownership at a time when their companionship was more important than ever. Through this program, we delivered over 400 55lb bags of dry dog food, 6,200 cans of dog food, over 225 50lb bags of dry cat food, over 5,000 cans of cat food and over 200 40lb bags of cat litter.



Mr. M, a 73 year old participant coordinated the requests and deliveries for 5 of his neighbors who all live in the same building but were all too scared or too ill to have contact with anyone. Thank you, Mr. M.!

Savvy Caregiver

When Dementia meets the Coronavirus, caregivers may find themselves doing an already difficult job in isolation. Savvy Caregiver is an evidenced-based program that provides training for caregivers of individuals living with Alzheimer's Disease. In 2020, 2 virtual workshops were offered to 20 caregivers.

A Comment from a Savvy Caregiver participant:

"Going to say it now before its too late...I love this class and find it incredibly helpful, but this class with the [guest speakers] has been HUGELY beneficial. INCREDIBLE! Thank you, ladies!"



Silver Hearts Care Packages

The Alliance partnered with Veterans volunteer groups such as The Mission Continues and Team Rubicon, to distribute 2,500 bags with helpful pandemic related items. With the help of the volunteer groups, these care packages were delivered to isolated elders across the county. Volunteer platoon members came out over the course of two months to fill each bag with not just items like hand sanitizers, re-usable masks, toiletries, soap, tissues, puzzle books, but with love and compassion. They then delivered the packages to our Silver Hearts population who in the midst of a pandemic desperately needed to know that we are still here thinking of them and finding ways to support them.



Care Transitions

In partnership with a couple of local hospitals, our service providers delivered in-home support services to recently discharged elderly patients. By doing so, the Alliance supported their recovery and eased the burden of safe and timely discharge during the pandemic. In 2020, this service supported 65 medically frail elders.

For more information email programs@allianceforaging.org

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BOARD OF DIRECTORS OFFICERS

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OUR DEDICATED STAFF

The Alliance for Aging staff quickly mobilized during the pandemic. Our staff continued to carry out all traditional responsibilities in the ADRC, Contract Management, Planning & Population Health, and Fiscal support. During this period, the Alliance demonstrated its resilience and ability to work with staff and providers to ensure service delivery to elders in need.



Thank you to the Alliance for Aging staff and volunteers, and all of our provider agencies for your dedication, hard work, and resilience in the face of COVID-19.



OUR SPONSORS and SUPPORTERS

The Alliance could not have carried out its mission and responsibilities without the outstanding assistance of all of its sponsors, donors, and volunteers. Your efforts helped to ensure that the Alliance continues to serve as a strong and effective organization serving elders who need assistance today as well as in the future. We would like to recognize and thank all of our sponsors and supporters who continue to assist the Alliance in carrying out our critical mission.



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2020

Our mission is to promote and advocate for the optimal quality of life for older adults, adults with disabilities, and their families.

[Donate here: allianceforaging](#)

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