A MESSAGE FROM THE PRESIDENT & CEO

Dear Friends of the Alliance,

It was an extraordinary year. The Alliance faced unprecedented challenges in 2021 which continue to the present. We modernized our telephone system to track performance and ensure accountability. We moved to the cloud. We developed a remote training regimen and hired experienced new staff in several critical positions. We re-organized and streamlined our fiscal operations to achieve greater efficiency.

Nonetheless, challenges have been unprecedented. Staff turnover within our aging network reached levels never experienced and hiring qualified staff stretched from weeks to months. COVID has exposed and exacerbated the need for much more services than ever before as caseloads have skyrocketed. Nonetheless, as this report details, our staff and network of service providers met these challenges each day. They engaged in the delivery of meals and other home and community-based services, including services described in this report for SHINE, evidence-based educational programs, services for veterans and their families, and elder abuse awareness education. We implemented new initiatives to address emerging needs. Technology became increasingly important as we all responded to new levels of loneliness and isolation, and the need for caregiver support, caused by COVID. We will address these issues much more extensively in 2022, including reducing the generational divide that hinders technological interventions among older adults.

Our staff and the staff of our service providers are not extraordinary heroes. Day by day, they carry out their responsibilities in the most professional and responsive ways possible. They deliver meals and provide assistance to older adults and frail elders and their caregivers and families in navigating an exceptionally complex system in the largest, most diverse urban area in the State of Florida. They are, in fact, ordinary heroes responding to the growing needs of an older population.

We encourage you to read this report and to learn about the programs and services provided by the Alliance and our aging network in Miami-Dade and Monroe Counties. We know we have vast challenges ahead and we look forward to your continued support in responding to them.

Thank you very much.

Max B. Rothman, JD, LL.M.
President & CEO
ABOUT THE ALLIANCE FOR AGING

The Alliance for Aging, Inc. (“The Alliance”), is the state-designated Area Agency on Aging (AAA) serving the needs of older adults and adults with disabilities residing in Miami-Dade and Monroe Counties. The Alliance is a private, not-for-profit organization and part of a network of 11 Area Agencies on Aging in the State of Florida.

The Alliance touches tens of thousands of individuals, providing information, assistance, and resources to support independent living, preventing premature nursing home placement. The Alliance’s network is comprised of twenty-two local service providers, including three Lead Agencies under the Community Care for the Elderly Program which provides case managed in-home services in both counties.

Our mission is to promote and advocate for the optimal quality of life for older adults and their families. The Alliance’s team of 115+ dedicated employees, 60+ volunteers, and 22 providers uphold this mission each day to serve the community.

WHO WE SERVE

Miami-Dade and Monroe Counties are home to 661,568 elders aged 60 and older. This group represents 22% of the total population in Miami Dade County and 33% of the total population in Monroe County. More than 136,000 elders are over the age of 80. More than 240,000 older adults in both counties have at least one type of disability, such as dementia, hearing, or vision loss. Of these, more than 103,000 are probable Alzheimer’s Cases (65+) in both counties combined. Nearly 60,000 older adults live in multigenerational homes and 8,000 are responsible for their grandchildren. Over 160,000 older adults live below 125% of the poverty level.

The elder populations of both counties are very different:

<table>
<thead>
<tr>
<th></th>
<th>Miami-Dade County</th>
<th>Monroe County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living below the poverty level</td>
<td>18%</td>
<td>10%</td>
</tr>
<tr>
<td>Living below 125% of the poverty level</td>
<td>24%</td>
<td>14%</td>
</tr>
<tr>
<td>Limited English proficiency</td>
<td>36%</td>
<td>4%</td>
</tr>
<tr>
<td>Live alone</td>
<td>17%</td>
<td>21%</td>
</tr>
<tr>
<td>Elder population that is African American/Black</td>
<td>17%</td>
<td>4%</td>
</tr>
<tr>
<td>Elder population that is Hispanic</td>
<td>68%</td>
<td>13%</td>
</tr>
</tbody>
</table>

1Source: DOEA, 2021 Profile of Older Floridians
* Demographics data retrieved from the Florida Department of Elder Affairs 2021 Profile of Older Floridians
The numbers provided are based on the information available through November 2021. December numbers were forecasted using the 11-month average.
Alliance for Aging 2021 Program Summary

ALLIANCE FOR AGING PROGRAMS

Aging and Disability Resource Center

The Aging and Disability Resource Center is committed to helping persons aged 60 and above, adults with disabilities, and their caregivers to understand and navigate the complex web of available service agencies and options.

The ADRC includes a Helpline, which is often the first point of contact for older adults, adults with disabilities, and their caregivers seeking information about long-term care services. Our Helpline staff is ready to help callers find agencies and individuals who can provide assistance on a variety of issues - from housing and home care to meals, transportation and other vital areas of concern. You can reach the Helpline by calling 305-670-HELP (4357) or by calling toll-free 1-800-96-ELDER.

Helpline staff connect elders to resources such as Congregate and Home-Delivered Meals, Legal Services, Adult Day-Care, In-Home Services, Information and Referral, Medicaid Long Term Care Eligibility Assistance, Transportation Services, Payment Assistance for electricity bills, and volunteer opportunities. The ADRC also manages access to four programs which provide case management and services to support a person’s independence - Community Care for the Elderly (CCE), Home Care for the Elderly (HCE), Alzheimer’s Disease Initiative (ADI), and the Statewide Medicaid Managed Care Long Term Care Program (SMMCLTC). Callers who may be in need of these case managed programs are referred from the Helpline to the Intake unit for screening. In 2021, the Helpline referred approximately 28,000 elders and adults with disabilities to Intake for to be screened for case-managed programs.

In 2021, the Helpline received more than 132,000 calls for help with access to needed services. During 2021, the Alliance continued to promote the Emergency Home Energy Assistance for the Elderly Program (EHEAP) through ads in newspapers, bus and trolley stops, billboards, and numerous social media platforms. The Alliance developed a dedicated EHEAP website (www.eheap.org) which provides detailed program information.

The ADRC’s Family Caregiver Support Specialist works directly with clients and caregivers to help coordinate appropriate services based on their needs.

The Program Integrity and Accountability unit ensures compliance with state and federal regulations and requirements. It monitors contracts with 22 service providers, of which 13 manage 72 congregate meal sites. These contracts award funds received by the Alliance—approximately 98 percent—from the Department of Elder Affairs, including Community Care for the Elderly, Home Care for the Elderly, the Alzheimer’s Disease Initiative, and Local Services Programs (LSP), which include similar services funded under the Older Americans Act. The Alliance and its providers continue to deliver in-home services to clients that are self-isolating at home, enabling them to continue to make informed decisions, exercise control over long-term care needs, and achieve personal goals and preferences while remaining at home.

The Aging Network

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SHINE (Serving Health Insurance Needs of Elders)

Funded through the Administration for Community Living, the SHINE program provides unbiased counseling concerning Medicare, Medicaid, and health insurance options. SHINE counselors assist Medicare beneficiaries in completing their financial assistance applications to subsidize their Medicare premiums, co-payments and deductibles, and prescription medicine. SHINE volunteers are cross trained as Senior Medicare Patrol (SMP) Volunteers, and work with the State Office of the Inspector General (OIG) to report potential Medicare fraud cases.

In 2021, SHINE’s team of 28 volunteers made 2,822 documented client contacts with elders, caregivers, and family members. Of those, 1,504 were low income, 298 were disabled, and 1,114 were counseled in a language other than English. In 2021, SHINE Volunteers completed 256 applications for Medicare’s Part D Low Income Subsidy (LIS/Extra Help) and 318 Medicare Savings Plan applications, totaling 579 Medicare Savings Program applications.

SHINE hosts live virtual classes such as, “Medicare 101” and a daily Medicare Basics program. For those interested in becoming a SHINE counselor, additional information can be found on the Alliance Website.

Alzheimer’s Disease Programs

The Alzheimer’s Disease Initiative (ADI) is a statewide program that provides services to individuals with Alzheimer’s disease and similar memory disorders and their families. Supportive services include counseling, consumable medical supplies, caregiver training, and respite for caregivers. In 2021, the Alliance network of four providers served 333 ADI clients.³

In response to the growing incidence of Alzheimer’s disease and related dementias (ADRD) Florida’s Dementia Care and Cure Initiative (DCCI) aims to bring awareness to the unique needs of those affected by ADRD through the efforts of 16 volunteer taskforces across the state. Co-chaired by the Alliance for Aging and Miami Jewish Health, the DCCI Miami-Dade taskforce has representation from 19 local organizations that work collaboratively to educate our community about this growing need.

³ Based on information available through November 2021.
Together with the Board’s New Face of Aging committee, the Alliance held a virtual conference in October 2021 attended by representatives of the South Florida aging and health networks. There were three speakers. Mary Daniel, a well-known patient advocate, spoke about the impact of COVID on her own quality of life and that of her husband with dementia in a facility that would not allow visitations during the pandemic. Miami-Dade County Mayor, Danielle Levine Cava, and Rabbi Steven Leder discussed his recent book “The Beauty of What Remains”, about grieving and death and how to deal with it, specifically in the context of the Champlain Towers building collapse and the loss of ninety-eight people.; Rosie Curiel Cid, Psy.D. of the University of Miami Health Systems spoke on cognitive disorders of older adults. Read more about this important event at https://afaconference.miami/

To educate the community about the resources available through the Alliance, including SHINE, Helpline, and the many services available through our providers, Alliance staff and volunteers participated in 20 face-to-face events and 99 virtual events, reaching an estimated 2,759 people in 2021. Our providers participated in a total of 228 in-person events and 20 virtual events, including 17 food distribution events, 4 COVID Awareness/Disaster Preparedness events, and 12 health fairs and public events. These events reached nearly 15,000 people. Seven events were held in Monroe County. Of the 119 outreach events conducted by the Alliance and the 248 events conducted by providers, 51 were held in targeted underserved areas.
Alliance for Aging 2021 Program Summary

**POPULATION HEALTH**

Population Health programs empower older adults to manage their health by promoting healthy living. Last year, 86 evidence-based workshops were delivered by the network to over 1,200 participants.

**Chronic Disease & Diabetes Self-Management Education** - These workshops help older adults adopt healthy habits and better manage their daily activities. In 2021, the network delivered 46 workshops for 419 participants.

**Veterans Directed Care** - Funded by the Veterans Administration, this program offers 30 veterans the ability to hire their own caregivers, providing the control and flexibility needed to live more independently, enhancing their quality of life.

**Elder Abuse Awareness and Education** - To ensure that elders can live free of physical and financial exploitation, the Alliance collaborated with community organizations to deliver 33 presentations to 2,487 participants about recognizing, preventing, and reporting abuse.

**Savvy Caregiver** - this program provides caregivers with the skills and knowledge they need to be effective in their caregiver role. Classes meet for seven consecutive sessions, two hours each week. In 2021, two virtual workshops were offered to twenty caregivers.

**Uniper** - the Alliance enrolled nearly 400 elders, enabling them to use their personal TV to access live, interactive wellness content, family communication, and peer-led groups.

**Live, Learn, and Grow** - With limited social interaction, some elders may be at risk for isolation and depression. The Alliance partnered with a geriatric counselor to facilitate weekly virtual groups of 10-15 in English and Spanish.

**Veterans Directed Care**

**Dear Ligia,**

I want to tell you how much I appreciated your Thursday classes. I [looked] forward to learning and listening to [these] words of wisdom; they [elevated] my soul and [made] me feel so much better. Thank you for helping us during this difficult time. Just to see your kind face makes me feel so much better.

-L

**The Program to Encourage Active Rewarding Lives (PEARLS)** - focuses on problem solving and enjoyable activities, guided by PEARLS counselors who worked individually with 12 clients.

**The Pet Food Project** - The Alliance partnered with The Pet Project to deliver 83,500 pounds of dry pet food, 2,150 cans of pet food, and 26,000 pounds of cat litter to 150 low-income elders struggling to maintain their beloved pet. In late 2021, the Alliance collaborated with Monroe County Social Services (MCSS) to expand the program further.

**Hospital 2 Home** - This program provided 65 discharged patients with services for up to 90 days, supporting a safer return home and preventing unnecessary readmission. Participating hospitals include Jackson Health systems and Baptist Health systems.

Since J. joined the program [in 2009], everything in his life has changed. This program benefits him in many ways. The care and attention the agency provides is excellent. The [Alliance] always makes sure he, as the veteran, is always receiving what he needs. We want to thank you and the agency for your support of our veterans [and] our loved ones.” -Representative for Consumer

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

The Gold Seal of Transparency indicates that the Alliance openly shares information with the public about goals, strategies, capabilities, and achievements.

View our profile to learn more about the Alliance for Aging at
https://www.guidestar.org/profile/65-0101947

Support elders in our community:
https://allianceforaging.org/get-involved/donations