Dear Friends of the Alliance,

We are very pleased to share our 2022 Community Report!

This was a year of outstanding achievements under the leadership of our Board of Directors and Advisory Council. We especially want to thank our dedicated staff and community service providers as they continued to respond to dramatically increased workloads as a result of the impact of COVID on older adults.

Since COVID began, we have been confronting the challenges of staff turnover, hiring and training new staff in the midst of these increasing workloads. Working with our community service provider partners, we have responded to these challenges to provide all the services described in this Report.

Priorities included a dramatic expansion of home-delivered meals, new ways of responding to issues of loneliness and isolation, caregiver support, and piloting new technologies to assist older adults to live healthy and safe lives at home.

We are very proud that three of our pilot programs won Achievement Awards from our national association, USAging: Hospital 2 Home, which provides post-hospitalization discharge assistance in the home; Live, Learn, Grow, a unique educational program offered in English and Spanish, also addressing issues of loneliness and isolation; and the Pet Project, delivering essential food and supplies to older pet owners.

Our staff and staffs of our service providers, with whom we contract for the delivery of home and community-based services, are dedicated elder services professionals who carry out their responsibilities in a very complex system in the largest, most diverse urban area in the state of Florida. We appreciate all of their commitment and efforts.

Our 2022 New Face of Aging conference, Innovative Aging & Healthcare, featured Dr. Steven Ullman, Chair of the Department of Health Management and Policy and Director of the Center for Health Management and Policy at the University of Miami, and a panel of distinguished technology entrepreneurs working on new ways to address issues of independence, isolation, and loneliness. We also initiated a new series of quarterly webinars to educate our community about issues of great importance to older adults, their families, and our community.

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

Thank you very much.

Max B. Rothman, JD, LL.M.
President & CEO
About the Alliance for Aging

The Alliance for Aging is the Area Agency on Aging for Miami-Dade and Monroe Counties, operating as a private, not-for-profit agency. The Alliance delivers programs and services to enhance the health, well-being, and quality of life for older adults and individuals with disabilities, enabling them to live independently and avoid premature nursing home placement. The organization provides a comprehensive range of services designed to support older adults in maintaining their independence. These services include information and referral, home and community based services, health insurance counseling, and educational activities.

Aging and Disability Resource Center (ADRC)

The ADRC plays a vital role in supporting elders, individuals with disabilities, and their caregivers. Serving as a comprehensive resource hub, the ADRC serves as a one-stop-shop for information and referral to aging and disability resources. It offers benefits counseling, long-term care planning, caregiver support, and connects individuals with various resources 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, and volunteer opportunities.

Program Integrity and Accountability

This unit ensures compliance with state and federal regulations for the services and programs offered. This unit monitors the contracts with service providers throughout both counties ensuring that they meet the established standards and deliver services consistent with the goals and objectives of the programs. By conducting regular monitoring and review, the unit identifies areas of concern and collaborates with providers to address any issues or deficiencies. This approach ensures that the Alliance for Aging maintains a high standard of service quality, effectively utilizing the funds received from the Department of Elder Affairs and other sources.

SHINE (Serving Health Insurance Needs of Elders)

The SHINE program provides free and unbiased counseling on Medicare and other health insurance needs to older adults, people with disabilities, and their caregivers. This program relies on trained and certified volunteers known as SHINE counselors, who offer personalized counseling and assistance in understanding Medicare benefits, enrolling in Medicare Advantage and Part D plans, and resolving billing issues. SHINE counselors also provide information on other health insurance options, including Medicaid, long-term care insurance, and private insurance plans.

Planning and Population Health

The Planning and Population Health unit empowers older adults and their caregivers to live active and healthy lives. This unit provides education, resources, and support in areas such as healthy aging, chronic disease management, and fall prevention. It also facilitates collaborations with local community organizations and healthcare providers to develop innovative programs and services that promote health and wellness among older adults and individuals with disabilities within the community.
Services Provided by the Alliance for Aging Network

- 1,984 Legal Assistance Hours
- 1,768 Shopping Assistance Trips
- 1,656 Telephone Reassurance Calls
- 1,378 Chores & Homemaking Hours
- 313,314 Caregiver Respite Hours
- 185,872 Personal Care Hours
- 1.8 Million Home-Delivered Meals
- 1 Million Congregate Meals Served
- 26,216 Recreation & Companionship Hours
- 28,142 Case Management Hours
- 116,422 Transportation Trips
**2022 Service Stats**

- 2,061 Served by SHINE
- 2,119 Households Assisted by Home Energy Assistance for Elderly program
- 2,800 Participants in 1,874 Evidence-Based Sessions
- 13,154 Released from the Medicaid Managed LTC Waitlist
- 27,854 clients referred for Medicaid eligibility screenings
- 151,000 Helpline Calls

Main: 305-670-6500
Elder Helpline: 305-670-HELP
Toll Free: 1-800-96-ELDER (35337)
Alliance for Aging Service Area

Miami-Dade and Monroe Counties are home to 678,590 elders aged 60 and older. This group represents 23% of the total population in Miami Dade County and 33% of the total population in Monroe County. More than 98,715 older adults in both counties have two or more disabilities, such as dementia, hearing loss (43,355) or vision loss (35,750), or are too frail to adequately care for themselves. Of these, more than 68,000 are probable Alzheimer’s Cases (65+).
Aging and Disability Resource Center

The Aging & Disability Resource Center (ADRC) is a vital resource for elders, individuals with disabilities, and their caregivers. It serves as a one-stop-shop for information and assistance related to aging and disability, including benefits counseling, long-term care planning, and caregiver support.

The Alliance for Aging’s ADRC offers a range of services, including the Elder Help-line, and the Medicaid Benefits Counselors who coordinate financial and functional eligibility for Medicaid Managed long-term care. By working collaboratively, these teams ensure that elders have access to the programs and services they need to live independently and safely in their own homes.

The ADRC also connects individuals with appropriate resources 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, and volunteer opportunities.

In 2022, the ADRC received over 151,000 calls related to access to services, home-delivered meals, COVID testing, vaccination sites, and more. They referred approximately 28,000 elders and adults with disabilities to Intake for State Medicaid Managed Long Term Care Program screening and assisted 13,154 elders and adults with disabilities with eligibility determination for State Medicaid.

In 2022, the Alliance helped approximately 2,119 households receive Emergency Home Energy Assistance for the Elderly (EHEAP). 41% of those households had at least one disabled member, and 16% of those households were below the federal poverty level.

ADRCs are located throughout Florida, making it easier for elders, persons with disabilities, and their families to access the resources and services they need. The Helpline Specialists are trained professionals who listen carefully to each caller and ask questions to ensure they identify their needs and address their concerns. To connect with the Alliance for Aging’s ADRC, individuals can call the Helpline at 305-670-HELP.
SHINE

SHINE (Serving Health Insurance Needs of Elders) is a program in Florida that furnishes complimentary, impartial counseling to elders and young disabled individuals concerning their Medicare coverage alternatives. The program is staffed by highly trained volunteers who can provide guidance on comprehending Medicare, Medicare Advantage Plans, Medigap insurance, Part D insurance, and completing financial assistance program applications to defray the cost of Medicare.

SHINE volunteers also provide educational presentations on Medicare, attend health fairs, and offer counseling services via telephone and in-person at partner counseling sites. Additionally, the program is available to speak to condo and homeowner associations, clubs, civic groups, churches, synagogues, caregivers' associations, or any other organizations requiring guest speakers for their meetings.

In 2022, SHINE volunteers assisted 2,061 elders, caregivers, and family members. The program is a valuable resource for elders and individuals with disabilities who require help navigating the intricate world of health insurance and Medicare.

Client Story: SHINE Program Facilitates Life-Saving Operation for 90-Year-Old Client

A 90-year-old client reached out to us in a desperate situation. She had Medicare Part B but lacked Part A, hindering her access to a life-saving operation. After waiting for five months with no progress, our SHINE program liaison intervened. They expedited the client’s Part A application by contacting the Social Security Administration. Additionally, we processed her application for the Medicare Savings Program to help cover the costs of Part A and B, given her low income and limited assets. Thanks to our efforts, the client successfully received the life-saving operation she urgently needed. This client story showcases how our SHINE program makes a difference in the lives of individuals by providing essential support and expedited access to healthcare services.
The Alliance has engaged in limited tests of cutting-edge technology solutions that have shown great promise in improving the lives of older adults.

Ageless Innovations brings electronic interactive pets to older adults, addressing social isolation, loneliness, and cognitive decline. These pets have authentic sounds, interactive sensors, and a real-feel coat for a comforting experience. These companions deliver joy, fun, and happiness, improving the quality of life for older adults. Currently in use with 6 providers with 202 electronic pets.

Claris is an elder-friendly tablet that provides education, interactive content, and care monitoring options. It serves as a remote care management platform, connecting elders with caregivers and providers. With intuitive software and monitoring devices, Claris addresses mental and physical health needs. Currently in use by three providers with 140 tablets.

ElliQ, developed by Intuition Robotics, is an empathetic care companion that establishes long-term relationships with older adults. It promotes active and connected lifestyles by engaging users in conversation, motivating healthier habits, and providing surprises. Currently, 50 units are in use with one provider.

Ring/Alexa Echo, 25 Rings and 25 Alexa Echo were donated as part of the Florida AAA Community program. These items will be installed in older adult homes to address social isolation and neighborhood safety.

The Alliance's U-Connect initiative offers older adults access from their TV to live and interactive health and wellness content, video telehealth, remote assessments, family communication, and peer-led groups. This initiative has enrolled nearly 500 Miami-Dade elders, providing social connections and important health resources from the comfort of their homes. In 2022, more than 1,900 hours of live virtual educational programming and 3,200 hours of recorded content were viewed on this platform.

The Alliance established an educational webinar series, “Living Smarter-Aging Smarter”, with various topics focused on improving the quality of life for older adults. The one-hour interactive webinars feature several local experts asked to share important information. In 2022, the Alliance produced two webinars, each with approximately 75 attendees.
Dementia is a debilitating condition that causes a decline in cognitive function, making it challenging for individuals to carry out daily activities. Alzheimer's disease is the most prevalent form of dementia and adversely impacts cognitive functions. In the United States, 6.2 million individuals aged 65 and older live with Alzheimer's disease, with approximately 613,000 residing in Florida. Miami-Dade County has the highest number of probable Alzheimer's cases in adults 65 and older in Florida, with 65,069 cases. As the prevalence of Alzheimer's disease continues to rise, the need for family caregivers to receive support increases proportionally.

The Alzheimer's Disease Initiative (ADI) is a statewide program that caters to individuals with Alzheimer's disease and similar memory disorders, along with their families. The program provides essential services such as counseling, consumable medical supplies, caregiver training, and respite care. These services are authorized based on a comprehensive assessment and the identification of unmet needs during the assessment. The program is designed to serve older adults over 60 years of age living in Miami-Dade and Monroe Counties, and in 2022, the Alliance for Aging served 499 clients through the ADI program.

The Florida Department of Elder Affairs (DOEA) recognized the need for increased awareness and education around Alzheimer's disease and related dementias (ADRD), as the incidence of this disease continues to rise. To address this need, the DOEA established the Florida Dementia Care and Cure Initiative (DCCI), which is focused on enhancing awareness, education, and sensitivity towards individuals affected by ADRD. Currently, Florida has 16 DCCI taskforces, including the Miami-Dade volunteer taskforce, which comprises three state-funded memory disorder clinics, Alzheimer's Disease Centers (ADCs) and providers, the Alzheimer's Association of Miami-Dade, the Florida Brain Bank, caregivers, staff from the County’s Elderly and Disability Services Division, the Senior Advocate from the Office of the Mayor, and other interested local organizations.

The DCCI Miami-Dade volunteer taskforce plays a crucial role in engaging the community and enhancing awareness, education, and sensitivity towards individuals affected by ADRD in Miami-Dade.
The Pet Project was developed to assist low-income elders who struggle with the cost of pet ownership. The Alliance partnered with the Pet Project for Pets and Monroe County Social Services to provide free pet food to elders in need, preventing them from having to choose between self-care and caring for their pets. The program serves 240 clients in both counties. In 2022, the Alliance for Aging distributed 100,000 pounds of dry dog and cat food, along with 1,800 cases of wet or canned dog food, 800 cases of wet cat food, and 31,200 boxes of 40-pound cat litter. The program also provided 50 dog beds, dog toys, waste bags, and treats.

The Veterans Directed Care (VDC) program, funded by the Veterans Administration, enables veterans with service-related disabilities to live independently and avoid nursing home placement. Veterans in the program have the opportunity to hire their own caregivers, giving them greater control over their care. The Alliance for Aging ensures quality standards through regular visits and communication with both veterans and caregivers. This program empowers approximately 30 veterans to maintain independence and receive personalized care in their communities.

The Live, Learn, and Grow program, now in its third year, is more than just an emotional and social support program for older adults; it is a groundbreaking initiative that has transformed the lives of hundreds of elders. Led by a certified geriatric counselor, the weekly groups are conducted in both English and Spanish, making them accessible to a broad range of participants. With an average of 10-15 elders in each session, these groups provide a welcoming space for participants to engage in lively conversations and share their experiences and perspectives on a wide variety of topics related to wellbeing. Through these discussions, participants have gained valuable emotional and social support, and have formed meaningful connections with others. The impact of the program has been profound, with over 107 unduplicated English participants and 75 unduplicated Spanish participants already having taken part. This program was recognized with the Aging Achievement Award in 2022.
Hospital to Home (H2H) program, in collaboration with local hospitals, provides discharged elder patients with non-clinical home-based services for up to 90 days to help minimize readmissions. This reduces the risk of readmission and supports a smoother recovery process.

In 2022, H2H delivered significant services, including more than 2,900 hours of personal care, 3,100 hours of homemaker services, 975 home delivered meals, and 588 hours of case management. Recognized with the Aging Achievement Award in 2022, this program serves as a model for other organizations seeking innovative ways to support the aging population and improve the quality of life for older adults.

Evidence-based workshops are designed to empower older adults to take control of their health and live their lives to the fullest. The Alliance offers programs in both English and Spanish, which are held throughout the year at community centers, elder housing facilities, and faith-based organizations – all at no cost to participants. Our virtual programs allow clients to participate from the comfort of their own home, helping them to stay connected and engaged with their community while prioritizing their health and well-being. In 2022 2800 clients participated in 1,874 workshops.

The Elder Abuse Program is dedicated to creating a community where elder abuse is prevented, and older adults are safe from harm. The program delivers comprehensive education and training to increase awareness and empower individuals and professionals. In 2022, the program had a significant impact, conducting 25 community education sessions that reached 2,095 participants. The Alliance also provided 9 professional training sessions to 134 participants. These training sessions targeted professionals from various fields, ensuring they are equipped to handle cases of elder abuse sensitively and appropriately. The Elder Abuse Program continues to be a vital resource in safeguarding older adults and promoting a community where elder abuse is actively addressed and prevented.

Voices From the Community

The Alliance supported M.O.'s caregiver when she was nearing burnout. The supportive in-home services, including personal care, homemaking, home-delivered meals, and continuous support from the case manager, allowed the caregiver to feel at ease. Sadly, while in the program, M.O.’s health continued to decline, and she eventually passed away at home.
The 2022 New Face of Aging Conference attracted an impressive attendance of over 240 participants. The conference centered around the timely and significant theme of showcasing the benefits of new technologies and innovations for the aging community. Dr. Steven Ullmann, a distinguished expert in health management and policy from the University of Miami, captivated the audience with his keynote presentation on the main stage. Jessica Joseph, a member of the conference committee skillfully moderated the session, facilitating an engaging and informative discussion.

The conference featured a thought-provoking panel discussion moderated by Dr. Joy Siegel. Esteemed representatives from Intuition Robotics, Uniper, CarePredict, and OATS/AARP shared their insights on the transformative impact of technology in enhancing the quality of life for older adults. The panel delved into advancements such as artificial intelligence, robotics, and predictive analytics, highlighting their potential to revolutionize healthcare, foster social connections, and promote independent living. The attendees benefited greatly from the conference, gaining valuable insights into the positive effects of technology in addressing the unique challenges and opportunities associated with aging. The event provided a platform for knowledge exchange, networking, and discussions that will undoubtedly contribute to the ongoing advancement of innovative solutions for the aging community.

The Team

The Alliance for Aging is fortunate to have an exceptional team of professionals whose dedication, expertise, and compassion make a profound impact on the older adult community. In the past year, both Board and staff has consistently demonstrated their commitment to our mission through their outstanding work. Their unwavering efforts have allowed us to fulfill our responsibilities and provide essential services to those in need.

We are immensely grateful to the Alliance for Aging Board of Directors, Advisory Council, staff, volunteers, and provider agencies for their exceptional dedication, hard work, and resilience. Despite facing ongoing challenges, they have shown remarkable resilience and worked collaboratively with providers and staff to ensure that every elder in need receives the necessary support and services. Their tireless commitment to our mission is truly commendable.

We would like to extend our heartfelt appreciation to our sponsors, donors, and volunteers whose continuous support has been instrumental in the success of our organization. Your generosity and commitment have enabled us to remain a robust and effective organization, capable of providing much-needed assistance to elders today and in the future. Without your unwavering support, we would not have been able to accomplish our vital mission.

Once again, we express our sincere gratitude to all our Board and its subcommittees, Advisory Council, sponsors, supporters, staff, volunteers, and provider agencies for their invaluable contributions. Together, we are making a meaningful difference in the lives of older adults, and we look forward to continuing this important work with your continued support.
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OUR COMMITMENT TO TRANSPARENCY

The Alliance earned its Gold Seal of Transparency in 2022 once again. This recognition confirms that the organization is committed to transparency and providing the public with access to important information about its goals, strategies, capabilities, and achievements. For those interested in learning more about the Alliance for Aging, you can visit their profile on Guidestar at https://www.guidestar.org/profile/65-0101947.