

Alliance For Aging, Inc.

Community Report 2023



Alliance for Aging, Inc.
Answers on Aging

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. These services include information and referral, home and community-based services, health insurance counseling, and educational activities.



A Letter from the President



Dear Friends of the Alliance,

We are thrilled to present our 2023 Community Report, marking another year of remarkable progress and collaboration under the guidance of our esteemed Board of Directors and Advisory Council.

We extend our heartfelt gratitude to our devoted staff and community service providers who navigated the ongoing challenges posed by the rapidly growing population of older adults in South Florida. Despite facing unprecedented workloads, their unwavering commitment ensured the continuity of essential services to support as many elders as possible.

Our key initiatives encompassed a significant expansion of home-delivered meal programs, innovative approaches to help elders engage with their communities, bolstered caregiver support, and the implementation of cutting-edge technologies aimed at promoting the health and safety of older adults in their homes.

We are proud to announce that the Alliance is a 2023 recipient of USAging's Aging Innovations and Achievement Award for our collaboration with the local Homeless Trust to provide emergency shelter, housing, and long-term care for our homeless elder population. We were also able to expand our award-winning transitional care program, Hospital 2 Home, into the Jackson Memorial Hospital Network. Through this program, the Alliance was able to reduce costly medical expenses associated with readmission and improve recovery times with long-term health benefits for elder patients through home-based services. This year also marked the expansion of another program, Pet Project. We provided low-income pet owners in Monroe County with pet food and supplies to retain their pets and continue benefiting from the companionship of their loved ones. The Alliance has also received a Gold Transparency Rating from Candid, recognizing our organization's accuracy and transparency regarding financial reporting.

In October 2023, our New Face of Aging Conference themed "Elements of Successful Aging" took place in Coral Gables with an attendance of over 300 industry leaders to discuss how we can further empower our aging network to serve our elder community. The conference also announced the New Face of Aging Scholarship Grantees, recognizing and supporting the hard work of a group of new professionals who are entering the aging network.

Our dedicated staff, alongside our contracted service providers, continue to demonstrate exemplary professionalism in navigating the complexities of elder services within the dynamic landscapes of Miami-Dade and Monroe Counties. Their unwavering dedication is truly commendable and deeply appreciated.

We encourage you to delve into this report and explore the diverse programs and services offered by the Alliance and our extensive aging network spanning across Miami-Dade and Monroe Counties. As we prepare for the challenges in 2024, we eagerly anticipate your continued support in our ongoing endeavors to address them with efficiency and professionalism.

Thank you sincerely for your support and commitment.

MAX B. ROTHMAN, JD, LL.M.
PRESIDENT & CEO

Primary Units of the Alliance

Aging & Disability Resource Center (ADRC)

The ADRC serves as a one-stop shop for information and referral to aging and disability resources. It connects individuals with various resources including meals, in-home services, legal services, transportation, utility payment assistance, and other vital areas of concern. It offers caregiver support and provides information for a variety of resources, publicly funded programs, private pay services, and long-term care options, including the Medicaid Managed Care Long Term Care Program.



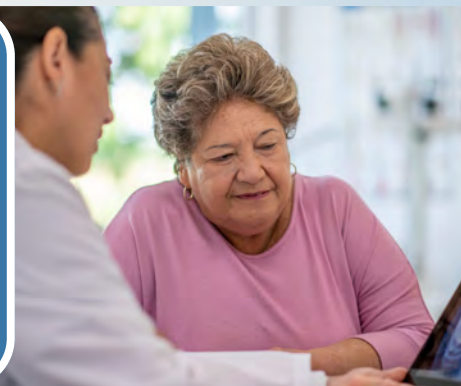
Program Integrity & Accountability

This unit monitors the contracts with service providers throughout both counties ensuring that services comply with state and federal regulations, meet the established standards, and deliver services consistent with the goals and objectives of all programs and services. 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.



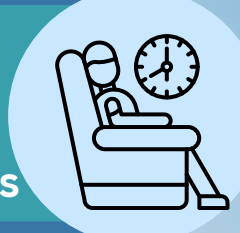
Services Provided by the Alliance for Aging Network (2023)

(Information sourced from eCIRTS)



1,234,357
Congregate Meals
Provided

352,514
Hours of
Respite for Caregivers



1,544,693
Home-Delivered
Meals

32,898
Hours of Recreation
& Companionship



129,798
Meal Delivery
Transportation Trips

24,863
Hours of
Case Management



185,478
Hours of Chores &
Homemaking

886
Telephone
Reassurance Calls



15,640
Hours of Adult
Daycare

1,246
Shopping Assistance
Trips (One Way)



179,802
Hours of
Personal Care

2,029
Hours of
Legal Assistance



Services Provided by the Alliance for Aging Network (2023)

(Information sourced from eCIRTS)



1,671
Clients served by
SHINE

2,877
Households assisted by
Home Energy Assistance for
Elderly Program



2,073
Participants in 1,418
Evidence-Based
Sessions

16,594
Clients released
from Medicaid Managed
LTC Waitlist



185,015
Helpline Inquiries
Received

32,604
Clients referred for
Medicaid Eligibility
Screenings



1,730
Participants in
Elder Abuse
Prevention Workshops

386
Clients received
Hospital to Home
Transition Care



223
Pet owners retained
353 pets through
Pet Project

366
Clients with Web-Based
Media Consoles from
UNIPER



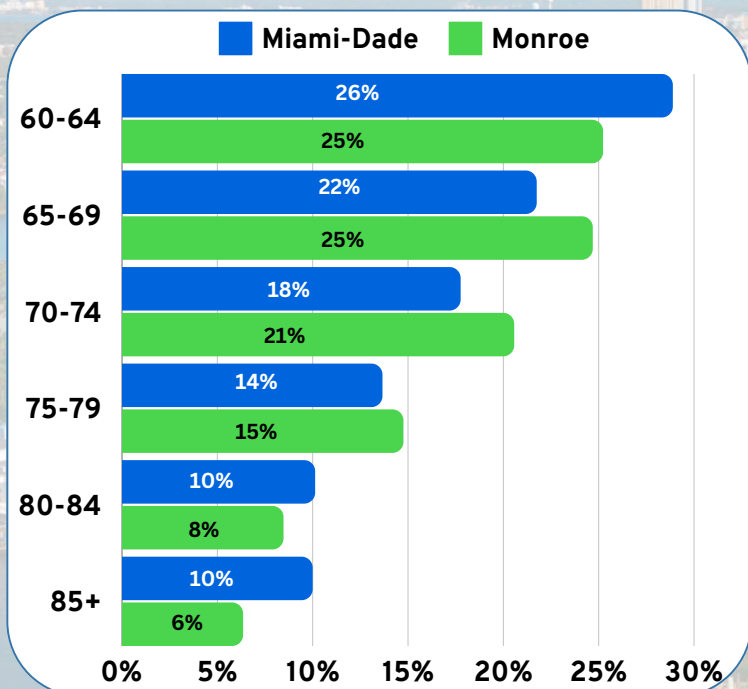
**Need Help?
Contact Us
Today!**

Main: 305-670-6500
Elder Helpline: 305-670- HELP
Toll Free: 1-800-96-ELDER (35337)

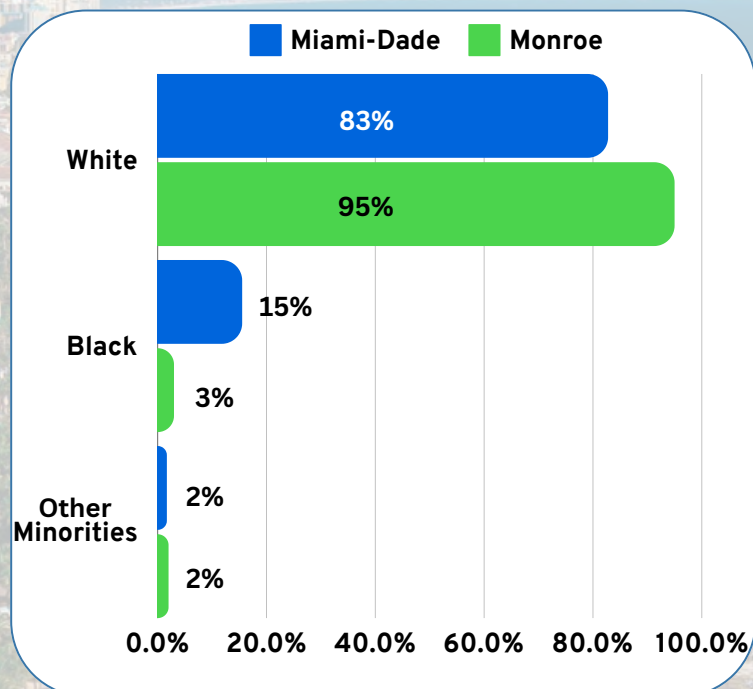
Alliance for Aging Service Area

Miami-Dade and Monroe Counties are home to 681,662 elders aged 60 and older. This group represents 22.68% of the total population in Miami Dade County and 33.82% 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 (43,250) or vision loss (36,320), or are too frail to adequately care for themselves. Of these, more than 66,849 are probable Alzheimer's Cases (65+)

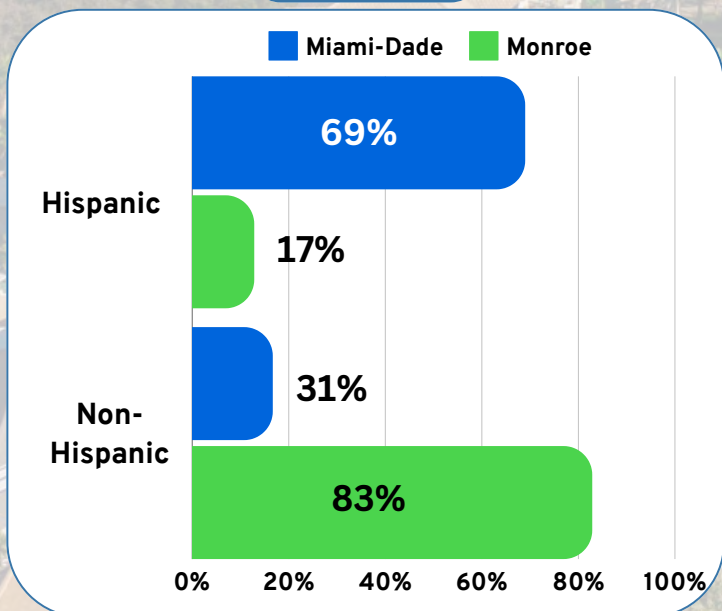
Age



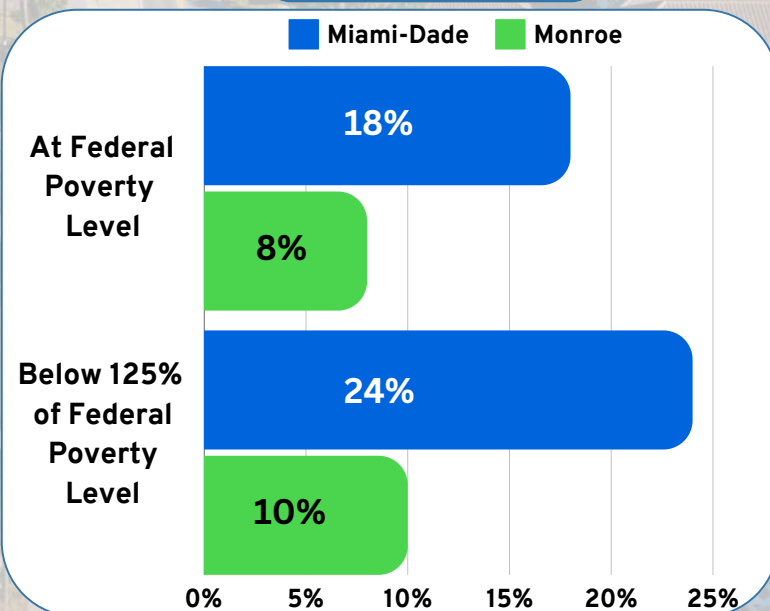
Race



Ethnicity



Poverty Level



Aging & 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.

The Alliance for Aging's ADRC offers a range of services, including the Elder Helpline, 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 connects individuals to the following resources:

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

2023 Stats

- Received over 152,700 calls related to access to services, home-delivered meals, COVID testing, and more.
- Referred 32,604 elders and adults with disabilities to intake for screening of case managed programs, including the State Medicaid Managed Long Term Care Program.
- Assisted 16,594 elders and adults with disabilities with eligibility determination for State Medicaid.
- Approximately 2,877 households received Emergency Home Energy Assistance for the Elderly (EHEAP).

ADRCs in Florida provide convenient access to resources and services for seniors, people with disabilities, and their families.

To reach the Alliance for Aging's ADRC, call 305-670-HELP.

SHINE (Serving Health Insurance Needs of Elders)



SHINE is a Florida program that provides free, impartial counseling to seniors and young disabled individuals regarding their Medicare coverage options. Highly-trained volunteers offer guidance on understanding Medicare, Medicare Advantage Plans, Medigap insurance, and Part D insurance. Volunteers also assist in completing financial assistance program applications to reduce Medicare costs.

Additionally, SHINE volunteers conduct educational presentations on Medicare, participate in health fairs, and offer counseling services via phone and in-person at partner counseling sites. SHINE is available to speak at various community organizations' meetings, including condo and homeowner associations, clubs, civic groups, churches, synagogues, and caregivers' associations.

In 2023, SHINE volunteers assisted 1,730 elders in one-on-one sessions under Senior Medicare Patrol. SHINE Volunteers receive special Senior Medicare Patrol training to learn how to detect, prevent, and report Medicare fraud.



Alzheimer's Disease Initiative

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 66,849 cases - primarily affecting Black and Hispanic elders. 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 2023, the Alliance for Aging served 3,821 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 (ARD), 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 ARD. 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.



Population Health Programs

Pet Project

The Pet Project helps low-income elderly individuals in our community by providing essential pet supplies. In order to retain their pets. Studies show that owning pets can improve mental and physical health, but many elderly struggle to afford pet food. This can lead them to sacrifice their own meals or even give up their pets. In 2023, they assisted 237 elderly pet owners, supporting 397 pets, and delivered:

- 101,300 lbs. of dry food
- 1,840 cases of wet dog food
- 810 cases of wet cat food
- 33,400 lbs. of cat litter
- 6 pallets of pet beds
- 100 dog waste bags
- 4 pallets of toys
- 2 pallets of treats
- 3 pallets of flea/tick medicine
- Holiday gift bags for each client



Veterans Directed Care Program

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. In 2023, the VDC empowered approximately 44 veterans to maintain independence and receive personalized care in their communities.

Live, Learn, Grow Program

The Live, Learn, and Grow program offers emotional and social support for older adults in both English and Spanish. Led by a certified geriatric counselor, these weekly groups provide a welcoming space for 10-15 participants to engage in conversations on various topics related to wellbeing and share their experiences. In 2023, the program benefited 1,113 elderly participants who have transformed their lives through building meaningful connections and gaining valuable support from their peers. The Live, Learn, Grow program was recognized with the Aging Achievement Award in 2022 for its innovative programming and ability to be replicated across other Area Agencies on Aging.



Population Health Programs

Hospital to Home (H2H)

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 for discharged elders. In 2023, H2H assisted 386 clients across the Baptist Health and Jackson Memorial hospital networks. Services included more than 2,900 hours of personal care, 3,100 hours of homemaker services, 975 home delivered meals, and 588 hours of case management. The readmission rate among H2H clients is 6%, helping reduce associated expenses by 83% with an average program cost of \$2,458 for 90 days of services for each client. Through H2H, hospitals save approximately \$12,742 per enrolled client, compared to the potential cost of a readmission.



Evidence-Based Programs

Evidence-based workshops like Enhance Fitness are designed to empower older adults to take control of their health and live their lives to the fullest.

Programming topics include falls prevention, Bingocize, and diabetes self-management. 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 2023, the Alliance provided 1,439 evidence-based workshops for 2,317 clients.

Elder Abuse Program

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 2023, the program had a significant impact, conducting 25 community education sessions that reached 1,735 participants. The Alliance also provided 8 professional training sessions to 54 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.



Technology Projects

Through the use of American Rescue funds, the Alliance was able to provide supportive services to adults 60 years or older and their family caregivers to address social isolation. There were four technology projects that were implemented.



Ageless Innovations

Through Ageless Innovations LLC, the Alliance provided 202 robotic pets to impact the lives of older adults and their care partners through the Power of Play. These innovative pets help alleviate social isolation, loneliness, and cognitive decline by delivering joy, peace of mind, and happiness to improve quality of life. The pets have built-in sensors designed to comfort, respond to motion and touch such as petting and hugging, and have a real-feel coat and calming heartbeat for a comforting experience for the older adult.

Claris Companion

Through Claris Companion, the Alliance delivered 140 secured HIPAA-compliant tablets that empowered old adults to effortlessly monitor and connect with their support network online, effectively allowing them to age-in-place and prevent social isolation. Claris is completely configurable to match the needs of each older adult and provides video/audio calling, messaging, photo/video sharing to reduce feelings of social isolation, improve medication compliance, and reduce likelihood of missed appointments/treatment by providing an online channel of communication.



Elli-Q

Elli-Q is a proactive, voice operated device that offers older adults companionship, connection to loved ones, health and wellness support, entertainment, and more. With Elli-Q, older adults can enjoy conversations, jokes and music, keep up with their health and wellness goals, set important reminders for events and appointments, and stay in touch with family and friends.



Ring/Amazon Alexa

The Ring Door device and the Alexa Echo were installed for 50 older adults to provide home safety and the ability to remotely connect with family and friends via video chat. The systems work together to allow the clients to easily see and speak to someone at the door without having to open the door, which provides safety. The Alexa Echo can be utilized as a calendar and reminders for medications, doctors' appointments, and any other important event recorded by the client and/or caregiver. The system can also be used as a means to video chat with family and friends so the clients feel connected.



New Face of Aging Conference 2023

A very successful 2023 New Face of Aging Conference: “Elements of Successful Aging”, took place on October 26, in Coral Gables, FL. The event was at capacity with nearly 300 industry leaders and professionals in attendance. The Alliance would like to thank all sponsors, speakers, and panelists who participated.



As part of our New Face of Aging Sponsorship packages, The Alliance for Aging supports new professionals just getting started in the aging network, and older adults interested in attending the conference. Thank you to FPL for sponsoring the Scholarship program!



“Attending the “New Face of Aging” conference has shifted my perspective on the aging process. It motivates me to work with and for the elderly, fostering an awareness of the need to advocate for improved services and treatments for a dignified and joyful old age. Discovering agencies and programs dedicated to the well-being of the elderly has equipped me with valuable information that I’ve shared within my community. This experience wouldn’t have been possible without the generous sponsorship from the Alliance for Aging Inc. I wish more students could participate in this conference; it’s sure to make a lasting impression. My deepest gratitude for this invaluable opportunity.”

**- Yury
Student, Miami Dade College**

2023 New Face of Aging Conference Sponsors

Platinum Sponsors



Diamond Sponsors



Gold Sponsors



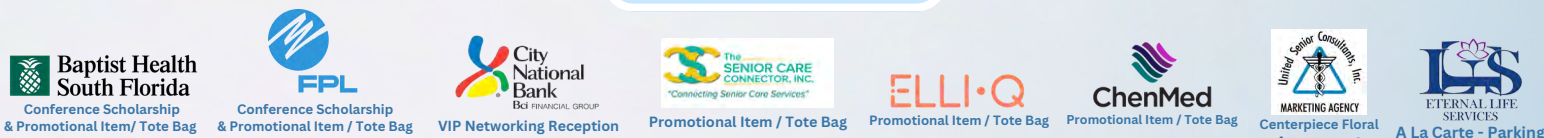
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The Alliance In Action

Warm Hearts, Warm Homes

On December 5, 2023, the Alliance participated in DOEA's Warm Hearts Warm Homes campaign, crafting 100 gift boxes filled with winter essentials like blankets, scarves, hand warmers, food, hot chocolate, and more. The Alliance teamed up with the Mildred and Claude Pepper Towers to distribute these gifts to residents, who were deeply touched by the gesture. This collaboration not only demonstrated community spirit and compassion but also highlighted how collective action can positively impact elders' well-being during colder seasons.



Cano Health Veterans Clothing Drive

On November 7, 2023, Carmen Teixeira and Daphne Macias from the Alliance for Aging coordinated the delivery of clothing boxes to Cano Health Headquarters in Doral. Partnering with Cano Health, the Alliance collected clothing for homeless veterans across Miami, Broward, and Monroe Counties. Project Rebirth and Miami Recovery Project facilitated the distribution of these items to homeless veterans.

With the support of individuals like Lorena Gonzalez, Darlene Ross-Austin, Gabriela Perez, Brian Sims, and Natalie Sims, our mission aligned to support homeless veterans with dignity and honor. We extend our gratitude to all veterans for their service, and the Alliance is proud to serve them.



Living Smarter - Aging Smarter Webinars

In 2023, the Alliance for Aging hosted three informative and educational webinars specifically pertaining to the quality of life for older adults of Miami-Dade and Monroe Counties. The webinar series had the continued theme of "Living Smarter - Aging Smarter". The first webinar was titled "Your Health and Security" featuring panelists from the Florida State Attorney's office, Miami-Dade Police Department and City National Bank. The second webinar focused on the forthcoming Hurricane Season and was titled "Hurricane Season is Here - Be Prepared," and featured emergency management staff from the State of Florida, Monroe County, and Miami-Dade County as well as from AARP speaking on prevention and planning. The third and final webinar of 2023 was "Exercise Your Body and Mind," featuring specialists in exercise, cognitive health and diet. The webinars were extremely well received, and much was learned from the panels of experts. The Alliance greatly appreciates the sponsorships by City National Bank, AARP, and Nations Benefits to deliver these valuable webinars.

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Our Commitment to Transparency

The Alliance earned its Gold Seal of Transparency in 2024 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 on Guidestar, visit

<https://www.guidestar.org/profile/65-0101947>

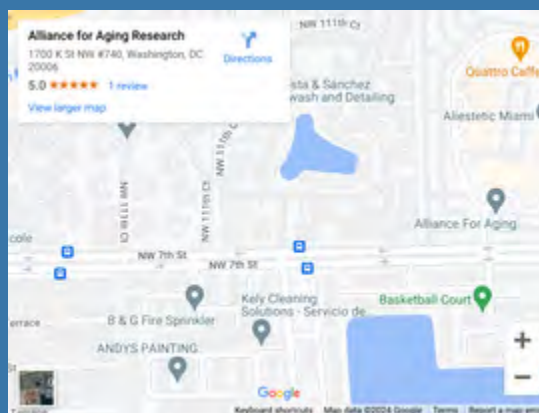


Gold
Transparency
2024

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