

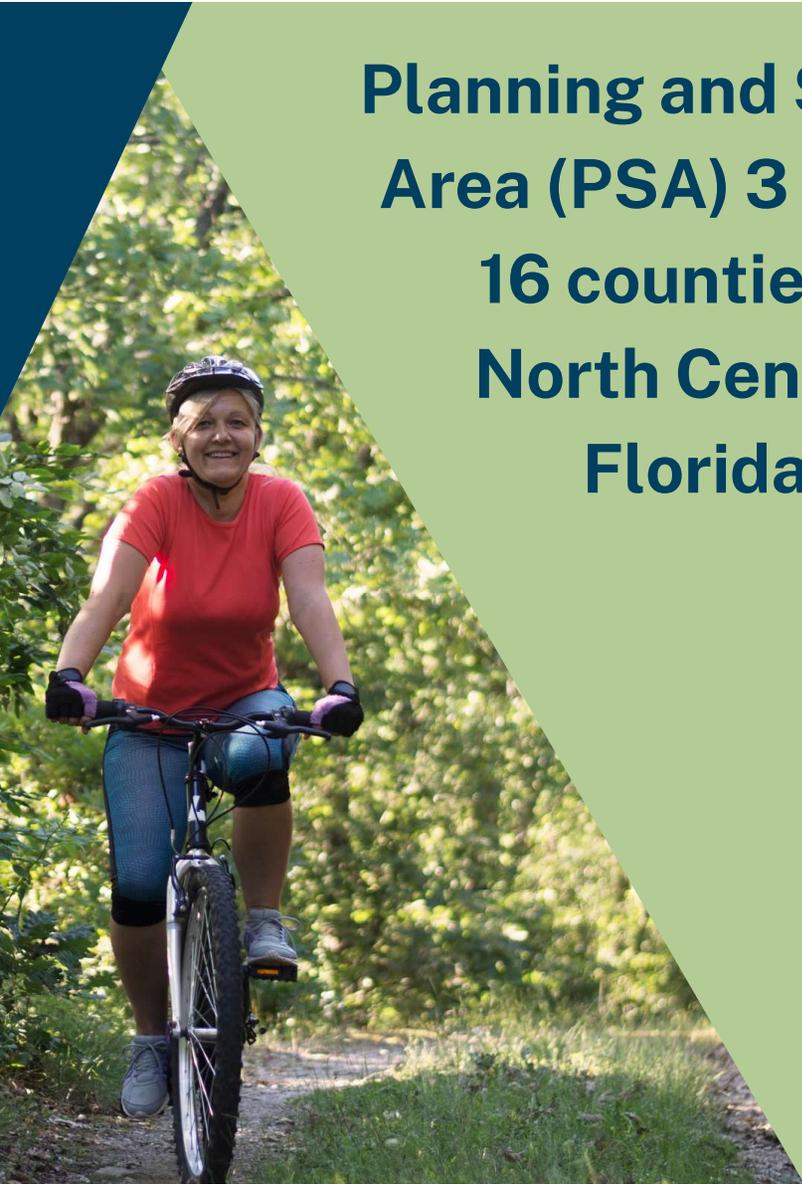
Elder Options

Elder Helpline

1-800-262-2243



**Planning and Service
Area (PSA) 3 serves
16 counties in
North Central
Florida**



Who We Serve

Elder Options serves seniors 60 years and older, adults with disabilities 18 years and older, and their caregivers.

There are 681,793
Seniors in our PSA.



Who does Elder Options fund?

- ElderCare of Alachua County
- Citrus County Support Services
- Columbia County Senior Services
- Marion Senior Services
- You Thrive Florida
- Suwannee River Economic Council
- Community Legal Services of Mid-Florida
- Three Rivers Legal Services



What services do these providers offer?

Services vary by County. Providers receive funding to offer home and community based services such as homemaking, personal care, respite care, emergency alert response, meals, supplies, etc.

There are also special programs for seniors with Alzheimer's Disease, monthly stipends for caregivers, energy assistance, etc.

In 2024, Elder Options funded providers to offer direct services such as:



- Home Delivered Meals
 - 360,066 meals delivered
- Meals at dining sites
 - 140,275 meals served
- In-home care
 - 133,714 hours of homemaking
 - 54,269 hours of personal care
 - 150,925 hours of respite care
- Adult Day Care
 - 40,442 hours
- Legal Assistance
 - 1,903 hours



Elder Options Programs and Activities



Overview of Elder Options Programs and Activities

- Elder Helpline and ADRC
- Care at Home and Support Programs, Medicaid LTC
- Caregiver Training and Support
- Healthy Aging
- Wellness Coaching and Support
- Abuse in Later Life
- SHINE, Senior Medicare Patrol, and MIPPA



ELDER OPTIONS

Elder Helpline - ADRC

- Your starting point for seeking information and other kinds of assistance for seniors and their caregivers.
- Part of Florida's Aging & Disability Resource Center network that provides callers with information, referrals, choices, and assistance in accessing the many services available to older adults, persons with disabilities, their caregivers, and family members.





Helpline by the Numbers

- Top reasons individuals call: seeking help in the home, SHINE/SMP (Serving Health Insurance Needs of Elders/Senior Medicare Patrol), utility and housing assistance, and legal assistance
- 31,925 Calls Answered in 2024
- Available Monday - Friday, 8:00 AM to 5:00 PM



What happens when you call the Helpline?

- Speak with a trained Information Referral and Assistance Specialist to assess needs
- Specialist checks eligibility for programs and services.
- Specialist refers customer to available resources.



Care at Home and Assisted Living Support Programs

- Staff screen clients for publicly funded programs to determine if you qualify for help in the home or in community settings, like assisted living facilities, through state funding or Medicaid LTC.
- Staff provide information and education to assist you and your family to make choices about in-home and long-term care programs and services.
- Staff provide information about the alternatives to nursing home facilities, when other options are possible.
- 6,768 New clients screened for eligibility*
- 10,742 Clients assisted with Medicaid LTC*

*All data is from 2024.



Caregiver Training and Support

- **Savvy Caregiver Training Program**
 - Provides dementia knowledge and skills to support family members as they care for their relatives or friends.
- **Coping with Caregiving Training Programs**
 - Improves the lives of caregivers and care recipients, regardless of age or cognitive ability.
- **TCARE - Tailored Caregiver Assessment and Referral**
 - Supports family members at risk for burnout. Caregivers are interviewed to identify stressors and then a care plan is created to help them address burnout.
- **Caregiver Support Groups**
 - Help caregivers share their experience, exchange advice, and find emotional support.



Healthy Aging

Evidence-based Programs designed to empower seniors to lead healthier lives.

- Tai Chi classes focused on balance
- Diabetes Empowerment and Education Program (DEEP) designed for pre-diabetes, diabetes, relatives and caregivers gain a better understanding of diabetes self-care.
- A Matter of Balance designed to reduce the fear of falling and increase activity levels among older adults.

Wellness Coaching and Support

PEARLS - The Program to Encourage Active, Rewarding Lives educates older and disabled adults about depression, and helps older adults develop the skills they need for self-sufficiency and to maintain health, happiness and independence.

Enhance® Wellness connects participants with a personal health and wellness coach to improve physical, emotional and social well-being.



ELDER OPTIONS

Abuse in Later Life: Prevention & Direct Services



To report a suspicion of elder abuse,
call Florida Abuse Hotline at
1.800.96.ABUSE (1-800-962-2873)

1 in 10 Americans, aged 60 and older have experienced some form of elder abuse. This could be physical, financial, neglect, sexual or emotional.

Elder Options provides:

- Community education and outreach
- Training for professionals on recognizing and reporting
- Training for Law Enforcement and Prosecutors on investigating and responding to cases
- Safety planning and victim service referrals

EHEAP: Emergency Home Energy Assistance for the Elderly Program

Elder Options administers the EHEAP program in Hernando, Lake, and Sumter counties. EHEAP assists households experiencing a home energy crisis with utility bill payments, deposits, home heating/cooling equipment, etc.

This program has income and eligibility requirements. Call 1-800-262-2243 for more information.





Serving Health Insurance Needs of Elders (SHINE) Mission:
To provide free and unbiased health insurance counseling through a dedicated network of volunteers, empowering Florida seniors to make informed health care choices.

Senior Medicare Patrol (SMP) Mission:
To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

Contact Us If You Are:

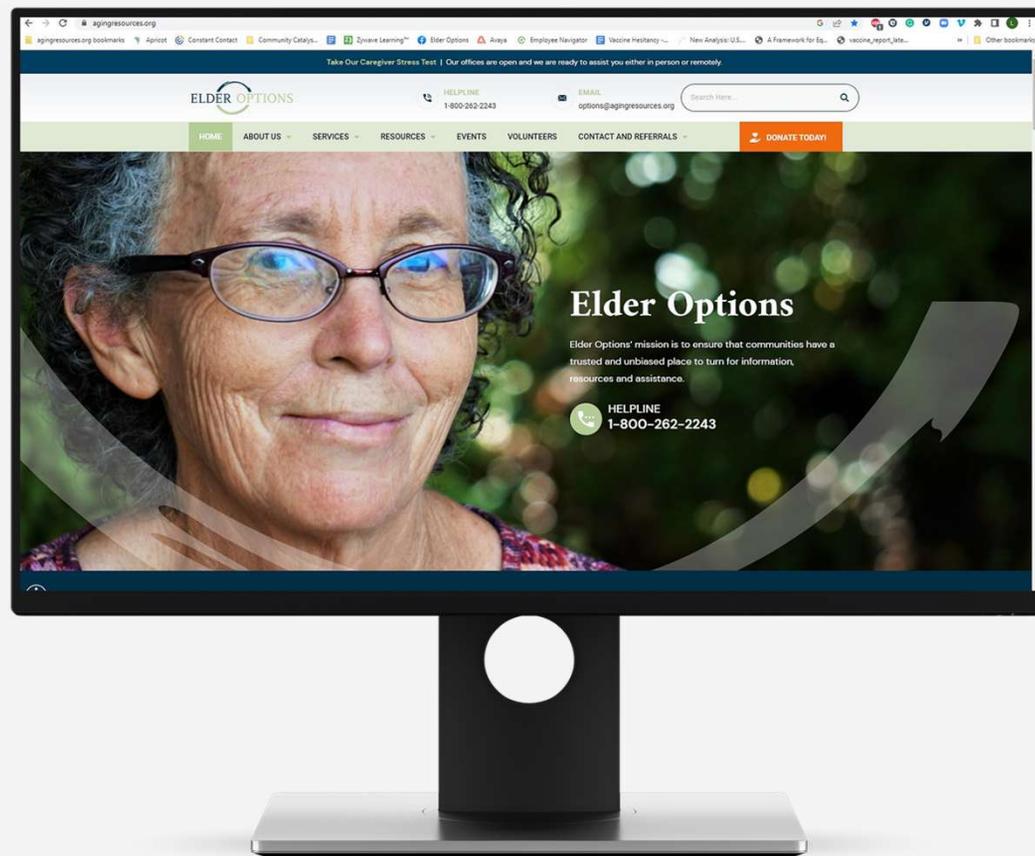
- New to Medicare
- A Medicare beneficiary
- A family member or caregiver of someone on Medicare

Join Our Team:

#BecomeaSHINEVolunteer

Ways to Connect

- Monthly Newsletter - Sign Up Online or with us Today!
- www.agingresources.org
- Social Media: Facebook, Instagram, X, LinkedIn, YouTube



Thank you!

Elder Helpline

1-800-262-2243