

2024 ANNUAL REPORT

Throughout 2024 Elder Options championed the needs of older adults, adults with disabilities, and caregivers through impactful programs and advocacy efforts. This fall, our CEO, Katina Mustipher visited policymakers at both the local and state levels to advocate for critical issues facing seniors, including housing, access to care programs, and caregiver needs.

Elder Options provided **9,161** clients with direct services, while 10,259 clients are awaiting services. These numbers highlight the dedication of our staff, volunteers, and community partners. Committed to our mission, we continue to provide trusted resources while adapting to new challenges.



OUR VISION

Envisioning communities where individuals are respected for their wisdom and experience, supported in their choices, and able to live with health, security, and dignity.

OUR MISSION

To provide trusted, unbiased information, resources, and assistance while advocating for stronger communities, enhancing support systems, and promoting innovative services prioritizing personal choice and independence.

WHO WE ARE



Katina Mustipher, CEO, with members of the 2024 Board of Directors. The Board is comprised of volunteers living in our 16 county area.

Elder Options is an independent non-profit founded in 1977 and designated by the State of Florida as the Area Agency on Aging/Aging and Disability Resource Center for Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, and Union counties.

We provide information and referral services, benefits counseling, screening and eligibility assistance, Healthy Aging workshops on diabetes, classes for improving and maintaining balance (Tai Chi), one-on-one help for depression, SHINE Medicare counseling, and Caregiver Training and Support and we administer state and federal pass-through funds via grants awarded to contracted service providers.

OLDER ADULT DEMOGRAPHICS IN OUR SERVICE AREA

681,793

are 60 years old or older

137,113

live alone

84,031

live below 125% of the poverty level

Elder Options brings programs and services together to help older adults stay independent, supported, and connected—right in their own communities.

The Entry Point - The Elder Helpline - 1-800-262-2243

The Elder Helpline is frequently the first connection caregivers, older adults, and family members have with Elder Options. Skilled Specialists provide personalized support to each caller, insuring they receive the resources they need. From community resources like transportation and meal programs to our wide range of in-house programs, the Elder Helpline acts as a trusted guide. We are here to help you navigate aging with confidence and care.

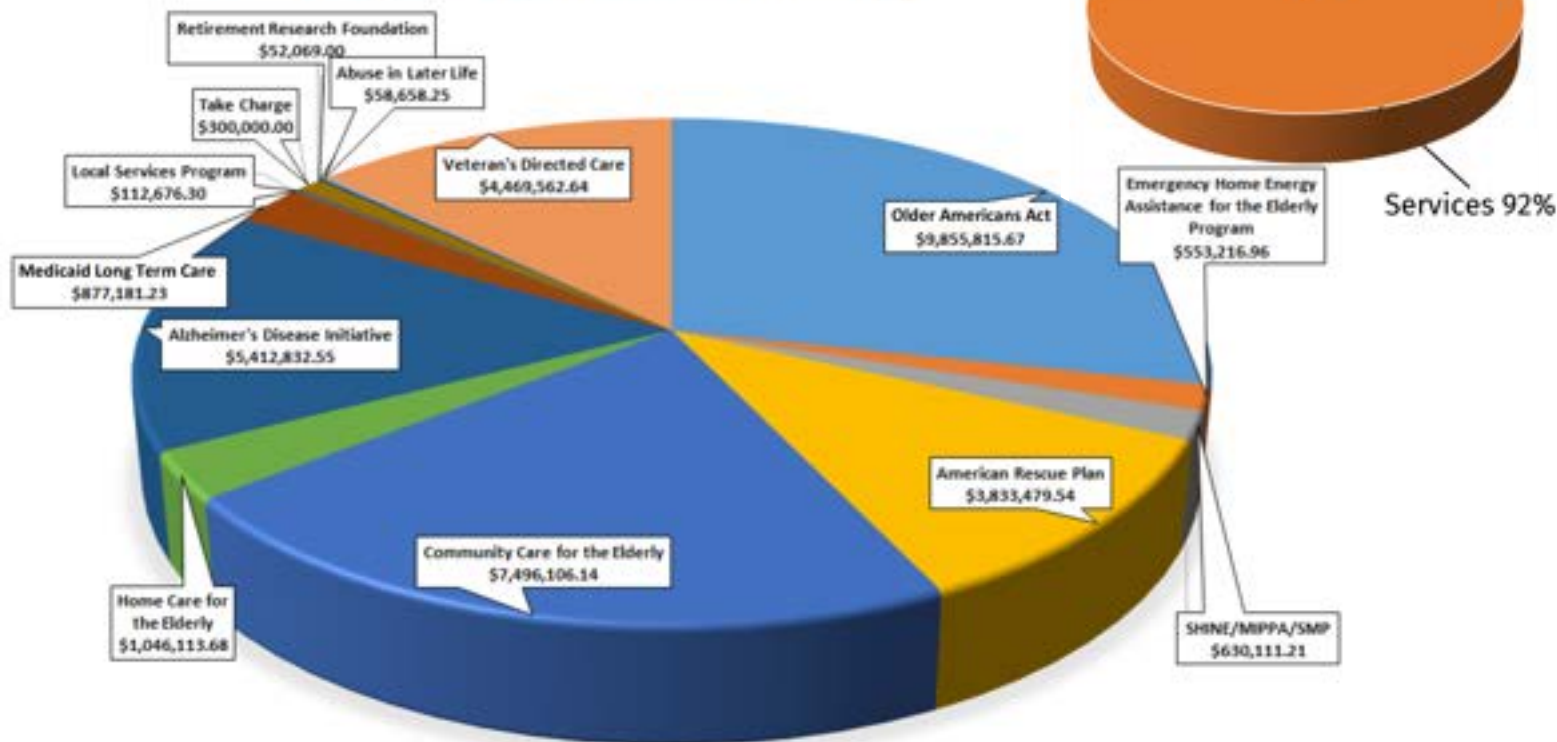
Services Overview

- In-home services
- Screening and eligibility determination assistance for Medicaid long term care
- Nutrition and meal programs
- Adult day care
- Transportation
- Consumer protection
- Medicare guidance
- Volunteer opportunities
- Utility payment
- Legal assistance
- Caregiver support services
- Programs to Reduce Social isolation
- Training to reduce Elder Abuse



FUNDING FISCAL YEAR 2024

Federal, State, and Other Funding



LEAD AGENCIES AND LEGAL PROVIDERS

Elder Options funds and monitors Provider Agencies that coordinate and deliver community-based services, including home care, meals, transportation, and legal services.

- **Alachua** – ElderCare of Alachua County
- **Bradford** – Suwannee River Economic Council
- **Citrus** – Citrus County Support Services
- **Columbia** – Columbia County Senior Services
- **Dixie** – Suwannee River Economic Council
- **Gilchrist** – Suwannee River Economic Council
- **Hamilton** – Suwannee River Economic Council
- **Hernando** – You Thrive Florida
- **Lafayette** – Suwannee River Economic Council
- **Lake** – You Thrive Florida
- **Levy** – Suwannee River Economic Council
- **Marion** – Marion Senior Services
- **Putnam** – Suwannee River Economic Council
- **Sumter** – You Thrive Florida
- **Suwannee** – Suwannee River Economic Council
- **Union** – Suwannee River Economic Council



Legal Providers:

Community Legal Services of Mid-Florida, Inc.

- Citrus
- Hernando
- Lake
- Marion
- Putnam
- Sumter

Three Rivers Legal Services, Inc.

- Alachua
- Bradford
- Columbia
- Dixie
- Gilchrist
- Hamilton
- Lafayette
- Levy
- Suwannee
- Union

ABOUT 2024

OUR GROWTH



Elder Options received state and national recognition for its impact. The Florida Council on Aging honored our *Aging Matters* series, a monthly series in *Main Street Daily News* covering a wide range of aging topics. *Next Avenue*, a national publication by Twin Cities PBS, highlighted PEARLS (Program to Encourage Active, Rewarding Lives), our program that supports seniors with depression at home.



The city of Alachua hosted a day of Elder Options education in honor of the first day of Medicare Open Enrollment. Over 200 seniors danced, tried Tai Chi, relaxed, and explored community services available in Alachua County. We are grateful for the partnership with the Alachua County League of Cities, Crafty Gemini, and Legacy Park.



SERVICES PROVIDED

ELDER OPTIONS

31,925	Calls Answered by Elder Helpline Staff
6,768	New Screenings Completed for Eligibility
3,059	Clients Released for Medicaid Managed Long Term Care Services
10,742	Clients Assisted with Medicaid Managed Long Term Care
6,455	Client Contacts Made by SHINE Volunteers and Staff
860	Clients Served by 79 Healthy Aging Workshops
1,062	Clients Assisted through Community Care Services
1,414	Caregivers Served by the Caregiver Training and Support Team

LEAD AGENCIES

140,275	Congregate Meals Served
360,066	Home Delivered Meals Provided
150,925	Hours of Respite/Breaks for Caregivers
133,714	Hours of Homemaking
11,166	Transportation Trips
54,269	Hours of Personal Care
40,442	Hours of Adult Day Care
176,683	Emergency Alert Response Days of Service
712	Clients Received Emergency Home Energy Assistance Awards

All Data Presented from 1/1/24 to 12/31/24

YOUR IMPACT

We are grateful to our dedicated staff, Board of Directors, Advisory Council, and community partners who make our work possible.



VOLUNTEERING

- 24 Healthy Aging Community Partners provided 323 hours of services worth \$10,817.27*
- 69 Volunteer SHINE counselors provided 7,702 hours of services worth \$257,939.98*

*Rate \$33.49 per hour by Independent Sector April 2024



HURRICANE PREPAREDNESS

In May, volunteers and staff packed and delivered over 100 hurricane supply boxes to seniors in need. Sponsored by the Florida Department of Elder Affairs, we are grateful to all who made this possible.



SAVINGS TO MEDICARE BENEFICIARIES

875 low-income persons received assistance from volunteers and staff with Extra Help and Medicare Savings Program benefits, freeing up funds for essential needs.

BOARD OF DIRECTORS

Shirley Green Brown (President), Roque Perez-Velez, PE (Immediate Past President), Richard Esseck (Vice President), Mildred Milligan (Secretary), Jeff Greenspan (Treasurer), Marcia Burr, Mary Dukes, Gayle Ryan, Victoria Conklin, Nicklous Ross, Phyllis R. McKnight, Mary Mitchell, Salvie Andreola

ADVISORY COUNCIL

Charles Barrett (Chair), Marie McCloud (Co-Chair), Annie B. Brooks (Secretary), Alphonso L. Johnson, Sandra E. Buck-Camp, Carnell Williams, Beverley Fountain, Minerva Santiago

PROGRAM HIGHLIGHTS



CAREGIVER OUTREACH GRANTS

Thanks to the generosity of the **Retirement Research Foundation** our Caregiver Training and Support team partnered with 10 community organizations to share resources with vulnerable caregivers. We equipped caregivers with necessary tools to care for themselves and their loved ones.



SHINE/SMP

SERVING HEALTH INSURANCE NEEDS OF ELDERS
SENIOR MEDICARE PATROL

Volunteers and staff on the SMP team reached 8,294 people, including hosting seven Medicare Fraud Prevention events in June! Since 2021, our team has helped 144 beneficiaries and their families report fraud, correct errors, and prevent abuse, helping protect Medicare for future generations.



UF MEDICAL GUILD GRANT FOR SMALL DEVICES

Elder Options provides free, evidence-based education on managing diabetes and staying healthy with new diagnoses. With support from the **UF Medical Guild** grant, we now offer tools like glucometers, food scales, and thermometers to help clients monitor their health at home.



TAKE CHARGE CARE TRANSITIONS

Our partnership with **UF Health** helps patients transition from hospital to home by ensuring their needs are met. We assist with medication management, health records, follow-up care, and condition education. Our coaches served 940 patients, with 96% avoiding readmission within 30 days.

SENIOR SUCCESS SPOTLIGHT

Living alone and feeling disconnected, Mrs. Smith longed for support. That changed when she began working with an Elder Options PEARLS (Program to Encourage Active, Rewarding Lives) coach. With one-on-one guidance, she found new ways to stay active, engaged, and hopeful.

"PEARLS opened my mind up to try new things, and look at things in a positive manner. My activities kept me busy and I did not feel alone. I was very encouraged."



Today, Mrs. Smith is active, hopeful, and more connected than she's felt in years. Her story is just one example of how the right support can help older adults reclaim joy in their lives.

Programs like PEARLS are possible because of people like you—our donors, volunteers, and advocates—who believe that every senior deserves to stay independent in their community.

PARTNER WITH US TO EMPOWER SENIORS

As we reflect on a year of meaningful impact, we invite you to be part of what comes next.

Your support helps ensure that older adults and individuals living with disabilities can remain independent, connected, and cared for—right in their own communities. There are many ways to make a difference:



- **Donate** online with a one time or recurring gift
- **Include us in your will or estate plan** to support future caregivers
- **Double Your Impact** - check to see if your employer offers donation matching



- **Teach** a Healthy Aging Class
- **Become** a SHINE Counselor
- **Lead** a Caregiver Support Group
- **Serve** on the Board or Advisory Council
- **Serve** on the Transportation Disadvantaged Board



- **Speak out** for seniors and persons living with disabilities
- **Share** Elder Options classes and programs with friends

Scan to make a gift today!



Elder Options, 100 SW 75th Street, Suite 301, Gainesville, FL 32607
Helpline: 1-800-262-2243 www.agingresources.org



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