

Ageing Matters

Annual Report 2023



Elder Options began our 46th year serving the community with new leadership and new programs! Katina Mustipher, a 26-year veteran of Elder Options and new CEO, lead the charge to serve more seniors in innovative ways.

We were the recipient of additional grants funding our Caregiver Training and Support Program, as well as the Vaccine Equity and Access Program. We continue to seek outside funding opportunities to keep our programs fresh.

Elder Options provided **11,612** clients with direct services during 2023, with **10,759** clients waiting for services at the beginning of 2024. The numbers presented in our Annual Report reflect a snapshot of the lives impacted by the hard work of our staff, lead agencies, volunteers, and partner organizations. We are committed to our mission, of providing trusted and unbiased resources and services in our community, while continually rising to meet new challenges and provide new innovative solutions.

Services Provided by Lead Agencies

183,725 Congregate Meals Served
384,932 Home Delivered Meals Provided
156,955 Hours of Respite/Breaks for Caregivers
132,676 Hours of Homemaking
11,677 Transportation Trips
48,958 Hours of Personal Care
61,441 Hours of Adult Daycare
188,154 Emergency Alert Response Days of Service

Services Provided By Elder Options

29,982 Calls

Answered by Elder Helpline Staff

6,364

New Screenings Completed for Eligibility

649

Annual Re-Screenings for Eligibility

2,749

Clients Released for Medicaid Managed Long Term Care Services

10,957

Clients Assisted with Medicaid Managed Long Term Care

5,781 Client Contacts Made by SHINE Volunteers and Staff

998 Clients Served by **90** Healthy Aging Workshops

422

Telephone Reassurance Calls

1,104

Clients Assisted through Community Care Services

2,629

Caregivers Served by the Caregiver Training and Support Team

All Data Presented from 1/1/23 to 12/14/23.

Your Impact

We are so thankful for the work of all those that have made what we do possible: our caring staff, our committed Board of Directors and Advisory Council, as well as our many community partners.

76 Volunteer SHINE counselors provided 6,361 hours of services worth \$202,279.80

28 Healthy Aging Volunteers provided 398 hours of services worth \$12,656.40

Rate \$31.80 per hour by Independent Sector April 2023



Warm Hearts, Warm Homes

Volunteers and staff gathered to pack cold weather items for seniors in need in December. This event was sponsored by the Florida Department of Elder Affairs. We are grateful to those who packed and hand delivered over 100 boxes!



Volunteers and staff in the Vaccine Equity and Access Program reached over 1,077 individuals at senior centers, health fairs and community events.



Savings to Medicare Beneficiaries

918 low-income persons were assisted by volunteers and staff with Extra Help and Medicare Savings Program benefits putting money back in their pockets for other essentials.



Board of Directors

Roque Perez-Velez, PE - President, Charles Miller - Immediate Past President, Drexel Collins - Vice President, Judy R. Archey - Secretary, Richard Esseck - Treasurer, Alida V. Langley, Jana F. Hart, Christina Martensson, Richard Vance, Shirley Green Brown, Edgar A. Emmelhainz, Jr., Mildred Milligan, Marcia Burr, Mary Dukes, Jeff Greenspan, Gayle Ryan, Victoria Conklin, Nicklous Ross, Phyllis R. McKnight

Advisory Council

Charles Barrett - Chair, Marie McCloud - Co-Chair, Annie B. Brooks - Secretary, Lucille Rhim, Alphonso L. Johnson, Sandra E. Buck-Camp, Verene E. Kurtz, Carnell Williams, Beverly Fountain, Minerva Santiago

Program Highlights

Enhanced Home Care for the Elderly

One of the first projects of 2023 was a time-limited grant that directly addressed safety concerns of seniors aging in place. Elder Options, with our lead agencies, ElderCare of Alachua County, Citrus County Support Services, Columbia County Senior Services, Marion Senior Services, and Suwannee River Economic Council, worked together to assist over 350 seniors at risk of nursing home placement stay at home. Projects included: home repair, new ADA toilets, new appliances, ramps, and bathroom grab bars

"My dryer had been broken for 10-15 years and my washer for 5-7; these were especially helpful as I no longer have to go take my laundry to the laundromat. I am so grateful to your organization."
- 76 year old, Alachua County client



Diabetes Empowerment Education Program (DEEP)

Elder Options partnered with the **Marion County Hospital District** to provide DEEP facilitator training and classes throughout the county. In their first year of classes, they had a 79% graduation rate, and participants had significant positive biometric outcomes, 75% of the participants had a reduced blood glucose. Changes like these are strong indicators of the program's effectiveness.

Serving Health Insurance Needs of Elders and Senior Medicare Patrol (SHINE/SMP)

Our SHINE/SMP team have joined **HCA North Florida** to fight Medicare Fraud. With the Director of Senior Healthcare Centers & her team, we have been able to educate, protect, detect, and report Medicare fraud. Since 2021, we have worked together to recover over \$43,000 from fraudulent charges.



Take Charge Care Transitions

The goal of our partnership with **UF Health** is to ensure that patient needs are met during the transition from hospital to home. To prevent re-admission, we assist patients with Medication Management, Personal Health Records, seeing primary care or follow up care, and provide education about their conditions. In 2023, our trained coaches saw 903 patients, and of those patients 96% avoided hospital readmission within 30 days.



Caregiver Outreach Grant

The **Retirement Research Foundation** provided us with the opportunity to increase the number of caregivers receiving services with an emphasis on engaging black and brown communities. To reach these groups, we partnered with faith-based and community-based organizations through mini-grants. This funding also allowed us to supplement our Savvy and Coping with Caregiving programs with TCARE, an individual one on one approach directed at stress reduction.





Our Vision

Elder Options envisions communities where people are respected for their wisdom and experience, informed and supported in their choices, and live with health, security, and dignity.

Our Mission

Elder Options' mission is to ensure that communities have a trusted and unbiased place to turn for information, resources and assistance. We advocate for and cooperatively work with communities to strengthen support systems and create new and innovative service options that focus on personal choice and independence.

Who We Are

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, Caregiver Training and Support, and administer state and federal pass-through funds via grants awarded to contracted service providers.

Join us

Volunteer

- Teach a Healthy Aging Class
- Become a SHINE Counselor
- Become a Caregiver Support Group Leader
- Join our Vaccine Equity Ambassadors
- Serve on the Board or Advisory Council
- Serve on the Transportation Disadvantaged Board

Advocate

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

Donate

- Support the programs you love!
- Make a gift in honor of a loved one - www.agingresources.org/donate

Elder Options, 100 SW 75th Street, Suite 301, Gainesville, FL 32607

Helpline: 1-800-262-2243 www.agingresources.org