

Community Resources for Elders

A Quick Reference Directory – April 2016



Welcome to the *Community Resources for Elders!*

The *Community Resources for Elders* information directory provides a summary of the larger nonprofit and government resources frequently accessed by Central Florida's elders and their caregivers. It is intended as a starting point for discovering the wealth of programming available to community residents. Not included in this directory: for-profit businesses, smaller nonprofit agencies and agencies that provide services to all populations. **If you have questions about organizations and services in the directory, more information can be obtained through the information and referral agencies on page 3.**

Compiled by the Orange County Commission on Aging, this information directory is primarily distributed through the Elder Ambassador educational outreach program. The Elder Ambassador initiative is a FREE outreach program designed to increase awareness of elder services and opportunities in Central Florida. The primary component of this initiative involves educating volunteers about local elder services and programs, so they can help raise awareness of local resources that are available to Central Florida residents.

The Elder Ambassador initiative is a program of the Orange County Commission on Aging. Supported by the Orange County Office on Aging, the Commission identifies resources dedicated to older adults and works with local, state and national partners to create an "elder-friendly" community. By promoting partnerships, identifying needed programs and linking services to citizens, the Commission's goal is to empower older adults to maintain their independence and quality of life within their home community. The Office on Aging works in conjunction with the Commission on Aging to help promote their mission. *PLEASE NOTE: The Office on Aging does not provide direct services or serve as an information and referral agency.*

If you would like an Elder Ambassador to speak at a civic, social, homeowners, faith or other community group, please contact Mimi Reggentin with the Orange County Office on Aging at 407-254-9277 or mimi.reggentin@ocfl.net.



This handout was compiled by the Orange County Commission on Aging
Email: OfficeonAging@ocfl.net ♦ Web: www.ocfl.net/seniors
Phone: (407) 254-9277



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Community Resources

Information & Referral Services

If you need assistance, but don't know where to begin or who to call, an "information and referral" organization is a great place to start. Phone calls are answered by specialists who are trained to know about specific services offered within their respective communities. Information and referral organizations can provide the names and phone numbers of programs and agencies that may be able to help you. *(Please note: Information and referral organizations usually do not provide direct services.)*

Tips

- Write down your questions before you call.
- Consider purchasing a notebook or folder to keep all the information together in one place.
- Have a pen and paper handy to write down information.
- Ask the specialist if they have other ideas on how you might address your need.

Agency	Description	Contact Info
Elder Helplines	Provide information about elder services and activities in Central Florida, including Orange, Seminole, Osceola and Brevard counties. Information on services range from hospice to in-home care to health care resources. Calls are answered by trained, bilingual operators. This free program is offered by the Senior Resource Alliance. Find the Elder Helpline for every county within the State of Florida. A program of the Florida Department of Elder Affairs.	(407) 514-1800 www.SRAFlorida.org (800) 963-5337 www.elderaffairs.state.fl.us
2-1-1 Community Resources Helpline	This is the free, one-stop source for referrals to thousands of health and human service agencies and programs in Central Florida such as food pantries, shelters, credit counseling and more. Calls are answered 24-hours-a-day by trained, bilingual operators. A program of the Heart of Florida United Way.	Dial 2-1-1 or (407) 839-4357 www.hfuw.org/UnitedWay_2-1-1.php
Orange County Government Helpline	Orange County's 3-1-1 non-emergency customer service office helps link residents with the appropriate services and programs within Orange County Government.	Dial 3-1-1 or (407) 836-3111 www.ocfl.net/311

Florida Department of Elder Affairs & Area Agency on Aging

The federal government, through the U.S. Department of Health & Human Services, Administration on Aging, works in partnership with a national network of 57 State Units on Aging and 655 Area Agencies on Aging to assist in planning programs for the elderly. Each Area Agency on Aging is managed at the local level and is responsible for selecting the services and providers that assist elders within each county. Area Agencies on Aging are funded with federal, state and local resources. In Florida, the State Unit on Aging is the Department of Elder Affairs. Senior Resource Alliance is the Area Agency on Aging for the Central Florida region, which covers Orange, Seminole, Osceola and Brevard counties.

General Programs

The Department of Elder Affairs offers support services that investigate, advocate and/or educate on behalf of Florida's elders.

Tips for Contacting Adult Protective Services and/or the Long-Term Care Ombudsman

- Keep a log of your concerns, if appropriate.
- Complaints can be given anonymously in most cases.

Tips for Contacting SHINE

- Keep a list of your medications and medical history.
- Annually review your health care plans based on your current medical needs.
- If you move to another state or community, you may need to review your medical plans.

Agency	Description	Contact Info
Adult Protective Services	Protects disabled adults and elderly persons from occurrences of abuse, neglect or exploitation. This is a partnership program with the Department of Children and Families (DCF) and the Aging Network.	(800) 96-ABUSE (800)-962-2873 www.myflfamilies.com/service-programs/abuse-hotline
Long-Term Care Ombudsman Program	Advocates on behalf of residents of long-term care facilities. Volunteer ombudsmen identify, investigate and resolve complaints made by or on behalf of residents of nursing homes, assisted living facilities and adult family care homes.	(888) 831-0404 or (407) 245-0651 http://ombudsman.myflorida.com
SHINE (Serving the Health Insurance Needs of Elders)	Provides educational materials and free unbiased insurance counseling to elders on Medicare, Medicaid, prescription drug programs, long-term care planning and insurance.	(407) 514-1800 www.floridashine.org
Senior Resource Alliance (SRA)	Serves as the local Area Agency on Aging in Central Florida. Provides the entry point for accessing local elder services funded by the state and federal governments. Maintains the Aging Resource Center, which is a clearinghouse for information on senior and disability services in Central Florida.	(407) 514-1800 www.sraflorida.org

Programs With Eligibility Criteria

The Department of Elder Affairs and the Area Agencies on Aging provide support programs to seniors ages 60 and over who meet certain eligibility criteria, such as a maximum income or asset level, have a disability, or experience challenges with performing “Activities of Daily Living.” Often referred to as “ADLs” in health care, the term refers to a person’s daily self-care activities such as eating, bathing, dressing, transferring, toileting and incontinence.

Tips (not all tips will apply to all programs)

- Have a general idea of your income and assets prior to calling.
- Write down your observations of what tasks are challenging for the person needing services.
- If there is a waitlist for services, ask when the waitlist might open again – or if there are other programs that might help in the interim.

Agency	Description	Contact Info
CARES (Comprehensive Assessment and Review for Long-Term Care Services)	Provides pre-admission screenings for individuals seeking community-based Medicaid services and subsidized nursing home services. Managed by the Florida Department of Elder Affairs. Ages 60 and over. Eligibility requirements.	(407) 540-3865 or (800) 96ELDER http://elderaffairs.state.fl.us/doea/cares.php
CCE (Community Care for the Elderly)	Provides community-based services organized in a “continuum of care” to help functionally impaired older people live in the least restrictive, yet most cost-effective environment suitable to their needs. Eligible clients may receive a wide range of services based on need. Eligibility and waitlists are managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	(407) 514-1800 or (800) 96ELDER http://elderaffairs.state.fl.us/doea/cce.php
EHEAP (Emergency Home Energy Assistance for the Elderly Program)	Assists low-income households of elders when the households are experiencing a home energy emergency, which could result from a delinquent utility bill, lack of cooling/heating or a shut-off notice. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	(407) 514-1800 http://elderaffairs.state.fl.us/doea/eheap.php
HCE (Home Care for the Elderly)	Provides support services to elders living in family-type arrangements as an alternative to institutional or nursing home care. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	(407) 514-1800 or (800) 96ELDER http://elderaffairs.state.fl.us/doea/hce.php

Agency	Description	Contact Info
RELIEF (Respite for Elders Living in Everyday Families)	Offers a much needed break to family members and loved ones who are providing constant care for a frail elder and those stricken with Alzheimer's disease and related dementias. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	(800) 96ELDER or (407) 514-1800 www.elderaffairs.state.fl.us/doing/relief.php

Caregiver and Support Programs Funded by the State and Area Agency on Aging

As the local Area Agency on Aging, the Senior Resource Alliance has designated local nonprofits as the primary contractor for services funded by the federal Older Americans Act and/or the State of Florida. Services vary and can include subsidized as well as fee-based programs.

(PLEASE NOTE: Other caregiving and support programs not funded by the State of Florida and Senior Resource Alliance, Central Florida's Area Agency on Aging, are located in the "Other Community Resources Section" of this document.)

Agency	Description	Contact Info
Meals on Wheels, Etc. of Seminole County	Enhances the quality of life of frail elders by providing nutritious meals, as well as support services for seniors living in Seminole County. Ages 60 and over. Eligibility requirements.	(407) 333-8877 www.mealsetc.org
Osceola Council on Aging	Acts as the lead agency for elder services in Osceola County. Services include case management, adult day care, nutrition, home support, housing and senior centers. Some programs have age and eligibility requirements.	(407) 846-8532 www.osceolagenerations.org
Seniors First	Helps seniors maintain their independence through the provision of nutrition programs (Meals on Wheels) and home improvement programs in Orange County. Home health and companion services are provided in Orange and Seminole counties. Ages 60 and over. Eligibility requirements.	(407) 292-0177 www.seniorsfirstinc.org
Share the Care	Specializes in adult day care and respite for physically and cognitively impaired adults, including those diagnosed with dementia or Parkinson's, and their caregivers living in Orange and Seminole counties. Support groups and information on resources are also available. Some programs have age and eligibility requirements.	(407) 423-5311 www.helpforcaregivers.org

Alzheimer's Disease & Other Dementias

Dementia is a brain disorder that seriously affects a person's memory and other mental abilities to carry out daily living. Alzheimer's disease is the most common form of dementia and is a progressive, degenerative disorder that attacks the brain's nerve cells, or neurons, resulting in loss of memory, impaired thinking and language skills, and behavioral changes. Other neurodegenerative types of dementia include frontotemporal disorders and Lewy body dementia.

Currently, there are no cures for these progressive neurodegenerative disorders. However, other types of dementia can be halted or even reversed with treatment. In rare cases, treatable infectious disorders can cause dementia.

Tips

- Seminars and support groups can help families better understand the disease and how to best care for people with dementia.
- Agencies can connect you with providers and health professionals that support people with dementia.

Agency	Description	Contact Info
Alzheimer's Association	The Central and North Florida Chapter serves 31 counties with education and support, as well as raising funds for research. This nonprofit is dedicated to enhancing care and support for all affected, and to reducing the risk of dementia through the promotion of brain health.	(800) 272-3900 www.alz.org/cnfl
Alzheimer's & Dementia Resource Center	Provides caregivers with the educational resources, practical guidance and emotional support they need to care for their loved ones suffering from any form of dementia and – equally important – themselves. Manages the Florida State Brain Bank Research Program in 21 counties.	(407) 843-1910 www.adrccares.org

Hospital-Based Diagnostic Programs

Florida Hospital and Orlando Health both operate assessment centers for older adults experiencing cognitive decline or multiple chronic health conditions. These in-depth diagnostic evaluations employ multi-disciplinary teams—including physicians and social workers, to assess, educate, refer and help structure care plans for patients in collaboration with their primary care physician.

Tips

- Ask in-advance what you need to do to prepare for the assessment, including what information you should bring with you.
- A family member, friend or caregiver should accompany you, as it is helpful to have another person who can listen and take notes.
- Share your story of what has worked for you – and what has not.
- These assessments are often covered by insurance. Ask if your insurance covers the assessment prior to your appointment.

Agency	Description	Contact Info
Florida Hospital Center for Aging and Wellness	Board-certified geriatricians and geriatric medicine fellows offer comprehensive care for older adults with emphasis on optimizing health and managing chronic conditions. Featuring Comprehensive Geriatric Assessments with an interdisciplinary team (medical, social work and chaplain), hospital consultations and home visits (within geographical and regulatory limits). Housed at the Florida Hospital Center for Family Medicine in Winter Park.	(407) 599-6060 www.CenterforAgingandWellness.com
Orlando Health Center for Aging and Memory Disorder Clinic	The Orlando Health Memory Disorder Clinic is the state designated and funded memory disorder clinic for Orange, Seminole, Lake, Polk, Sumter and Hernando Counties. The clinic provides comprehensive, multi-disciplinary assessments of individuals with memory loss or other symptoms of possible dementia (e.g. Alzheimer’s Disease) and provides education, community resource information and support to both patients and caregivers.	(321) 841-9700 www.OrlandoHealth.com , search for “Center for Aging”

Hospice End-Of-Life

Hospice provides supportive care for people facing life-limiting illnesses who no longer want to pursue a cure for their illness. Supportive care is provided to the person and the person’s loved ones by the hospice team. For the patient, the focus is on palliative care or providing the patient with relief from the symptoms, pain and the stress of a serious illness. The hospice team generally consists of a physician, nurse, social worker, chaplain, home health aide, bereavement counselor and volunteer. Hospice services are usually covered under Medicare, Medicaid and/or private insurance. In Florida, for the purpose of hospice care, terminal illness is defined as a life expectancy of six months or less. The patient or health care surrogate can elect to discontinue hospice services at any time.

Hospices are licensed and surveyed by the State of Florida. To see a current list of licensed providers, visit www.floridahealthfinder.gov and go to “hospice” under the “compare” header. This database is searchable by county. To learn more about the concept of hospice, when to consider hospice services and the types of services provided, please contact the Florida Hospice & Palliative Care Association at (800) 282-6560 or visit www.floridahospices.org.

Senior Congregate Housing Units

Tips

- The senior housing apartment complexes available through the U.S. Housing and Urban Development, commonly referred to as “HUD”, are independently owned and managed. Many of these senior “congregate” housing complexes have long waitlists for apartments. Individuals interested in living in these affordable housing complexes should consider adding their names to the waitlists at several apartment complexes.
- There are several different types of HUD programs that fund senior congregate housing complexes. Each of these HUD programs has different eligibility requirements; therefore, it is important to ask each facility about their income and asset requirements.

Agency	Description	Contact Info
U.S. Department of Housing & Urban Development Subsidized HUD Housing for the Elderly	HUD is the federal program that provides information and subsidized assistance on housing. The HUD website provides information on all HUD programs. It also provides information for older adults interested in aging in place (i.e., in their own home). HUD also has multifamily units for the elderly. The age requirement for senior congregate housing units receiving HUD funds is 62 and over. Eligibility requirements.	(800) 225-5342 www.hud.gov – search for “information for senior citizens”

Definitions of Other Types of Residential Communities

- **Senior Apartment Complexes** – Private apartment communities that provide limited communal services such as activity programs, transportation services and evening meals for residents. Owners of these housing complexes usually rent only to individuals age 55 and older.
- **Continuing Care Retirement Communities** – Private home communities that offer active seniors a variety of resources in which to socialize and enjoy their golden years. This option allows elders the opportunity to purchase services, amenities and future medical care, at the same time they buy their home in the community. Continuing care retirement communities offer housing options from independent to assistive to nursing care. The assisted living and nursing home portions of these communities are licensed and surveyed by the State of Florida.
- **Assisted Living Facilities** – Group apartment communities that provide full-time living arrangements and offer seniors assistance with non-medical aspects of daily living. Often referred to as “ALFs”, basic services include (but are not limited to): housing and nutritional meals; help with the activities of daily living such as bathing, dressing, eating, walking, physical transfer, giving medications or helping residents give themselves medications; arrange for health care services; provide or arrange for transportation to health care services; health monitoring; respite care; and social activities. ALFs are licensed and surveyed by the State of Florida.
- **Adult Family Care Homes** – Adult family care homes provide full-time, family-type living in a private home for up to five elderly persons or adults with a disability or health issues, and are not related to the owner. The owner lives in the same house as the residents. Basic services include (but are not limited to): housing and nutritional meals; help with the activities of daily living; arrange for health care services; provide or arrange for transportation to health care services; health monitoring; and social activities. Adult family care homes are licensed and surveyed by the State of Florida.
- **Nursing Homes** – Long-term care facilities that provide 24-hour medical care, personal care, housekeeping and rehabilitative services to seniors who are suffering from chronic illnesses, recovering after major surgery or are physically frail. Nursing homes, sometimes called skilled nursing facilities, are freestanding, which means they are not part of a hospital. Nursing homes are licensed and surveyed by the State of Florida. If certain criteria are met, Medicare pays for a limited number of days in a skilled nursing facility. Long term care in a skilled nursing facility is generally paid through a person’s private funds, long term care insurance or Medicaid, if eligible.

The Florida Agency for Health Care Administration (AHCA) website contains a list of licensed assisted living facilities, adult family homes and nursing homes.

Visit www.floridahealthfinder.gov and:

- Go to the “locate” option, then select “facilities or providers.”
- This database is searchable by county.
- A list of all the licensed facilities will be generated.

Transportation

LYNX is the public transportation provider for Orange, Osceola and Seminole counties. This fixed route bus system is fully ADA (Americans with Disabilities Act) accessible. LYNX, which is the Central Florida Regional Transportation Authority, also provides shared ride door-to-door services through ACCESS LYNX. These “paratransit” trips do not follow fixed routes or timetable, rather this system picks people up and drives them to their destination. In addition to this public system, there is a network of other nonprofit and for-profit transportation systems.

Tips

- A few nonprofit agencies offer limited transportation to their clients – ask.
- Businesses that support caregivers will also help coordinate transportation.

Note

- Medicaid recipients must contact their Medicaid Managed Medical Assistance (MMA) provider for information on the medical transportation trip benefits covered under their individual plan. If you are a Medicaid recipient in a specialty plan, you can also call a Choice Counselor in the Central Florida “Area 7” at (866) 467-4970 or email area7medicaidhelp@ahca.myflorida.com.

Agency	Description	Contact Info
ACCESS Lynx	Provides paratransit (door-to-door) services to residents that meet the eligibility guidelines of the ADA, Medicaid, Non-Emergency program or the Transportation Disadvantaged program. Eligibility guidelines and services vary by program.	(407) 423-TRIP (8747) www.golynx.com/riding-lynx/access-lynx
ITN Orlando	Offers door-through-door transportation services to seniors 60 and over, as well as individuals who are visually impaired. Transportation is provided in private vehicles, 24 hours a day, 7 days a week, within the coverage area. A membership is required.	(407) 228-7761 www.itnorlando.org
Safe Mobility for Life Coalition	This website provides centralized information on transportation resources for elders, including transit, driver safety, laws, and maintaining mobility. The Coalition and website is managed through the Florida Department of Transportation.	www.safeandmobileseniors.org

Legal Resources

Elder Law is an area of the law concerned with helping people preserve their independence, security and dignity when age, disability or death threatens them or their family members with loss. Certified Elder Law Attorneys have qualified for the designation as specialists though meeting standards of experience as well as passing specific testing on the subject areas included in Elder Law. Subjects included are the areas of estate planning, guardianship, probate, public benefits planning, and special needs trusts for the disabled. A list of certified Elder Law Attorneys is available on the Florida Bar website: www.flabar.org. Also, Certified Elder Law Attorneys may advertise that they are certified in Elder Law by the Florida Bar.

Tips

- Write down your questions before you call.
- Have a pen and paper handy to write down information.

Agency	Description	Contact Info
Legal Aid Societies of Orange, Osceola & Seminole counties	Provides legal services for low-income residents. These programs are provided by the respective county Bar Association and have income eligibility requirements. The Bar Associations also maintain a list of attorneys that are certified in elder law.	Orange County (407) 841-8310 www.legalaidocba.org Osceola County http://laso.osceolabar.org/ Seminole County (407) 834-1660 www.scbalas.com
Office of the Attorney General	Protects citizens in cases of Medicaid fraud, defends the state in civil litigation cases, and represents the people of Florida when criminals appeal their convictions in state and federal courts. Oversees the Seniors vs. Crime program. Protects Florida consumers from various types of fraud and enforces the state's antitrust laws.	(866) 966-7226 (Fraud Hotline) (800) 321-5366 (Lemon Law) http://myfloridalegal.com Seniors vs. Crime (800) 203-3099 www.seniorsvscrime.com
Senior Legal Helpline	Provides free legal advice and some services by telephone to eligible Florida residents, ages 60 and over on civil (not criminal) legal matters. This is a program of the Florida Department of Elder Affairs.	(888) 895-7873 www.elderaffairs.state.fl.us/department/legal_services.php

Other Community Resources

Central Florida has a network of nonprofit organizations that provide services and information to older adults. Below are several additional agencies that are focused on the needs of the elder community. Page 3 also lists the main informational and referral agencies that can help you learn more about community resources.

Agency	Description	Contact Info
50+ FYI Resource Directory	A directory produced by 50+FYI that lists services and programs for elders in Central Florida. This agency also publishes the <i>50+FYI Magazine</i> , which includes articles of interest to mature adults and features new programs and resources. Available in print and on-line. A partnership with the Area Agency on Aging and the Florida Department of Elder Affairs.	(407) 265-0534 www.50plusfyi.org
Center for Independent Living in Central Florida	Offers a number of programs to people with disabilities, including employment training, housing, mental health services, accessibility, deaf services, aging in place, and information & referral. Eligibility guidelines and services vary by program.	(407) 623-1070 www.cilorlando.org
Easter Seals Day Break	Provides adult day services for adults over 18 years of age with disabilities and/or special needs, older adults and adults with Alzheimer's or other dementia related disorders. Other adult day services are provided by agencies funded by the State of Florida and the Area Agency on Aging.	(407) 629-4565
Lighthouse Central Florida	Provides adult rehabilitation and employment for people of all ages living with visual impairments. Eligibility guidelines and services vary by program.	(407) 898-2483 www.lighthousecentralflorida.org
Neighbors Network	Provides the support older adults need to stay in the home they love—from small tasks to complex services. This network serves the communities of Winter Park, Maitland and Eatonville. A membership is required.	(321) 209-2775 www.neighborsnetworkfl.org
Orlando's Senior Help Desk	Provides free information & referral assistance on how to care for older loved ones who have reached the point in life where they can no longer take care of themselves. Service offered by Jewish Pavilion.	(407) 678-9363 www.orlandoseniorhelpdesk.org
Rebuilding Together Orlando	Repairs and rehabilitates homes for low-income, elderly, veterans, families with children and disabled people who own their homes, but are unable to maintain them. Eligibility guidelines and services vary by program.	www.rtorlando.org

Who's Who in the For-Profit Network of Services

- **Geriatric Care Manager** – A health care professional, typically a nurse or social worker, who arranges, monitors, or coordinates long-term care services. A care manager may also assess a patient's needs and develop a plan of care, subject to approval by the patient's physician. Care management is not a licensed profession; however, care managers can elect to get certified on the national level. For more information, visit the National Association of Professional Geriatric Care Managers at www.caremanager.org.
- **Home Health Agency** – A home health agency provides services to patients in private homes, assisted living facilities, and adult family homes. Some of the services include nursing care; physical, occupational, respiratory, and speech therapy; home health aides; homemaker and companions; and medical equipment and supplies. Along with services in the home, an agency can also provide staffing services in nursing homes and hospitals. Home health agencies are licensed and surveyed by the State of Florida.

If it is appropriate, a physician may order home health services. These costs are typically covered under Medicare for a designated time period, but not indefinitely. Home health care can also be paid for by the client or family member and this is referred to as “private duty home care.”

- **Homemaker and Companion Services** – These companies provide housekeeping, prepare and serve meals, help with shopping, routine household chores, companionship in the client's home, and can take the client to appointments and other outings. By law, homemaker and companions cannot dispense medications, nor can they provide hands-on personal care such as help with bathing or toileting. Homemaker and companion agencies are registered by the State of Florida. However, individuals who work on their own, with no other employees are not required to be registered. For a current list of licensed providers, visit www.floridahealthfinder.gov. Refer to “How to Use Florida Health Finder” below for instructions on to access this information.
- **Nurse Registry**– A nurse registry acts as employment agency between an individual patient and nurses, nursing assistants, home health aides, companions and homemakers for services in the patient's home. Nurse registries also provide temporary staff for nursing homes, hospitals and other businesses. Each individual health care worker is an independent contractor and is not a direct employee of the nurse registry. Nurse registries are licensed and surveyed by the State of Florida.

How to Use Florida Health Finder

To see a current list of licensed providers, visit www.floridahealthfinder.gov and:

- Go to the “locate” option, then select “facilities or providers.”
- This database is searchable by county.
- A list of all the licensed facilities will be generated.
- Under “type,” it will list the facilities that are certified to accept “Medicare” and/or “Medicaid” patients.

Active Aging Resources

Senior Centers

Every day, over one million older adults get connected at their local senior centers. The activities and programs at each senior center vary from exercise to card games to cooking classes and more. Senior centers are usually run by a local government; however, you can typically attend any senior center regardless of where you live. Many activities are free, although some activities may have a nominal fee. Call each center for more information about the programming at that particular center.

Tips

- Many senior centers have newsletters or bulletins that they distribute in the community.
- Ask about new events or programs—senior centers often offer educational seminars or schedule timely resource programs such as the AARP Tax-Aide program.
- If a group of people is interested in a particular activity, talk to your local senior center – requests for new programming can often be accommodated.

In Orange County

Agency	Description	Contact Info
Beardall Senior Center	This City of Orlando senior center has more than 100 clubs and programs that operate out of this nearly 28,000 sq. ft. facility. Ages 55 and over.	(407) 246-4440 www.cityoforlando.net/recreation/beardall-senior-center
Fran Carlton Center	This City of Apopka center offers a variety of recreational and social activities for seniors, including exercise classes, arts & crafts, board games, day trips and more. Membership required.	(407) 703-1784 www.apopka.net/departments/recreation
Jessie Brock Community / Senior Center	This City of Winter Garden center offers a wide range of recreational and educational programming for adults age 50 and older.	(407) 656-4155 www.cwgdn.com/resident/recreation/active/
Maitland Senior Center	The City of Maitland offers a diverse range of activities such as chair yoga, knitting and crochet, chess, bridge, movies, Tai Chi, line dancing, mah jongg, art classes, men’s cooking and much more.	(407) 539-6251 www.itsmymaitland.com/community-events.aspx (Click on Senior Center Activities)
Marks Street Senior Recreation Complex	This Orange County center offers a host of activities ranging from a billiards room, an exercise room and lots of classes on everything from spinning to yoga to dancing, card games and Rummikub. Ages 55 and over.	(407) 254-1066 www.orangecountyfl.net/CultureParks/SeniorCenters.aspx
Renaissance Senior Center	This Orange County facility offers a fitness center, billiards room, table tennis, ballroom and line dancing, Jazzercise, movies, cardio kickboxing, chair Tai Chi, Geo Fit seniors and more. Ages 55 and over.	(407) 254-9070 www.orangecountyfl.net/CultureParks/SeniorCenters.aspx

L. Claudia Allen Senior Center	This City of Orlando center offers seniors the opportunity to participate in activities, including sewing, cards, pool table, bingo, bridge, ceramics, crochet and knitting, a fitness room, movies, Pokeno, Zumba and more.	(407) 246-4461 www.cityoforlando.net/recreation/claudia-allen-senior-center/
Thomas Ison Center	This City of Ocoee center offers West Orange seniors a host of activities such as bingo, cards, crafts, chorus, line dancing and pot-luck luncheons.	(407) 905-3100 ext. 5301 www.ocoe.org/Departments/PR/SeniorPrograms.htm
Winter Park Community Center	The City of Winter Park center offers recreational programming for all ages, including a fitness center, basketball courts, media center and banquet space. A club for seniors operates from this center.	(407) 599-3275 www.cityofwinterpark.org and search for “Community Center”

In Seminole County

Agency	Description	Contact Info
Casselberry Recreation Center	This City of Casselberry center offers several exercise groups. It is a meeting place for various social, craft and card clubs. The Recreation Center also has a computer room where the Computer Club meets for computer education.	(407) 262-7700 ext.1575 www.casselberry.org and click on the logo for “senior programs”
Lake Mary Senior Center	At this City of Lake Mary center, seniors enjoy yoga, chairbics, Tai Chi, WOOPIEs, bridge, sewing, line dancing, and many other programs and classes.	(407) 585-1466 www.lakemaryfl.com/lake-mary-senior-center
Sanford Senior Center	This City of Sanford center offers a calendar of programs and activities for their older residents such as crafts, cards, activities, field trips & special events.	(407) 688-5129 www.sanfordfl.gov and search for “Senior Center”
Winter Springs Senior Center	This City of Winter Springs center is home to programs, including ceramics, line dancing, scrapbooking, yoga, Tai Chi, Jazzercise, bingo, computer classes, pool table, bridge, art lessons and lunch twice a week.	(407) 327-6554 www.winterspringsfl.org and search for “Senior Center”

In Osceola County

Agency	Description	Contact Info
Barney E. Veal Center	The Osceola Council on Aging nonprofit receives public funding to provide recreational programming, including quilting, dancing, yoga, painting and a fitness center.	(407) 846-8532 www.osceolagenerations.org

Volunteer Opportunities & Employment Training Opportunities

There are a wide variety of volunteer opportunities available in Central Florida. Most of the nonprofit agencies listed in this document and in the community welcome new volunteers. Volunteer opportunities can range from an ongoing commitment, periodically, or helping out at a single event. Just ask!

The information and referral agencies on page 3 can also connect you to additional volunteer opportunities and link you to employment training and resources.

Tips

- Experience is not always required to volunteer with an organization. Your time and enthusiasm are often all you need to get started.
- There are several websites dedicated to matching volunteers with local opportunities – just do a search on the web.
- Feel free to ask to speak with other volunteers to learn more.

Agency	Description	Contact Info
Hands On Orlando	Connects volunteers with opportunities to help community organizations meet the needs of local residents.	(407) 740-8652 www.handsonorlando.com
Senior Community Service Employment Program (SCSEP)	This federal program provides employment training and opportunities to low-income individuals who are unemployed. The AARP Foundation serves residents of Orange and Seminole counties. ExperienceWorks serves residents in Orange, Osceola and Seminole counties. Ages 55 and over. Eligibility requirements.	AARP Foundation (407) 852-1608 http://www.aarp.org/states/fl/ ExperienceWorks (863) 965-3795 www.experienceworks.org
Volunteers for Community Impact	The federal Senior Corps program includes the Foster Grandparent program and the RSVP program. These programs focus on promoting volunteerism and active aging for individuals ages 55 and older. Eligibility guidelines and services vary by program.	(407) 298-4180 www.volunteersforcommunityimpact.org

Continued Learning Opportunities

Research has shown that keeping your mind and body engaged is important to maintaining a healthy brain. Whether it is a hobby, volunteering, reading or a hands-on activity—staying active is important to healthy aging. Central Florida also has several programs that provide classroom learning experiences.

Tips

- For brain health tips, consider contacting the Alzheimer’s Association at (800) 272-3900 or the Alzheimer’s & Dementia Resource Center at (407) 843-1910.
- Senior centers are another great resource for brain healthy activities and continued learning.
- Libraries are a great resource for computer training classes or educational seminars, including the Counsel for Caregivers Seminars, offered by the Orange County Commission on Aging.

Agency	Description	Contact Info
Life @ UCF	A community educational program for people of retirement age in the Central Florida area who seek continued learning opportunities. A membership is required.	(407) 823-5433 www.life.ucf.edu
Orlando Seniors Now	Offers introductory computer classes, specifically designed for adults age 50 and older, at Seniors Now Computer Learning Center.	Marks Street (407) 318-3256 Renaissance (407) 254-9080 www.seniorsnoworlando.org
Senior TARS at Rollins College (STARS)	Provides educational courses and activities for ages 50 and over. Day and evening classes are offered. A membership is required. The name STARS combines the senior focus and the Rollins Tar (sailor) mascot.	(407) 646-1577 www.rollins.edu/rcell/senior
Stetson Lifelong Learning at Celebration	Provides residents of Celebration and the nearby areas with an educational place for intellectual discussion, while interacting with other mature adults in a social environment. A membership is required.	(321) 939-7600 www.stetson.edu/administration/lifelong-learning

Key Health Care Dates to Remember

(Always check with your health care provider or care/case manager for verification of these key dates)

Medicare

- **October** - Medicare Advantage and Part D Prescription Drug plans released with new premium and benefit design information for the coming year. It is important to review plan benefits every year since these benefits may change as of January 1. Changes may include premium and/or co-pay increases, medication coverage changes, in-network physicians or facility changes and/or changes to ancillary benefits not required by Centers for Medicare and Medicaid Services (CMS).
- **October 15** - Medicare Open Enrollment Period (OEP) begins. Medicare Advantage and Part D Prescription Drug plans begin accepting applications for the upcoming plan year.
- **December 7** - Medicare Open Enrollment Period officially ends. The last day Medicare Advantage and Part D Prescription Drug plans are able to accept applications for the coming plan year.
- **January 1** - Medicare Advantage and Part D Prescription Drug plans become effective for the new plan year.
- **January 1 to February 14** - This is the Annual Disenrollment Period (ADP) – a time when Medicare Advantage plans may be dropped and the policyholder may return only to Original Medicare. Part D Prescription Drug plans may be purchased if a drug plan was originally part of the Medicare Advantage plan.

Medicaid –Dual Eligibles

The “change period” for Medicaid recipients is based on their original enrollment into the Medicaid program. Enrollees will receive notice in advance of their change period. Questions regarding these dates should be directed to their Enrollment Broker or by calling the Elder Helpline operated by the Senior Resource Alliance at (407) 514-1800.

Marketplace Health Insurance

- **November 1, 2016** – Open enrollment begins for 2017 plans
- **December 31, 2016** – Coverage ends for 2016 Marketplace plans
- **January 31, 2017** – Open enrollment ends for 2017 plans

State & National Resources

Programs Offered by the State of Florida (includes Medicaid)

In addition to the Florida Department of Elder Affairs, there are several state agencies that provide programming and services to older adults. These services range from direct support services to hotlines to informational resources.

Tips

- Many of the state agencies have excellent online resources – and allow residents to file forms or apply for services online.
- Educational materials and research publications can often be accessed online.

Agency	Description	Contact Info
ACCESS Florida	Provides an entry point for public assistance, eligibility determination and ongoing case management for food assistance, temporary cash assistance and Medicaid services within Florida. Eligibility guidelines & services vary by program.	(866) 762-2237 www.myflorida.com/accessflorida
AHCA (Agency for Health Care Administration)	Administers the Medicaid program in Florida, and licenses and regulates health care facilities. Maintains a searchable database of information on the health care facilities it regulates, including skilled nursing homes, assisted living facilities and family group homes. Maintains a hotline to report concerns regarding the care of residents or the operation of a nursing home, assisted living facility or adult family care home. See Florida Medicaid for more information.	(888) 419-3456 www.fdhc.state.fl.us Complaint Hotline (888) 419-3456 http://apps.ahca.myflorida.com/hcfc/
Community Care for Disabled Adults	Assists adults (ages 18 – 59) who have a permanent physical or mental disability that restricts their ability to perform one or more activities of daily living. This is a Department of Children and Families program. Eligibility guidelines and services vary by program.	(407) 317-7951 or (407) 317- 7502 www.dcf.state.fl.us/programs/aps
Elder Care Florida - online resource	Sponsored by the Florida Health Care Association, this online resource assists adults and their aging parents as they explore long term care options.	www.ElderCareFlorida.com
Florida Division of Blind Services	The Florida Division of Blind Services helps blind and visually impaired individuals achieve their goals and live their lives with as much independence and self-direction as possible.	(407) 245-0700 Serves Lake, Orange, Osceola, Seminole, and Sumter Counties http://dbs.myflorida.com/

Programs Offered by the State of Florida (cont.)

Agency	Description	Contact Info
Florida Medicaid	This program helps with medical costs for some people with low-income and limited resources. As a joint program between federal and state governments, each state program varies. The Florida Health Finder website (listed on right) allows viewers to search for licensed care facilities, health plans and drug prices. An AHCA program. Eligibility guidelines vary.	In Florida (888) 419-3456 www.floridahealthfinder.gov Nationally (866) 762-2237 www.medicaid.gov
Florida Veterans Affairs	Helps Florida veterans, their families and survivors improve their health and economic well-being through quality benefits information, advocacy, education and long term health services. Eligibility guidelines vary.	(727) 319-7440 or (800) 273-8255 (Veterans Crisis Hotline) www.floridavets.org
Lifeline Assistance	Public Services Commission program helps make telephone service affordable to low-income customers in Florida. Eligibility guidelines.	(800) 540-7039 www.psc.state.fl.us/utilities/telecomm/lifeline

Programs of the Federal Government (includes Medicare)

There are several agencies within the federal government that support older adults. Services range from direct support services to training to online resources. Most are accessible online.

Agency	Description	Contact Info
Administration on Aging (AOA)	The U.S. Administration on Aging is a federal agency. This website provides information about housing, finances, nutrition and health. It also introduces elders to senior services and volunteer opportunities.	(800) 677-1116 www.aoa.gov
Federal Interagency Forum on Aging-Related Statistics	The website for the Federal Interagency Forum on Aging-Related Statistics links viewers with aging-related statistics and reports published by different federal agencies.	(800) 677-1116 www.agingstats.gov
FirstGov for Seniors	Find government resources for seniors on money, housing, health, consumer protection and more. This website is a compilation of official information and services on elder issues from the U.S. Government.	(800) 333-4636 www.seniors.gov
Medicare	The U.S. government's national health insurance program for people age 65 and older who have worked for at least 10 years in Medicare-covered employment, and who are citizens or permanent residents of the U.S. Visit www.Medicare.gov to learn difference between Medicare and Medicaid.	(800) Medicare (633-4227) www.medicare.gov

Programs Offered of the Federal Government (cont.)

Agency	Description	Contact Info
National Institute on Aging	The National Institute on Aging provides leadership in aging research, training, health information dissemination, and other programs relevant to aging and older people.	(800) 222-2225 www.nia.nih.gov
Social Security Administration	The U.S. Social Security Administration provides retirement, disability and survivors' benefits to qualified individuals. Apply for benefits or check your application status online.	(800) 772-1213 www.ssa.gov
Veterans Affairs	Veterans Affairs provides a wide range of benefits, including, disability, education and training, vocational rehabilitation and employment, home loan guaranty, dependent and survivor benefits, medical treatment, life insurance and burial benefits. Eligibility guidelines and services vary by program.	Benefits: (800) 827-1000 Health Care: (877) 222-8387 Inspector General: (800) 488-8244 Crisis Line: (800) 273-8255 Press 1 www.va.gov

State and National Community Resources

There are numerous nonprofit organizations that provide informational resources to older adults. The list below includes some of the most well-known ones and is just a snapshot of the many resources you can find online.

Agency	Description	Contact Info
AARP	The National AARP website includes a significant amount of research & information on aging issues.	(888) 687-2277 www.aarp.org
Family Caregiver Alliance	The Family Caregiver Alliance operates a national center for caregiving. The website contains a wealth of information, education, services, research and advocacy on caregiving.	(800) 445-8106 www.caregiver.org
Florida Council on Aging	The Florida Council on Aging is a statewide association that represents virtually all aging interests and many different disciplines.	(850) 222-8877 www.fcoa.org
National Council on Aging	The National Council on Aging helps older people remain healthy and independent, find jobs, and increase access to benefits and programs.	(800) 677-1116 www.ncoa.org
SAGE	SAGE is the largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual and transgender (LGBT) older adults.	(212) 741-2247 www.sageusa.org



The Commission and Office on Aging hope the *Community Resources for Elders* information directory has been helpful. It is important to know that this directory is not intended to be all-inclusive of all elder agencies and services. It is meant to serve as a quick reference guide that offers a summary of the key agencies and the more common types of services accessed by local elders and their families.

For more information about the organizations and services listed in this directory, or for information about organizations and services not listed in this directory, please contact one of the information and referral agencies listed on page 3 of this directory.

For more information about educational resources provided by the Orange County Commission on Aging, please visit our website at www.ocfl.net/seniors. Additional resources provided on this website include:

- Orange County Guide to Senior Services
- Fraud Protection Resource Guide
- Schedule for the Counsel for Caregivers Seminar Series
- Archived issues of the Commission on Aging e-newsletter
- Link to Orange TV's programming dedicated to elders



This handout was compiled by the Orange County Commission on Aging
Email: OfficeonAging@ocfl.net Web: www.ocfl.net/seniors
Phone: (407) 254-9277

